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## Factors of Successful E-Petitions in Policy Making Process: A Scoping Review

### Abstract

Efforts to continue to increase public participation in policymaking continue to be carried out as a step toward a more open government. Along with the popularity of online petitions (e-petitions) initiated by various lines of society, a systematic analysis was carried out to find out how successful an online petition (e-petitions) is as a public space in policy making. We try to provide a new perspective from a broader side of the previous partial research. This indicator of success is based on the original purpose for which the petition was published. As a result, there are three important things that are divided into two scopes of paths for achieving goals. First, the way of communication in which there is a linguistic approach is an important factor that influences how information from the petition is conveyed to the public and leads to the publicity of the petition. Second, the way of delivery is the basis for how the voice of the community is conveyed to policymakers, which is influenced by the political will of a region. Finally, media attention is a factor between the two scopes, which have dual roles as a "toa" to the public, and a messenger of policy. This review is expected to be a reference for initiators who propose policies from the community as well as a consideration for policymakers to actively involve the community's role in the policymaking process.

### Keyword

e-petitions; online petitions; community participation; policymaking; collective action

### Introduction

In the context of the actualization of democracy, community/public involvement in the procedure of formulating public policy is presently receiving an increasing amount

of attention. The public has begun to take advantage of various technology platforms such as social media and online petitions platforms, commonly referred to as e-petitions. This represents a shift away from traditional forms

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of participation such as hearings and public consultations, which have been the norm in the past. Although there have been numerous pieces of research that have examined the ability of social media to bring attention to a variety of different policy issues, the primary focus of this article will be on e-petitions as a form of collective activism. Electronic petitions are effective tools to demonstrate the powerlessness of petitioners in the face of the government. Electronic petitions search for answers to issues of social injustice that the participant may have personally encountered. Through the use of the e-petitioning system, citizens have the ability to sign electronic petitions online, receive feedback regarding their complaints, and make requests for the allocation of their perspectives in government policy regarding a particular issue (Alathur et al., 2012; Lindner & Riehm, 2008; Macintosh et al., 2002).

E-petitions are gaining more and more recognition as an additional venue in which members of the public can make their voices heard and/or influence the political agenda. This is because they "allow citizens to engage with lawmakers and rally around issues that they find relevant." This is the reason why they have become so popular. E-petitions, in other words, provide citizens with the opportunity to have their voices heard and/or to influence the political agenda (Vromen et al., 2022). One that has received a lot of positive feedback and attention from the community is Change.org. Petition signing is a non-confrontational form of protest that is led by a variety of communities or political policy advocacy organizations. This type of protest is at the more passive end of the spectrum of forms of protest (Sheppard, 2015). Users of e-petitioning platforms are encouraged to voice their opinions regarding what actions they believe the government should take and to provide a justification for why those actions should be taken (Hagen et al., 2016). Protests, including the signing of petitions, and other forms of political participation are not conceptually distinct from one another in the same way that they differ historically. Signing petitions in person or electronically is a non-confrontational way to protest actions or policies of the government, and both types of petitions typically center on a single concern or objective (Dalton, 2008; Sheppard, 2015).

Today, with digital technology, it is becoming increasingly common for people to participate in online communities by signing electronic petitions. One of these is the issue of climate change, which is voiced by many communities all over the world that care about the environment, for example. This is one of the issues that are popular in the global realm. While this is going on, research has already been conducted about electronic petitions, some of which discussed how the development of petitions published on change.org in Australia found how the pattern of issues was driven by the community, where most of

the petitions were addressed to the government, and that the problem areas were: they are political petitions. In the meantime, research on the topic of e-petitions has previously been researched (Halpin et al., 2018). In addition, there is research conducted by González-Agüero et al. (2022) that investigates how successful the movement has been in Chile in promoting better health care for diabetics. Also, Rosenfeld (2021) conducted an analysis of the discourse of consumer-citizens in the United States who are opposed to ag-gag legislation. Previous studies have shown that there is a topic that has not been sufficiently investigated; specifically, how was it that this group effort was successful? A second round of research into the relevant literature was conducted to identify the factors that encourage community participation in using this online petition platform successfully. Research by Elnoshokaty et al. (2016) explain this using a linguistic approach by taking a look at the many different petitions that have been published on change.org. In the meantime, research has been carried out on the elements that affect the implementation of e-petitions provided by the British government as well as research on how to expand the public space's capacity (Bochel & Bochel, 2017).

The main aim of this research is to investigate, in a more general sense, which factors influence the level of success that a collective movement has in the process of policymaking. In addition, this research has been conducted to supplement the research that has come before it in a manner that is more methodical than the research that has come before it. As a result, it is anticipated that the findings of this research can assist movers, communities, and various community movements to participate and be involved in the process of policymaking and carry out supervisory duties in government. This is because the results of this research are able to aid in the development of a better understanding of the dynamics of community movement.

## **E-Petitions**

Throughout the centuries, petitioning has served a wide variety of purposes, the majority of which are still evident in today's world. Despite the fact that the structure and procedures of parliamentary petitions have evolved over the years and that their significance has shifted dramatically, the role that they play has remained largely unchanged (Bandeira, 2019). Public opinion can form or coalesce around particular issues in the public sphere, and this opinion can then be communicated to the strong public sphere of decision-making in parliament or government through the use of petitions, which are a relatively straightforward participatory mechanism (Wright, 2012). In advanced democracies, signing a petition is one of the forms of political participation that has been around the longest. This is especially true for people who want to bring a certain issue to the attention of the public and decision-makers. This practice has been updated and modernized thanks to the proliferation of digital technology, which has made it simpler for people to add their names to petitions and made it less difficult for their creators to reach a wider audience (Halpin et al., 2018). Electronic petitioning has become one of the most prominent and widely used tools of electronic democracy in recent years (Wright, 2012).

There is a clear differentiation that can be made between a traditional petition and an electronic petition that can be found. The former may include ad hoc petitions that have been presented to public bodies for a long time, such as petitions that may be created for new roads or hospital closures. Other examples include petitions that may be created for new schools. In addition, there are websites like '38 degrees' in the United Kingdom and 'moveon.org' in the United States, in addition to change.org, both of which allow individuals and organizations to voice their opinions on various public policy issues (Bochel & Bochel, 2017). E-petitions are

an example of a type of text that aims to convince readers to support policy change proposals. This type of text can be analyzed from the perspective of policymaking, which serves as an illustration of texts that aim to convince readers to support policy change proposals. It ought to take even less time to complete the process of signing electronic petitions. It is more likely that the act of signing an electronic petition will be dependent on the amount of time spent online; this will be the case regardless of internet proficiency or any other traditional civic skills. In addition, the amount of time a person spends online correlates directly with the likelihood that they will either stumble upon an electronic petition or have one sent to them by a political figure or a person they already know (Sheppard, 2015). E-petitions, depending on the characteristics of individual systems, which will be discussed later, could variously be depicted as largely a one-way relationship, albeit with the flow from citizens to government, or as something more akin to a two-way relationship. This dichotomy is because the characteristics of individual systems will be discussed later (Bochel & Bochel, 2017). E-Petitioning could play a role in the realization of democratic outcomes by enabling citizens to present novel points of view, putting issues on the agenda, and stimulating public engagement (Moss & Coleman, 2014).

## **Methods**

The systematic literature review (SLR) method is used to obtain a comprehensive overview of previous studies that have observed public participation utilizing online platforms to push policy issues. This method is undertaken in order to provide more informed decisions. Previous research that had a similar focus has made use of a large number of systematic literature reviews in order to carry out specific analyses (Christensen et al., 2022; Mosurska & Ford, 2020; Singh et al., 2017; Taylor-Roberts et al., 2019). We carried out three processes to gather

relevant study, which is the same number of steps as in the prior research.

## **Strategy of Searching**

We begin this research by searching through Scopus for publications that are relevant to the research topic. Scopus is by far one of the largest international multidisciplinary databases in the world. In addition, due to its wider coverage of journals from developed, as well as developing countries, it is also one of the most comprehensive international multidisciplinary databases (Gupta & Dhawan, 2009). Previously, the search strategy was designed to collect the maximum number of articles that could be found discussing the given subject matter. The terms online petitions, e-petitions, and policy are serving as this investigation's primary search terms. The results of this initial search turned over 150 publications in total. The investigation into reaching this point is still in its preliminary stages. The next thing that needs to be done is to look for publications that are relevant to the research goals and thoroughly examine the e-petitions in the policymaking process. To complete the screening process, specific criteria must first be established.

## **Process of Screening**

After that, the technique that will be utilized to decide the literature selection criteria that will be employed in this article has the purpose of either excluding or including the articles that were found in the stage before this one in the final product of the article. The initial screening was performed with the condition that this study only analyzes English publications that have complete documents. This limitation was placed before the screening. We do not include research that is not specifically mentioned and could not be read in its entirety. This stage was responsible for producing a total of 72 publications. The screening process was then continued by examining the appropriateness of the title; however, at this point,

only 36 publications were selected for inclusion. Continuing to check the abstract, this process involves 14 documents, each of which would be read in its entirety according to the purpose of the research being conducted on the eligibility check process.

### Eligibility and Validity Process

After it has been arranged, the process of collecting data then moves on to the next stage, which is an evaluation by the researcher to assess whether or not the next stage is viable. For the purpose of this evaluation of the relevant literature, we only evaluated those publications that take into account public participation through making use of online platforms to promote policy concerns as the principal topic of discussion and approach the matter from a range of different points of view. The term "eligibility" refers to the process of modifying or verifying data that has been derived from the outcomes of the identification and screening procedures. This is accomplished by employing inclusion and exclusion criteria in order to collect data (Taylor-

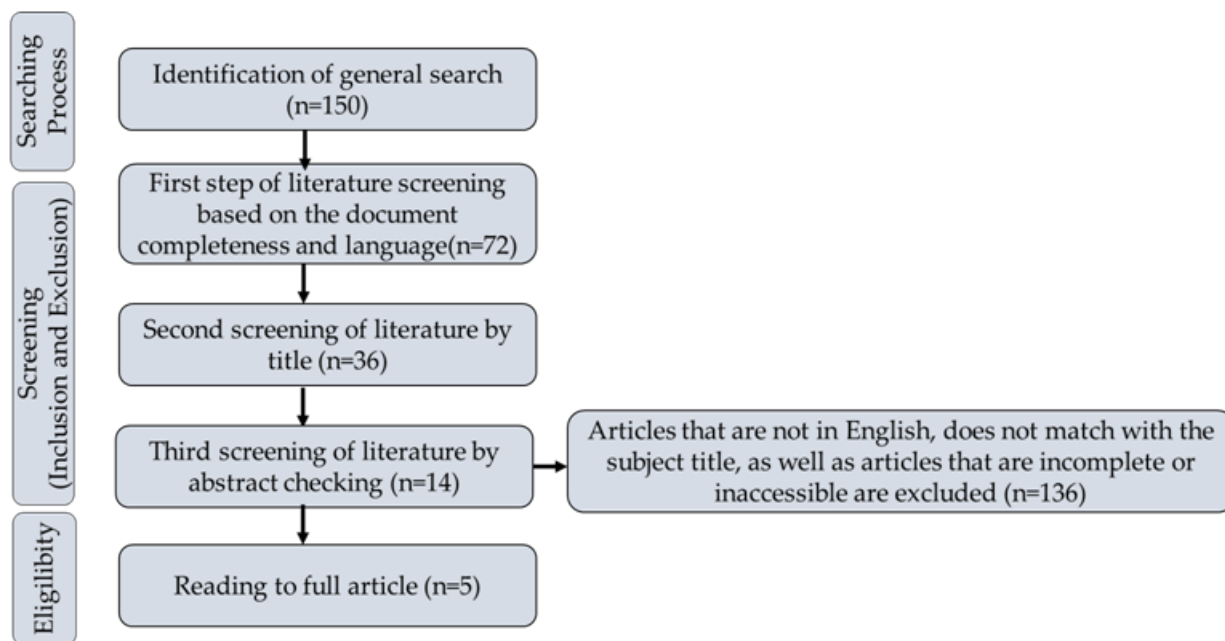
Roberts et al., 2019). Because of the eligibility requirements, we were able to obtain a total of five articles, all of which will now be assessed.

### Results and Discussion

We start our conversation by looking at the development of the literature. First, we look at the publications that are most commonly mentioned by writers who are working on relevant subjects. There are reviews written by Wright (2016b) which became the one that was most frequently cited by other researchers. In these reviews, Wright (2016b) discusses the various ways in which participants experienced the 'success' of their petitions and how the government communicated with them through its official replies in the case of Downing Street E-petitions. This is the complete citation for the article that you're looking for Table 1.

According to the data provided by the online platform providers, petition signatories for the policy process originated from two different sources. First, the platform that the government has provided. During the course

**Figure 1.**  
**Step of Literature Searching**



Source: Compiled by author(s). 2022

**Table. 1**  
**The development of the literature**

Title	Author(s)/year	Cited for	Influencing Factors
<i>"Success' and online political participation: The case of Downing Street E-petitions"</i>	Wright (2016b)	68	Increased publicity in both directions, community, and government through media control
<i>"E-petition popularity: Do linguistic and semantic factors matter?"</i>	Hagen et al. (2016)	46	Proposing persuasive text by intensity, informativeness, repetition, and sentiment to gain more awareness
<i>"Citizen participation and effectiveness of e-petition: Sutharyakeralam – India"</i>	Alathur et al. (2012)	42	The willingness to the direction of Policymakers contributes to the e-petitions failure
<i>"Assessment of citizens' actions against light pollution with guidelines for future initiatives"</i>	Zielińska-Dabkowska et al. (2020)	27	Starting from the choice of platform, and the use of language that is acceptable to the target audience, to the content has a high influence on the success of the movement which is concerned with light pollution from artificial light at night (ALAN)
<i>"What makes a health movement successful? Health inequalities and the insulin pump in Chile"</i>	González-Agüero et al. (2022)	1	The movement of #bombadeinsulinaaAUGE petitions gained visibility from social media and mass media support.

Source: Compiled by author(s). 2022

of the last ten years, national governments in Australia, Germany, and the United Kingdom have all implemented electronic petitioning systems (Bandeira, 2019; Dumas et al., 2015; Hale & Margetts, 2013). We The People is an initiative started by the White House in the United States to encourage people to find petitions that have already been started and sign them, or to start their own petitions and find others to sign them. It is one of the most prominent electronic petition mechanisms (Karkin & Janssen, 2020). The provision of this platform most definitely applies to the nation's own jurisdiction. In Turkey, the implementation of e-petition was accomplished through a variety of methods, such as traditional petitions presented to Parliament and the BIMER system (Karkin & Janssen, 2020). The realization that the state provides space for "protests" for the community on a particular policy issue is a positive aspect of the availability of the platform. This realization is a starting point for at least the voice of the people to be heard, which is a positive aspect of the platform itself. Signing a petition expressing opposition to a policy does, however, raise additional concerns regarding the protection of one's personal information and privacy. Others, platforms provided by the community, and open

societies. Websites such as moveon.org, change.org, ipetitions.com, gopetition.com, and others are comparable to these (Dumas et al., 2015). This platform, which is a public space and therefore free for the community to use, also has the advantage of having a wide reach. As a result of this, communities with a variety of concerns could bring up the issue of policy change they desire, which can garner attention even on a global scale.

One important thing to highlight in starting this discussion is that these indicators of success are not clear. A number of studies have placed an emphasis on the 'success' of petitions, which have been conceptualized as reaching a pre-defined goal or threshold (Halpin et al., 2018). This is because some people believe they are successful when they are listened to, and others believe they are successful when this change takes place (Wright, 2016b). As a result of this, researchers are wondering: how can one accurately measure the effectiveness of community involvement? We have found that there are many different perspectives on how one should evaluate the effectiveness of public participation in the policymaking process. The process of participation can be broken down into stages in sequential order. Access, involvement, and decision-making are

the four distinct stages that make up the process of participation, as stated in the work of Sharma (2013). When it comes to the participation of the public in signing the online petition, these stages represent how the public imagines themselves to be involved in it.

On the other hand, Wright (2016b) offers an explanation as to whether or not citizens have a realistic view of what can be expected from public participation, specifically that they will be listened to by policymakers. This demonstrates that the petitioners' definition of success is broad and does not exclusively center on changing policy, but can also mean making policymakers aware of their concerns and ensuring that their voices are heard, which helps to rationalize the actions the policymakers take (Wright, 2016b). This argument can be boiled down to one thing, and that thing is the fact that the indicator of the success of community participation in the use of online petitions cannot be measured in a rigid manner; rather, the success of this movement is a spectrum, in accordance with the original purpose of initiating the petition. This is the point of contention. We identified the factors that underpin the success of an electronic petitions movement based on the results of mining the research literature that has been done by previous writers. This allowed us to identify the factors that underpin the success of an electronic petition movement.

### ***Linguistic approach***

Some literature shows how the linguistic and diction approaches used in writing petitions affect the success of increasing participants. Elnoshokaty et al. (2016) conducted a study in which they collected 300,000 petitions from the website change.org and discovered that emotional, moral, and cognitive elements all positively increased the popularity of the petition. A comparable study that questioned the influence of linguistics and semantics on online petitions

uploaded on the White House website for We The People (<https://petitions.whitehouse.gov/>) was carried out by Hagen et al. (2016). According to his research, he indicates that while languages and semantics may have only had a minor influence on petition popularity, they were consistent and had a large impact. He continued by saying that his research had revealed that topics that were either well-known to the general public or were associated with significant societal events, such as religion, gays, and guns, were more popular than other relatively obscure topics, which were not popular, such as kids and white genocide. This highlights how crucial it is to speak about a problem.

Moreover, Hagen et al. (2015), observing data from We The People in US, found that there is a correlation between the amount of information contained in a petition and the number of signatures it receives. More specific, diverse, and unique phrases and place names are likely to attract more signatures. In the case of the harmful effects of artificial light at night, Zielińska-Dabkowska et al. (2020) discovered that language may be an obstacle in the way of effective online petitions regarding the issue (ALAN). There have been petitions that have been granted approval that has been translated into a variety of languages. Additionally, he provides insight from the linguistic side by proposing ten elements to consider when addressing the nuisance of artificial light at night (ALAN), some of them include platform type, the language chosen, title, target of policymakers, target audience, substantial/content, the uniqueness, etc., which is necessary for a successful outcome of an online petition.

The linguistic approach plays a significant part in the process that is used to set the agenda because it is one of the components that make up the process. This role encompasses a lot more than just selecting the appropriate words to use. As is common knowledge, if online petitioning

is considered to be a form of collective political action within the context of the processes by which policy agendas are set, and if we study the patterns and hierarchies of the data collected from online petition signatures (Dumas et al., 2015). On mediated platforms that host online petition campaigns, this relationship is a two-way street; the way policy debate is carried out can influence the amount of attention petitions receive, and online petitions may also have the disruptive power to effect or contribute to policy change. This demonstrates how closely particular policy and issue domains are tied to the concept of whether or not a campaign is successful by either modifying an already existing policy or drawing greater attention to a particular issue area (Vromen et al., 2022). Because of this, it is essential to take into consideration the linguistic approach.

### **Media Attention**

Another thing that was investigated was whether or not the attention of mainstream media had any kind of influence on the number of people who signed a petition. The coverage of petitions in the media frequently focuses on the personal experiences and tragedies of individual petitioners (Vromen et al., 2022), and this has an effect on the number of signatures collected (Wright, 2016a). In addition, to collect a sizeable number of signatures, most campaigns require a high degree of dissemination, not only by conventional media but also on social media platforms like Twitter and Facebook. Also, it is essential in these situations for legacy media to pay attention to the issue in order to provide publicity and to serve as a link between petition campaigns and decision-makers (Vromen et al., 2022). Therefore, a petition's potential for success also depends on factors such as the attention it receives from the media. The objectification of people in the media is another factor that calls into question the popularity of an online petition. This was discovered by Bochel &

Bochel (2017), who posed the following question: if a large organization or media group is successful in gathering a large number of signatories for an electronic petition, does this automatically mean that the petition is more important or has priority over an electronic petition that already has a large number of signers, or less? This demonstrates that petitions that receive a lot of support are not necessarily petitions that bring up important or pressing issues. However, we cannot discount the possibility that support from the media plays a part in the "delivery" of messages to the public. Some information can be amplified and given more weight by the media, focusing on incidents that might result in more news coverage, which in turn increases public and decision-maker interest (Dumas et al., 2015).

González-Agüero et al. (2022) investigated the #bombadeinsulinaalAUGE phenomenon in Chile to determine whether this media support was successful. Their findings are presented here. Using an online petition hosted on change.org, a group of individuals afflicted with type 1 diabetes is putting pressure on the government of Michelle Bachelet to include insulin pumps as part of the AUGE/GES universal health protection plan for diabetes. These individuals are requesting that insulin pumps be covered under the plan - AUGE/GES universal health protection plan for diabetes (Change.org, 2015). Beginning with the movement's popularity on social media, which was supported by mainstream media and contributed to increasing the movement's visibility, this movement was successful in gaining a significant number of new supporters, totaling 42,273 people. Another movement that has been successful thanks in large part to the attention it has received from the mainstream media is the call for the United Kingdom to institute a new bank holiday (work holiday) or national holiday in November to honor the military personnel of the British Armed Forces (Wright, 2016b). As a result of broadcasts on regional TV, there has been

an increase in the number of requests from the media to cover the petition and an invitation to more people to sign the petition. In addition, there has been a lot of conversation on social media. The fact that this matter was brought up ultimately resulted in the Prime Minister stating that they were watching the petition action on national television. Because of budgetary considerations, Armed Forces Day was finally established by the federal government, but it was observed on a summer Saturday. Because of this, the media serves two purposes—first, as a voice to the general public, and second, to policymakers—as we discussed earlier.

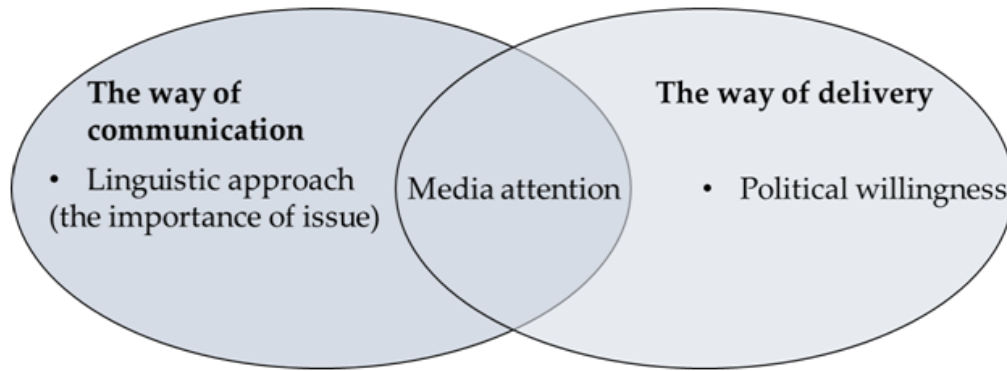
### **Political Willingness**

To return to the criteria that are used to evaluate the success of a petition, one of these criteria is the delivery of policy messages from the public. Citizens, communities, and various groups have the right to participate in the policy framework if the executive, legislative, and judicial frameworks give them the right to participate. If these frameworks do not give them the right to participate, they do not have this right. If one of these democratic institutions is less supportive of adjusting e-participation for the desired outcomes of participants, then there is a potential that citizens will be dissatisfied with that institution (Alathur et al., 2012). For the purpose of achieving community empowerment, the connection that exists between petitions and decision-making is of utmost significance. Petitioning should be given due consideration by public authorities in terms of the institutional responses they provide (Bochel & Bochel, 2017). In the context of civil society, the willingness of policymakers to open up public space and boost public trust in the government is an important factor to consider. This absence unquestionably contributes to the decline in public interest in the process of decision-making. This is the situation in Kerala, which is located in India. In the case of e-petitioning working to

protect a public irrigation canal in Kerala, Alathur et al. (2012) conducted an in-depth analysis of the situation to determine how well it worked (India). Residents of Venkulam who are adversely affected by the pollution of the canal have started this online petition because they believe that this constitutes an act of injustice. This petition was submitted on an annual basis between 2008 and 2010. On the other hand, it did not get a good response from the local government and tended to be irresponsible. Nevertheless, this movement did not simply fade away. In November 2011, the same petition was brought to light. The disposal of waste in public spaces was declared illegal by the High Court of Kerala, which also issued an order to prosecute those responsible for creating such pollution. After this, a police patrol team was established so that the decision could be carried out in an effective manner (Alathur et al., 2012).

Therefore, citizen participation in democratic civil society can be encouraged using electronic petitions. According to the findings, it is possible for electrification initiatives to have a greater impact, although this does not guarantee that they will always be successful. According to the findings, to address very local problems, an integrative framework that is capable of including the legal system in the process of e-petitioning now in place is required. The movement known as #bombadeinsulinaalAUGE was a different case study that was mentioned earlier. The political awareness of the movement's leaders, who are also familiar with the institutional spaces that govern public lobbying, enabled the movement's leaders to request meetings with legislators (which, by law, cannot be refused), which was the primary factor in the success of the #bombadeinsulinaalAUGE petitions. In addition, the leaders of the movement are familiar with the institutional spaces that govern public lobbying (González-Agüero et al., 2022). This demonstrates that political factors come from two different streams: one comes from the knowledge of

**Figure 2.**  
**Factors Influencing Success in E-Petitions**



*Source: Compiled by authors, 2022*

petitioners, and the other comes from the political awareness and willingness of people further downstream. Active participation in electronic petitions and voting is positively connected with a more democratic political subnational regime (REGIME) that appears to permit more in terms of free sharing of opinions, freedom of the media, and openness of public policy (Chugunov et al., 2016).

According to the findings of this investigation, the success of electronic petitions can be attributed to two distinct factors. These aspects include the mode of communication as well as the mode of delivery, both of which are interrelated to one another. The phrase "way of communication" refers to the factors that drive the manner in which the petition is spread, particularly from the perspective of the linguistic strategy. This is in reference to the manner in which the petitioner presents his policy petition in an effort to raise awareness among the general public and to get the general public to sign the proposed petition. This linguistic aspect aims to hone in on the problems that have been brought up in the hopes that the general public will consider the published problematization to be significant and give it their attention as a result. Both the increase in the number of people who signed the petition and the plethora of new policy issues that arose as a result of the manner in which communication was carried out can be considered to be successful

outcomes. In the meantime, the method of delivery is more comprehensive than the conventional approach to the distribution of petitions. On the other hand, concerning the manner in which the petition was presented and the manner in which it was able to receive a response from the intended stakeholders using only one petition: Both the willingness of political figures and the attention of the media to pay attention to this situation play important roles in the overall dynamics of this scenario. To be more specific, when it comes to media attention, this factor plays a dual role. First, it acts as a disseminator of awareness to the general public. Second, it can attract more people to join the petition-signing community. On the other hand, the ever-increasing visibility of a topic in the public eye has given rise to the emergence of a new communication channel for policymakers.

The researcher also offers numerous future research questions based on the research findings that were previously presented. These questions are meant to supplement the findings of the research that show the Factors Influencing Success in E-Petitions. This is done as part of an endeavor to develop literature review research along the lines of what Sajida (2022) has been doing. Further research can categorize more rigidly regarding the perceived success of the e-petitions movement in the context of policymaking. This could be a development of the

research that was carried out by Wright (2016b) and the review of authors who are still unable to diversify the standards of successful community movements and how to reach the desired stage of success in their work. Since Sharma (2013) has already demonstrated that community participation is a multistage process, future studies might investigate the question, "How can e-petitions be successful at various levels?" In addition, even though the factors that have an effect are of a dualistic nature, which means that they can either be a driver or a barrier to success, the question "what are the missing points that cause an e-petitions movement to fail?" can also be asked as part of further research. This is a follow-up question from previous research (Alathur et al., 2012; González-Agüero et al., 2022; Zielińska-Dabkowska et al., 2020), as a comparative mapping between successful and unsuccessful petitions has not been done much. The public can learn a lesson from the process of locating the point of failure, which is that they should be more vigilant when forming a collective movement that drives a policy.

Specifically, on linguistic use, previous research by Hagen et al. (2016)) still limitedly explains how the popularity algorithm in e-petitions in We The People, while how the sentiment component to word choice also applies to other e-petitions has not been explored much, including how the right formula can maximize the linguistic aspect in raising issues raised. Later, under media attention, although Zielińska-Dabkowska et al. (2020) explained the importance of choosing a platform, the future problem that can be investigated next is how to select the appropriate platform in accordance with the audience that is being targeted. It is vitally important to determine this, particularly because even though we are currently living in the digital age and that e-petitions have their own allure as a result, it is incontestable that a digital divide still exists in many countries, like in Southeast

Asia (Apriliyanti et al., 2021). Therefore, in the not-too-distant future, researchers will be able to observe how e-petitions are utilized amidst digital inequalities.

Last but not least is the viewpoint of the government or policymakers. The findings of earlier studies made extensive use of community or public perspectives and described how members of the public attempted to prepare ammunition in order to participate in the policy process. However, there is a gaping hole in this investigation that has not been filled, and that is the question of what role, if any, the government plays in the process of establishing a forum in which the community can participate. In terms of both regulations and systems, as well as those that are only infrequently brought to people's attention, specifically feedback or responses to each petition that is voiced by the community, this is something that needs to be addressed. This is because it is essential to determine the scope of the public space that is available to participate in or have a say in the process of formulating public policy, including the degree to which the government offers a response, reaction, or follow-up action in response to the voices that have been raised by the community. This is because it is essential to determine the scope of the public space that is available. Consequently, subsequent research that provides responses to these questions will be able to describe the extent to which e-petitions are considered in the process of policymaking.

## **Conclusion**

This research contributes to the development of community participation in the process of policymaking in the modern era of digital technology. According to the findings of our investigation, determining whether an online petition contributed to the success of an organized group effort is a challenging endeavor. Is it a sign of a movement's success if it generates

a large number of signatories for online petitions it starts? Or when the policy issues that were brought up will be able to be heard by stakeholders and when they will receive a response? Or when the shift in policy is the result of community members exerting pressure. What can be said with absolute certainty is that once the objectives of the movement have been met, we will have arrived at a point of success that we can at the very least observe. The success of online petitions is determined by a complex interplay of a number of different factors. As a result, we mapped it in terms of three factors that can all be interrelated.

These factors are the linguistic approach, the attention of the media, and political willingness. As was mentioned earlier, the findings from earlier literature reviews that took case studies from a variety of different published e-petitions played a significant role in the accomplishment of the petition's goal. We draw attention to the fact that the level of political willingness plays a significant part in determining the degree to which petitions posted on online platforms are made public. Thus, both online petitions and conventional petitions also cannot achieve their goals due to the lack of systemic political will. This could begin with the significance of openness of governance for each public communication channel, which is able to accommodate the criticisms that are voiced as well as the interests of the public. When the government adopts a combative stance when responding to petitions, it will close the door to the possibility of achieving good governance during the process of formulating or revising new policies. Along the same lines as the openness of governance, the political will of the public to become a part of the community that takes part in online petitions is also something that should be highlighted. As we discussed earlier in relation to the significance of the issue, this political awareness may increase along with the proximity of the issues that are brought up. When deciding whether to sign a petition, members of

the public will take into consideration whether the topic affects the public at large. One of the factors that contributed to the petition's success was the attention it received in the media, including both traditional and social media. In the same vein, this study has several flaws, one of which is that the researchers have not mapped the level of success achieved by the collective movement using these online petitions. In subsequent investigations, it will be possible to investigate further the extent to which the results of this study are pertinent to the ever-changing reality. However, this investigation is restricted to the findings of previous research that looked at the study of e-petitions within the context of policymaking. Additionally, the scope of a single database, only in Scopus, becomes a limitation when it comes to exploring more than just the research that has already been done. For the purpose of ensuring that subsequent research will be able to expand upon numerous sources of literature, thus addressing the research's limitations.

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