

Governance through Digital Platforms: A Study of the Effectiveness of e-Participation on Policy Transparency in the Philippines

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ARTICLE INFO

Received: 15 August 2025
Revised: 20 October 2025
Accepted: 05 December 2025
Available online: 09 December 2025

Keywords:

E-Participation
Policy Transparency
Citizen Engagement

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ABSTRACT

Purpose: This study investigates the effectiveness of e-participation in enhancing policy transparency in the Philippines. As digital platforms are increasingly used for public engagement in policy-making, the study seeks to evaluate how these platforms influence government transparency and citizen participation.

Subjects and Methods: The research utilized semi-structured interviews with key stakeholders, document analysis, and case studies of key initiatives such as Open Data Philippines and E-Participation for Local Government Units.

Results: The findings reveal that e-participation platforms have facilitated greater access to government data and increased public engagement; however, they also highlight significant barriers, including the digital divide, low digital literacy, and the lack of institutional responsiveness to citizen feedback. While e-participation has improved transparency in terms of data access, the process remains opaque due to the complexity of data presentation and the lack of mechanisms to integrate public feedback into policy decisions.

Conclusions: The study concludes that for e-participation to be truly effective, the government must invest in digital infrastructure, prioritize digital literacy programs, and develop clear processes for incorporating citizen input into policymaking. These findings contribute to the body of knowledge on digital governance and provide recommendations for improving e-participation initiatives in the Philippines and similar developing contexts.

INTRODUCTION

In recent years, the rise of digital technologies has significantly transformed governance practices around the world, particularly through the use of digital platforms for e-participation (Ragi et al., 2023; Chugunov et al., 2021). E-participation refers to the use of digital tools and platforms to involve citizens in the decision-making processes of public governance, allowing for greater transparency, accountability, and inclusivity in policy-making. The growing adoption of e-participation platforms in many countries has been seen as a way to enhance democratic processes, strengthen citizen engagement, and improve the overall transparency of governance (Mariani et al., 2024; Zheng, 2017).

These digital platforms enable governments to engage with citizens beyond traditional, face-to-face consultations, offering new channels for public participation in matters ranging from local governance to national policy-making (Bartoletti & Faccioli, 2016; Cochrane, 2015). The Philippines, like many other countries, has been at the forefront of adopting digital tools to

facilitate citizen involvement in public policy (Moreno & Delos, 2024). The introduction of various e-participation platforms, including online public forums, e-petitions, and virtual town halls, reflects a growing commitment to improving transparency in government.

As one of the most dynamic democracies in Southeast Asia, the Philippines has made substantial progress in promoting e-participation as a means of enhancing governance. However, despite the optimism surrounding digital platforms, questions remain regarding their actual effectiveness in improving policy transparency and fostering meaningful citizen engagement (Asimakopoulous et al., 2025; Saner et al., 2020). Studies on e-participation highlight that while these platforms offer a high potential for democratizing access to policymaking, their impact is often uneven, with challenges relating to digital literacy, access to technology, and the ability of governments to implement feedback effectively.

According to Huffman (2017), the central issue of this study is to evaluate the effectiveness of e-participation in improving policy transparency within the Philippine governance system. While digital platforms promise greater inclusivity and transparency, there is limited empirical evidence on whether these platforms are genuinely making government policies more transparent to the public or if they are merely symbolic gestures that fail to deliver meaningful change (Doshi & Schmidt, 2024). The study seeks to address this gap by investigating how e-participation platforms have been utilized in the Philippines and assessing their impact on the transparency of policy decision-making processes. In doing so, the study aims to identify the factors that contribute to the success or failure of these platforms in achieving their intended goals.

A common solution proposed to address the challenges of e-participation is the enhancement of digital infrastructure and the implementation of robust legal frameworks that ensure transparency and accountability in the use of these platforms (Ali, 2023; Gil et al., 2022). According to the literature, the success of e-participation is often contingent upon the government's ability to provide the necessary technological infrastructure, ensure digital inclusivity, and establish clear mechanisms for incorporating citizen feedback into policy decisions (Bertot et al., 2010).

Studies also emphasize the need for greater government commitment to not only providing platforms for participation but also using the input received from citizens to inform real policy change (Tambouris et al., 2017; Gil et al., 2022). These solutions focus on creating a more conducive environment for e-participation and addressing the barriers that may hinder its effectiveness, such as limited access to technology or a lack of trust in government institutions. In the case of the Philippines, the government has made notable strides in establishing digital platforms to facilitate e-participation. For instance, the *Open Data Philippines* initiative provides citizens with access to a wealth of government data, which is seen as an essential step toward improving transparency.

Furthermore, the Philippine government has implemented digital consultation processes through platforms such as *E-Participation for Local Government Units* (eLGUs), which allows citizens to engage with their local governments in policy discussions. However, these initiatives face various challenges, including limited digital literacy among the population, uneven access to technology, and concerns about the genuine integration of citizen feedback into policy decisions. Previous studies have highlighted the potential of these platforms to enhance governance, but the literature also points to the limitations of current practices in ensuring that e-participation leads to real improvements in policy transparency (Luna, 2020; Kassen, 2019).

This study seeks to contribute to the growing body of literature on digital governance and e-participation by offering a critical analysis of the effectiveness of e-participation platforms in the Philippines. Specifically, it aims to assess how these platforms have been utilized to improve policy transparency, identify the barriers to their effectiveness, and propose recommendations for enhancing their impact. Through this research, the study will fill a critical gap in the literature by providing empirical evidence on the actual outcomes of e-participation in a Southeast Asian context, which has been relatively underexplored in previous studies.

The study will also examine the broader implications of e-participation on democratic governance in the Philippines and explore how these digital tools can be better leveraged to foster more

inclusive and transparent policymaking. The novelty of this research lies in its focus on the Philippines as a case study, where e-participation is still in the developmental stages but shows considerable potential for reshaping governance practices. The hypothesis underpinning this study is that while e-participation platforms in the Philippines offer significant opportunities for enhancing transparency, their effectiveness is ultimately determined by the extent to which the government is willing and able to integrate public input into actual policy decisions.

This study will assess both the technical and institutional dimensions of e-participation, considering factors such as digital literacy, accessibility, government responsiveness, and the legal frameworks that support these platforms. The scope of the study will include a detailed examination of specific e-participation initiatives within the Philippines, focusing on the impact these platforms have had on transparency in public policy, and their broader implications for governance in Southeast Asia.

METHODOLOGY

This study adopts a qualitative research design to explore the effectiveness of e-participation in enhancing policy transparency within the Philippines. The research aims to examine the use of digital platforms by the Philippine government to engage citizens in policy discussions and decision-making processes, focusing on how these platforms impact government transparency. The methodology employs a combination of document analysis, expert interviews, and case study analysis to gather rich, contextual data on the subject. By using a qualitative approach, the study aims to capture the nuances and complexities of e-participation and its implications for transparency in public governance, ensuring a comprehensive understanding of the barriers, successes, and areas for improvement.

Research Design

The research follows a multi-case study design to explore the use of e-participation platforms in various sectors of governance, focusing on specific instances where digital tools have been implemented in public service delivery. Case studies were selected based on their relevance to the research questions and their alignment with the objective of understanding the effectiveness of e-participation in improving policy transparency. The primary cases include the Philippine government's Open Data Philippines initiative, the E-Participation for Local Government Units (eLGUs) program, and other digital consultation processes implemented in local government units (LGUs). The selection of these cases was driven by their role in providing citizens with platforms for participation in policy-making and their efforts to enhance transparency. The case study design allows for an in-depth exploration of how e-participation is implemented in different contexts within the Philippines, taking into account the varying levels of digital engagement across regions and the challenges faced by local governments. The comparative nature of the design also enables the researcher to identify best practices and lessons learned that can inform future policy-making in other ASEAN countries or similar emerging economies. This multi-case approach provides a detailed, context-rich analysis of the effectiveness of e-participation in enhancing transparency in government processes.

Data Collection

Data for this study were collected from both primary and secondary sources. Primary data were obtained through semi-structured interviews with key stakeholders involved in e-participation initiatives, including government officials, policy-makers, technology officers, and citizens who have actively participated in these digital platforms. Semi-structured interviews were chosen to allow for flexibility in exploring various aspects of e-participation, while still ensuring that core themes related to transparency, citizen engagement, and government responsiveness were addressed. Participants were selected using purposive sampling, with an emphasis on individuals who have direct experience with the implementation or use of e-participation platforms. Approximately 25 interviews were conducted with participants from both national and local government sectors, as well as from civil society organizations advocating for digital governance. In addition to interviews, secondary data were collected from government documents, reports, and other publicly available materials related to the digital platforms under examination. These documents include policy papers, annual reports, and data on the implementation and outcomes

of e-participation initiatives such as *Open Data Philippines* and *eLGUs*. These secondary sources were analyzed to provide context for the primary data collected through interviews, allowing the researcher to triangulate the findings and ensure a more comprehensive analysis of the research questions. Document analysis was crucial in identifying official government goals, the structure of e-participation platforms, and the specific mechanisms in place for integrating citizen feedback into policy decisions.

Analytical Framework

The data analysis followed a thematic analysis approach, guided by an analytical framework developed from the literature on digital governance, e-participation, and transparency. The framework consists of three primary dimensions: (1) citizen engagement and participation, (2) transparency in policy-making, and (3) institutional response to public input. These dimensions were chosen based on their relevance to the research questions and their prominence in the literature on digital governance. The first dimension, citizen engagement and participation, focuses on how e-participation platforms enable citizens to engage with government processes, particularly in the context of policymaking. This dimension examines the degree to which digital platforms allow for meaningful interaction between citizens and policymakers and how inclusive these platforms are in terms of access to marginalized groups. The second dimension, transparency in policy-making, assesses the extent to which e-participation platforms contribute to making government actions more visible to the public, with an emphasis on how these platforms provide access to government data, decision-making processes, and policy outcomes. Finally, the institutional response to public input focuses on how government institutions utilize the feedback collected through e-participation platforms, whether they integrate citizen input into decision-making, and whether such engagement leads to tangible policy changes. The thematic analysis began with open coding, where data were reviewed and categorized into initial themes related to the research questions. The second phase involved axial coding, where these initial themes were grouped into broader categories, such as "barriers to effective engagement" and "government responsiveness." These categories were further refined and linked to the conceptual framework, ensuring that the analysis remained focused on the core research questions. Finally, selective coding was used to identify the main themes that emerged from the analysis and connect them to the broader context of digital governance and policy transparency in the Philippines.

Validity and Reliability

To ensure the validity and reliability of the findings, several steps were taken throughout the research process. First, data triangulation was used to compare and contrast the findings from interviews, document analysis, and case studies. This approach helps to verify the accuracy of the data and provides a more comprehensive understanding of the research questions. Second, member checking was conducted, where interviewees were given the opportunity to review the findings and provide feedback on the accuracy of the interpretations. This process ensured that the researcher's interpretations of the data accurately reflected the perspectives of the participants. Peer debriefing was another strategy employed to enhance the credibility of the findings. A group of experts in the fields of digital governance, transparency, and e-participation were consulted to review the research design, data analysis, and emerging themes. Their feedback helped identify potential biases and blind spots, leading to a more robust analysis. Furthermore, the study adhered to the principles of ethical research, ensuring that all participants provided informed consent and that their confidentiality was protected throughout the research process.

Ethical approval for this study was obtained from the institutional review board prior to data collection. All participants were informed about the study's purpose, the voluntary nature of their participation, and the steps taken to protect their privacy and anonymity. Consent was obtained from all interview participants before the interviews, and they were assured that their responses would be used solely for research purposes. The study adhered to ethical guidelines for conducting research with human subjects, ensuring that participants were treated with respect and dignity throughout the process. Additionally, all secondary data sources were carefully scrutinized for any potential ethical concerns, particularly with regard to the use of public data and the representation of government initiatives. The study also ensured that any sensitive

information gathered during the interviews was kept confidential and that participants were not identified in the published findings.

RESULTS AND DISCUSSION

This section presents the findings of the study on the effectiveness of e-participation in enhancing policy transparency within the Philippines, drawing from interviews with key stakeholders, analysis of government documents, and case studies of specific initiatives. The results are categorized into three key themes: (1) the role of e-participation in improving citizen engagement, (2) the impact of e-participation on government transparency, and (3) the barriers to effective implementation of e-participation. For each theme, insights from interviews with participants are incorporated to provide a comprehensive understanding of the challenges and opportunities associated with e-participation in the Philippine context.

E-Participation and Citizen Engagement

E-participation platforms in the Philippines have significantly increased citizen engagement in governance processes, but the degree of participation varies across demographic groups and geographic locations. During interviews with key stakeholders, several government officials emphasized the positive role that digital platforms have played in increasing access to governance. One government official from the Department of Information and Communications Technology (DICT) remarked:

"Since the launch of Open Data Philippines and other e-participation platforms, we have seen an increase in public interest and engagement in policy-making. Citizens can now access data, provide feedback, and contribute to the decision-making process from the comfort of their homes."

However, interviewees also highlighted significant barriers to widespread engagement. A civil society leader in Cebu noted:

"While urban areas like Metro Manila have high levels of digital literacy, many citizens in rural areas still face barriers to accessing the internet or navigating digital platforms. This creates a situation where only a small fraction of the population can meaningfully participate."

This disparity is consistent with the literature on digital divides, which asserts that while digital platforms can provide new opportunities for participation, they may also reinforce existing social inequalities (Bertot et al., 2010). Rural and lower-income citizens in the Philippines often lack access to reliable internet and digital devices, which limits their participation in e-participation platforms. The study found that despite the availability of platforms like *eLGUs* and *Open Data Philippines*, many rural citizens were unable to engage meaningfully due to these infrastructural barriers. This was echoed by an NGO representative in Davao who shared:

"Even when the platforms are available, citizens need to have the skills to interpret the information. Most people in remote areas are not familiar with using online government platforms, which limits their ability to engage effectively."

The findings indicate that while e-participation platforms have increased engagement opportunities, the digital divide and low digital literacy remain critical challenges. These barriers hinder the inclusivity of e-participation and prevent a broad representation of the public in governance.

E-Participation and Government Transparency

The study found that e-participation platforms have had a positive impact on transparency in the Philippine governance system, particularly by providing citizens with greater access to government data. The *Open Data Philippines* initiative, which aims to make government data publicly available, was cited by many interviewees as a key example of this improvement. A senior government official from the National Economic and Development Authority (NEDA) commented:

"The Open Data initiative has been a game-changer in terms of transparency. By making government spending and project data publicly accessible, we have seen increased public awareness and scrutiny of how public funds are allocated and spent."

However, the data also revealed that while access to government data has increased, the actual transparency of the policymaking process is still limited. A policy analyst from the Department of Budget and Management (DBM) shared:

"While we have made data available to the public, the issue remains that many citizens do not fully understand how to interpret this data. Without proper context or explanation, making data available is not enough to achieve true transparency."

This highlights a significant challenge in the implementation of transparency initiatives: while access to data is crucial, it is equally important to ensure that the data is understandable and usable by the public. This aligns with previous research, which asserts that transparency must go beyond simply providing data to include clear communication and public education (Fung et al., 2013). Several interviewees suggested that the government should focus on improving the accessibility of data by offering more user-friendly platforms and providing training or resources to help citizens interpret complex datasets.

Additionally, several stakeholders noted that while transparency has improved in terms of data access, the decision-making process behind policies remains opaque. An expert in digital governance from the University of the Philippines shared:

"While platforms like Open Data provide access to data, they do not necessarily reveal the rationale behind government decisions. Citizens are still in the dark about why certain policies are adopted or how decisions are made."

This finding suggests that there is a gap between providing data and ensuring transparency in decision-making processes. E-participation platforms can increase transparency by providing data, but without clear explanations of how that data informs policy decisions, true transparency is not fully achieved.

Barriers to Effective Implementation of E-Participation

The third major theme from the study concerns the barriers to the effective implementation of e-participation platforms in the Philippines. Despite the potential for e-participation to enhance citizen engagement and transparency, several key barriers impede its success. The most significant barriers identified in the interviews were digital literacy, access to technology, and the responsiveness of government institutions.

Digital literacy was frequently cited as a barrier to effective participation. An interviewee from the Philippine Business for Social Progress (PBSP) explained:

"Even when people in rural areas have access to the internet, they often lack the skills to navigate the platforms or understand the data being presented. This is a significant barrier to meaningful participation."

This concern was echoed by several local government officials, who noted that while e-participation platforms had increased citizen access to data, they had not necessarily improved the quality of citizen input. One local government official from Mindanao mentioned:

"We've seen more people accessing our e-participation platform, but many of the comments we receive are not very constructive. There is a lack of understanding of the issues being discussed, and the feedback we get often doesn't address the real challenges or concerns."

In addition to digital literacy, the study also identified access to technology as a major barrier. Despite the availability of digital platforms, many citizens, particularly in rural areas, lack the necessary resources to participate effectively. One citizen from a rural area in Ilocos Norte shared:

"I would like to participate in these platforms, but the internet is either too slow or too expensive. I can't afford the data charges, so I miss out on the opportunity to engage in important policy discussions."

This is consistent with the literature on digital divides, which highlights the unequal access to technology as a significant barrier to e-participation (Zhang et al., 2016). In the Philippines, the digital divide remains a persistent challenge, especially in rural areas where access to reliable internet is limited.

The study also found that institutional responsiveness is a critical barrier. Many interview participants expressed frustration with the lack of feedback loops in e-participation platforms. A representative from a civil society organization stated:

"Citizens are participating in these platforms, but we rarely see their feedback being taken into account in policy decisions. The government needs to do more to show that citizen input is valued and has an impact."

Several government officials echoed this sentiment, acknowledging that while platforms collect valuable feedback, there are few mechanisms in place to demonstrate how this input is used. This lack of responsiveness undermines the effectiveness of e-participation, as citizens are unlikely to continue participating if they feel their input does not lead to tangible changes.

Discussion

This section discusses the key findings of the study, focusing on the effectiveness of e-participation platforms in enhancing policy transparency in the Philippines. The study revealed several important insights regarding the role of e-participation in improving citizen engagement and government transparency, as well as the barriers to its effective implementation. By drawing on the relevant literature and comparing the findings with similar studies, this discussion provides a comprehensive understanding of the challenges and opportunities for e-participation in the Philippine context. The discussion is structured around three primary themes identified in the results: citizen engagement through e-participation platforms, the impact of e-participation on government transparency, and the barriers to effective implementation.

E-participation platforms in the Philippines have made significant strides in increasing citizen engagement in public governance, but the extent of this engagement is uneven. As noted in the results, urban citizens with higher digital literacy and access to technology are more likely to engage with these platforms, while rural and underserved populations remain largely excluded. This digital divide is a significant barrier to inclusivity in e-participation, as it limits the ability of certain demographic groups to engage meaningfully in the policymaking process (Firtin et al., 2025; Yavuz, 2023). This aligns with the findings of previous studies, which highlight that access to technology and digital literacy are critical factors that influence the effectiveness of e-participation initiatives (Bertot et al., 2010).

In the context of the Philippines, the digital divide is particularly pronounced between urban and rural populations (Alampay, 2006). Many rural areas lack reliable internet access, which significantly limits the ability of citizens in these areas to participate in e-participation platforms. This issue was highlighted by several stakeholders in this study, particularly those from civil society organizations, who pointed out that while platforms like *Open Data Philippines* have increased access to government data, the lack of internet access and the high cost of data remain barriers to engagement for rural populations. This finding is consistent with existing research on the digital divide in developing countries, where disparities in internet access and affordability continue to impede full participation in digital governance (Zhang et al., 2016).

Moreover, while e-participation platforms provide citizens with the opportunity to voice their opinions and participate in policy discussions, the quality of engagement is often limited. The study found that many citizens, especially in rural areas, lack the skills to navigate digital platforms or interpret complex government data (Castilla et al., 2018). This is an issue of digital literacy, which was cited as a key barrier to effective engagement. This finding reinforces the argument made by Tambouris et al. (2017), who emphasize the need for comprehensive digital literacy programs to ensure that citizens can engage meaningfully with e-participation platforms.

Without improving digital literacy, the potential for these platforms to increase democratic participation and public engagement remains constrained.

Additionally, although e-participation platforms facilitate increased access to government data, this does not always translate into meaningful participation in policy decisions. In several instances, citizen feedback was collected but not systematically integrated into policy decisions. A policy analyst from the Department of Budget and Management highlighted this gap, stating that while feedback was collected, there was little evidence to suggest that it led to tangible policy changes. This issue of institutional responsiveness is critical, as it raises questions about the real power of e-participation in shaping government policies. As discussed by Fung et al. (2013), true e-participation must go beyond merely collecting feedback it must be integrated into decision-making processes and result in tangible changes in governance. Without effective mechanisms for responding to citizen input, e-participation risks becoming a tokenistic exercise that fails to achieve its intended goals.

The study found that e-participation platforms have had a positive impact on transparency in the Philippine governance system, particularly by providing citizens with greater access to government data. The *Open Data Philippines* initiative, launched in 2014, was identified as a key example of this improvement. By making government spending, budget allocation, and project data publicly available, the government has taken an important step toward enhancing transparency. This is consistent with the findings of Bertot et al. (2010), who argue that access to public data is a critical component of transparent governance, as it enables citizens to scrutinize government actions and hold public officials accountable.

However, while increased access to data is a positive development, the study found that transparency is not simply about making data available it also depends on how the data is presented and communicated to the public. Many stakeholders noted that although government data is accessible, it is often complex and difficult for the average citizen to understand (Evans & Campos, 2013). This lack of user-friendly data and the lack of context around its interpretation were significant barriers to transparency. As a participant from a civil society organization in Manila pointed out, “Just because data is available doesn’t mean it’s transparent if people can’t understand it or know how to use it.” This is a crucial point, as it suggests that transparency must not only involve making data available but also ensuring that citizens can access and interpret it in a meaningful way.

Moreover, the study found that while platforms like *Open Data Philippines* have provided valuable access to government data, the actual decision-making processes behind government policies remain opaque. Several interview participants expressed concerns about the lack of clear communication regarding how government decisions are made. This gap in transparency between the availability of data and the process behind decision-making is supported by Fung et al. (2013), who argue that transparency must encompass both access to information and the processes through which decisions are made. Without clear explanations of how data informs policy decisions, transparency remains limited, and citizens may feel disconnected from the decision-making process.

Despite the potential benefits of e-participation, several barriers were identified in the study that hinder the effectiveness of these platforms. The most prominent barriers identified were digital literacy, access to technology, and institutional responsiveness (Choudhary & Bansal, 2022). As mentioned earlier, the digital divide remains a significant challenge in the Philippines. Rural areas, in particular, lack the infrastructure necessary for reliable internet access, which prevents citizens from fully participating in e-participation platforms. The study’s findings support the arguments put forth by Kassen (2019), who highlights the role of digital infrastructure in facilitating or hindering e-participation in developing countries. Without addressing the digital divide, the effectiveness of e-participation platforms will remain limited, as they fail to reach a large portion of the population.

Another barrier identified in this study was digital literacy. Many citizens, especially in rural areas, lack the skills needed to navigate e-participation platforms and understand the data provided by the government. This issue was highlighted by several participants, who noted that

the lack of digital literacy programs in the Philippines has limited the effectiveness of e-participation in engaging citizens. The findings align with research by Tambouris et al. (2017), which emphasizes the need for targeted digital literacy programs to ensure that citizens can participate meaningfully in e-participation initiatives.

Finally, the study identified institutional responsiveness as a critical barrier to effective e-participation. Many interviewees expressed frustration with the lack of follow-up on citizen feedback collected through e-participation platforms. A representative from a local government unit in Mindanao explained, “We collect feedback, but there’s no clear system for how it’s incorporated into policy decisions. This makes citizens feel that their participation doesn’t matter.” This issue of institutional responsiveness is crucial, as it undermines the effectiveness of e-participation in enhancing transparency and accountability. Without mechanisms to integrate citizen input into policy decisions, e-participation platforms risk becoming symbolic rather than substantive tools for democratic engagement.

Despite the challenges, the study offers valuable lessons for the Philippines and other countries implementing e-participation platforms. First, the government must invest in digital infrastructure to bridge the digital divide and ensure equitable access to e-participation platforms, especially in rural and underserved areas. Second, digital literacy programs must be prioritized to ensure that citizens have the skills necessary to engage meaningfully with digital platforms. Third, the government must prioritize institutional responsiveness by developing clear mechanisms to integrate citizen feedback into decision-making processes and demonstrating how this input has been used to shape policy outcomes.

CONCLUSION

This study has examined the effectiveness of e-participation in enhancing policy transparency in the Philippines. The findings reveal that e-participation platforms have increased citizen engagement by providing broader access to government data, yet the effectiveness of these platforms remains uneven due to barriers such as digital literacy, access to technology, and institutional responsiveness. While platforms like Open Data Philippines have made government data accessible, the lack of clear communication and understanding of data limits the full realization of transparency. Furthermore, despite the increased public participation, feedback collected through e-participation platforms does not always lead to concrete policy changes, highlighting the need for mechanisms to ensure that citizen input is meaningfully integrated into decision-making processes. This research contributes to the broader body of knowledge on e-participation by providing insights into its implementation in a developing democracy like the Philippines. It emphasizes the importance of improving digital infrastructure, enhancing digital literacy, and ensuring institutional responsiveness to citizen feedback. Future research could focus on evaluating the long-term impact of e-participation on governance outcomes and explore the role of citizen feedback in influencing policy reforms. Additionally, studies on how e-participation platforms can be adapted to overcome digital divides in rural areas could further inform the development of inclusive and effective digital governance strategies.

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