

DIGITAL DEMOCRACY IN LOCAL GOVERNANCE: OPPORTUNITIES AND RISKS FOR SUB-NATIONAL GOVERNMENTS

Dr.S.Gomathi¹, Dr. Kannan Shanmugam², Dr.R.Roopaa Chandrika³

¹Assistant Professor, Muthayammal Engineering College, Rasipuram- 637408.

²Associate Professor, Department of Gaming Technology, School of Computing Science and Engineering, VIT Bhopal University, Bhopal.

³Professor, Department of Cyber Security, Karpagam academy of Higher Education, Coimbatore.

Abstract

Digital democracy has become a major tool of inciting citizen engagement and openness in local government. Although sub-national governments are increasingly embracing online platforms like online consultations, e-petitions, and participatory budgeting instruments, there is little empirical data on its democratic consequences and related risks. This paper evaluates both prospects and threats of digital democracy in local self-government with a specific focus on its effects on citizen turnout, transparency and trust in sub-national institutions. The quantitative empirical approach was used to gather data through the structured survey which was conducted on the citizens and local government officials in selected municipalities. To measure the relationship between the digital democracy tools and the governance outcomes, descriptive statistics and regression were used. The findings show that the presence and access to digital participation platforms have a strong impact by improving citizen engagement and local perceptions of transparency. Nevertheless, the results also show that there are still some persistent issues, such as digital exclusion, the issue of data privacy, and the attitudes of symbolic participation, when citizen feedback does not have a significant impact on the final policy making. The research also notes the differences between urban and rural governments where institutional capacity and digital literacy are becoming crucial factors in the success of digital involvement. These findings indicate that, even though digital democracy presents significant opportunities of enhancing local self-governance, its success is tied to legal frameworks favoring its use, institutional power, and inclusion design. The article can be added to the literature on local governance by offering empirical findings on the democratic aspect of digital tools at the sub-national level. It also ends with policy suggestions that will support the legitimacy, inclusiveness, and accountability of digital democracy operations within the local self-government systems.

Keywords: Digital democracy, Local self-government, Citizen participation, Sub-national governance, Institutional capacity.

1. Introduction

The digital transformation has become an inseparable characteristic of modern governance as it has altered the patterns of interactions between the public authorities and citizens and the mechanisms of decision-making and administration. Digital tools to improve democratic participation, transparency, and responsiveness to the administration have become widespread among local governments at the sub-national level [1]. These changes have led to the emergence of the so-called digital democracy that implies the utilization of information and communication technologies to allow citizens to participate in the implementation of decisions related to the society. Within the framework of the local self-government, digital democracy can be discussed as a strategy of increasing the level of democratic legitimacy and restoring citizen confidence in state institutions.

The local self-government takes a key place in the democratic systems because it is the most immediate government near to the citizens and plays a significant role in tackling the needs that are unique to the community. In most nations, reforms on decentralization have increased both the roles of municipal and regional level in addition to raising the demands of citizen involvement and responsibility [2]. Online research, like online consultations and participatory

budgeting applications, and electronic petitions have been implemented to facilitate such goals. Nevertheless, it is still debatable to which degree such tools are effective in developing democratic governance on the local level.

The available literature has identified the possibility of digital democracy to reduce the cost of participation, increase access to the decision-making process, and enhance transparency in local governance [3]. Meanwhile, the fact of high risks, such as digital exclusion, data security, and the propensity of digital participation to be symbolic, not impactful, is identified in critical studies. Besides, there is still a paucity of empirical studies that center on sub-national governments specifically in terms of quantifying democratic results and institutional elements which inform the success of digital initiatives.

Against this backdrop that this paper aims at empirically investigating the opportunities and risks of digital democracy in local governance. The study will evaluate how the use of digital tools of participation affects citizen engagement, transparency and trust to the local government, as well as highlight the major issues that could be disruptive to the principle of local self government [4][5]. The results add to the existing discussions on democratic innovation and have policy implications of enhancing digital democracy in the sub-national level.

2. Relevant Study

Digital Democracy in Governance Studies

Digital democracy is now a sensitivity within the governance studies, and it represents more comprehensive changes related to digitalization of the state sector. Initial research thought of digital democracy as the extension of representative democracy via information and communication technologies with a major concern of the increased access to information and communication between citizens and the representatives of the government [6]. A more recent literature takes a wider approach and sees digital democracy as a process of intensifying participatory and deliberative forms of democracy and especially at the sub-national level. According to the scholars of governance, local governments are particularly well-placed in digital democratic innovation because they are much closer to the citizens and are tasked with community-specific challenges [7]. The literature, however, does warn about the techno-deterministic assumptions, and it is important to remember that digital tools are not certain to bring a better quality of democracy.

Digital Participation Tools at the Local Level

Digital democracy at the local level has been operationalized using various tools of participation such as online consultations, electronic petitions, participatory budgeting websites, and digital feedback. According to empirical research, the tools can minimize the cost of participation and also appeal to the citizens who are not necessarily involved in conventional political activities. Local-level studies indicate that digital platforms are frequently part of an overall e-government strategy and it is not possible to separate administrative efficiency and democratic participation [8]. However, there is a great deal of difference in institutionalization between municipalities, and many programs are still pilot projects, not part of an institutionalized democratic practice. The fluctuation of this makes it questionable with regards to whether digital participation at the sub-national level is sustainable and democratic.

Democratic Outcomes: Participation, Transparency, and Trust

A large literature on the democratic consequences of the participation of digital citizens, especially regarding citizen engagement, transparency and trust towards the institutions of the state [9]. The existing research states on the positive links between online resources and high participation rates, particularly in younger and more digital-savvy citizens. Transparency has

been described as one of the main advantages since online platforms make the information available to all and allow them to monitor the process of local decision-making in real-time. There are however mixed findings on trust. Although other studies present a case that trust can be enhanced by using digital means of interaction with the local government, some claim that unmet expectations and insufficient influence of policy-making can lead to less confidence and trust among citizens in the democratic institutions [10].

Risks and Critiques of Digital Democracy

Although there is a potential positive side, digital democracy has received a large volume of criticism in the fields of governance and legal studies. Digital exclusion is perhaps one of the most mentioned risks because access to digital technologies is still considered through the prism of socio-economic disparities, age, and geographic location [11]. Aspects of data protection and privacy are also prominent especially within the local governments that have lower technical capabilities. In addition, the possibility of symbolic/tokenistic engagement is also noted by critical scholars in which digital engagement systems give an illusion of inclusion without giving citizens any real power over policy outcomes. All these criticisms highlight the importance of institutional and legal engineering of digital democracy programs.

2.1 Research Gap

The literature available shows that there is great potential in digital democracy to improve the participation and transparency in the local governance and great risks associated with the digital democracy in terms of exclusion, privacy and democratic legitimacy. Despite the abundance of studies on the topic of digital participation in general, there is a lack of empirical research on the topic of digital participation in sub-national governments. Specifically, the relationship between digital democracy and trust and democratic performance in various institutional settings of a locality is not empirically investigated systematically [12]. This paper fills this gap by empirically exploring the opportunities and threats of digital democracy in local governance, that are being analyzed through the prism of institutional capacity and the concept of local self-government.

3. Legal and Institutional Framework

One of the principles behind democratic governance is the local self-government that is commonly accepted both in the constitutional, legislative and international systems. On the national level, constitutions and statutory legislations establish the legal standing, authority and duty of the sub-national governments especially municipalities and regional governments [13]. Such frameworks normally ensure that there is some level of administrative, political, and financial independence whereby the local governments are able to control and govern the affairs of the people within the territorial jurisdiction of those administrative structures. The democratic role of local self-government is further augmented by the principle of subsidiarity that stipulates that the public functions should be discharged at the most proximity to the citizens.

The council of Europe has been at the forefront in the international level in the formulation of legal standpoint on local governance, mainly through the European Charter of Local self-government. The Charter acknowledges the right to self-government and the importance of the involvement of citizens as the crucial element of democratic local government [14]. Even though the Charter is silent on the issue of digital democracy, its stipulations on local autonomy, democratic accountability and local participation offer a normative base upon the implementation of digital participation processes at the local level. In that regard, digital

democracy may be viewed as a tool of the further operationalization of the current legal principles as opposed to the one representing a completely new democratic paradigm.

Regulatory environment Digital participation is defined by a set of rules that are created as a result of a mixture of the general public administration law, electoral law, and the special law that has to do with digital governance and public participation. Most jurisdictions have administrative procedural laws that provide minimum levels of transparency, consultation, and the availability of information to the public, which are increasingly provided on digital platforms. On the sub-national level, municipalities are frequently given regulatory freedom to structure participatory mechanisms, and they have to do that in accordance with general legal standards.

Digital participation programs should also be in line with other national and supranational digital governance policies. In the European context, regulatory frameworks that were established by the European Union facilitate digital transformation of the public sector in addition to focusing on governance that is citizen-centric [15]. Despite the fact that such frameworks are mainly aimed at efficiency and service delivery, indirectly, they also impact local digital democracy by establishing standards of interoperability, accessibility, and transparency. But the absence of binding legal commitments, which explicitly relate to digital participation, has brought about disjointed and patchy application by sub-national governments. This in turn often leads to digital democracy projects which rely on political goodwill and capacity to administer and not on legal entitlements.

The General Data Protection Regulation has created an inclusive law regime on the processing of personal data by the state, including the local governments in the European context. The regulation puts very stringent demands in terms of consent, limit of purpose, data minimum and security. Although these provisions are meant to protect the basic rights, they also carry huge compliance costs on the municipalities, which may limit the development and use of digital participation tools.

Sub-national governments have the first line of responsibility when it comes to the implementation and management of the digital democracy programs, which include not only the technical implementation, but also the legal aspects of the digital democracy project, the organizational coordination of the program, as well as the democratic accountability. Successful digital engagement should be incorporated into the system of current administration and politics in order to make it accessible, inclusive, and aligned with the requirements of local self-government. The institutional capacity is a major factor that shapes such efforts where in larger municipalities, the municipalities have higher monetary and technical capabilities whereas smaller or rural local governments usually rely on a standardized system which can restrict local autonomy. As a result, digital democracy may empower or weaken sub-national autonomy: the local designing and managing initiatives will increase the participation of citizens and democratic trust, but the centrally administered or foreign-controlled platforms might decrease the local discretion and responsibility.

4. Research Method

The research design in this work is empirical research to address opportunities and threats of digital democracy in the local governance with specific focus on the sub-national governments. It uses a quantitative strategy with some few qualitative pieces of information relying on the analysis of documents to determine the existence of a relationship between digital participation instruments and democratic processes (citizen participation, transparency, and trust to a local government). The empirical design selection addresses the gaps that current literature has found,

in that most studies are based on conceptual or descriptive studies without explicitly measuring the effects of democracy in the local level.

The study employs the cross-sectional approach, which defines an image and experience of digital democracy at a given moment in time [16]. The method is suitable in establishing patterns and relationships among variables in various local governments. The study relies on the concept of local self governance by targeting sub-national governments and concentrating on the institutional and governance aspects but not on technical aspect of the digital platforms.

4.1 Data Collection

The primary and secondary sources have been utilized to collect data, which was supported by using two methods to improve the depth and reliability of the analysis.

4.1.1 Survey Design and Administration

The structured questionnaire was used to collect primary data on the perceptions of digital democracy initiatives by citizens and officials. The survey tool was created on the basis of the existing literature on governance and digital participation and applied to the situation with local self-government [17]. It was divided into various parts where demographic data had to be given, access to digital tools, the frequency of using digital tools, perceived transparency, trust in the local government, and the perceived risks with digital platforms.

The majority of the survey items were measured based on a five-point Likert scale between strongly disagree and strongly agree that provides the opportunity to quantitatively analyze attitudes and perceptions. The questionnaire was pilot tested before full implementation on a small sample size of the respondents in order to verify its clarity, relevancy, and reliability. Based on the feedback of the pilot study, necessary revisions were done.

The survey was distributed online because of the digital orientation of the research and to make it more widespread. The respondents got informed about the purpose of the research, and they were guaranteed confidentiality and anonymity. There was no requirement of participation that is a voluntary activity, and there was no information that could be used as a personal identifier.

4.1.2 Secondary Data and Document Analysis

The secondary data were also gathered as an addition to the survey data, using official municipal documents, policy reports, and freely available information on digital participation platforms. Such sources were government-related regulations in the area, strategic plans, usage statistics on the platforms, and transparency reports. Document analysis helped develop the contextual information on the legal and institutional frameworks of the digital democracy initiatives and support the findings of the surveys.

The combination of the secondary data made it possible to perform triangulation and increase the interpretive soundness of the findings, especially in the responsibilities of the institutions and the regulatory adherence.

The research has used a group of independent variables like Availability of digital participation tools, Frequency of digital platform use, Digital literacy and access to the internet and dependent variables like Level of citizen participation, Perceived transparency of local decision-making, Trust in local government institutions based on the literature on digital democracy and local governance [19].

Besides, there were perceived risks, which were assessed as moderating or contextual variables: digital exclusion, data privacy concerns, and symbolic participation. Key constructs were constructed into composite indices, combining items that relate to each other with high scores depicting strong perceptions of the perceptions of the particular concepts.

4.2 Data Analysis Techniques

The standard statistical techniques that can be used in social science research were employed in data analysis [19]. The respondent characteristics were summarized and a general picture of digital democracy practices on the local level was provided by the use of descriptive statistics. The means, standard deviations, and the frequency distributions were obtained to ensure that the general trends were identified.

Inferential analysis was used to test a relationship that existed between digital participation tools and democratic outcomes. The magnitude and direction of the relationship between important variables were determined through correlation analysis, and the multiple regression analysis was performed to understand the predictive ability of the digital democracy tools on participation, transparency and trust [20]. Comparative studies were also carried out to determine the disparity between the urban and rural municipalities and high capacity and low capacity local governments.

5. Result and Discussion

In this section the detailed result is present.

5.1 Profile of Respondents and Municipalities

The empirical study refers to the survey data obtained by the interview of 312 respondents (258 citizens (82.7) and 54 local government officials (17.3) in 18 municipalities. The selected municipalities are different degrees of institutional capacity and will consist of urban (n = 10) and rural (n = 8) local governments. Table 1 below indicates the details.

Out of citizens who responded, 53.1 per cent were men and 46.9 per cent were women and most of them were in the 26-45 age bracket (61.5 per cent). Some 68.4 per cent of the respondents claimed to use the internet regularly and 31.6 per cent claimed to use it limitedly or irregularly. On an institutional level, 61.1 per cent of the municipalities said they had an established digital governance unit or officer.

Table 1: Demographic Profile of Respondents

Variable	Category	Frequency	Percentage
Gender	Male	166	53.1
	Female	146	46.9
Age Group	18-25	54	17.3
	26-45	192	61.5
	46	66	21.2
Internet Access	Regular	213	68.4
	Limited	99	31.6

These features allow suggesting that there is a respondent profile that is diverse enough to study the perceptions of digital democracy in both demographic and institutional backgrounds.

5.2 Availability and Usage of Digital Democracy Tools

The findings indicate that there is unequal provision of digital democracy technologies at the municipalities. The most commonly used tool was the online grievance redressal systems (77.8% of the municipalities) and then came the online consultations (61.1%), and then the online feedback forms (55.6%). Participatory budgeting sites were less widespread being found only 33.3 percent of municipalities. The result of the analysis of Digital Democracy tool to this research is demonstrated in table 2.

On the user level, 59.6 percent of citizen respondents said they had utilized at least one tool of digital participation in the last one year. Nonetheless, only 28.8 out of the respondents said that they used it more than three times annually. The given figure 1 below presents the digital democracy analysis in the form of a graphic representation tool.

Table 2: Result of Digital Democracy tool based analysis

Digital Tool	Municipal Availability (%)	Citizen Usage (%)
Online grievance system	77.8	52.3
Online consultations	61.1	41.7
Digital feedback forms	55.6	38.9
E-petitions	44.4	29.5
Participatory budgeting	33.3	21.8

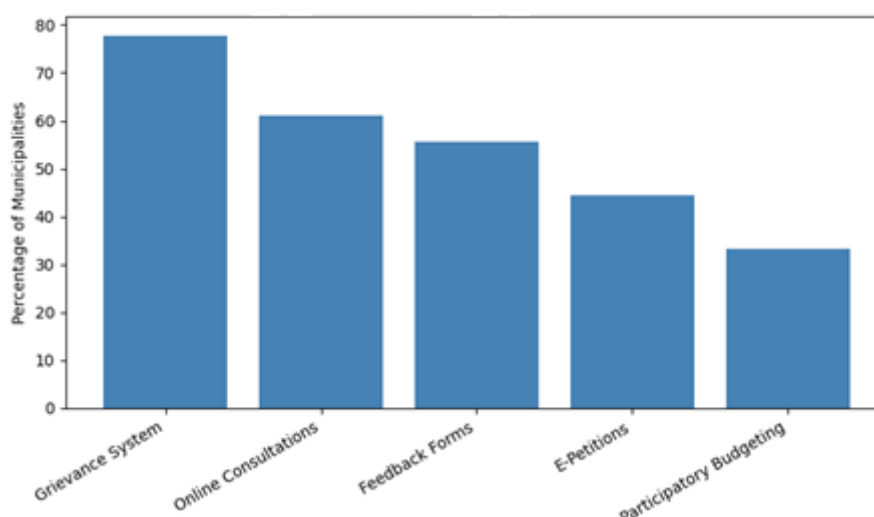


Figure 1: Availability of Digital Democracy Tools

5.3 Impact on Citizen Participation

Quantitative analysis shows that there is a positive correlation between digital tools of democracy and citizen participation. The respondents were requested to provide a rating on the level of engagement previously and after the introduction of the digital participation mechanisms by using a five-point Likert scale.

The average score of the participation was raised by 2.84 (SD = 0.91) to 3.76 (SD = 0.88) after the implementation of digital means. Regression analysis also proves the fact that the presence of digital platforms is a significant predictor of increased participation. The outcome of the regression analysis is indicated in table 3 below and figure 2.

Table 3: Regression Analysis: Predictors of Citizen Participation

Predictor Variable	β	Standard Error	p- value
Availability of digital tools	0.48	0.06	< 0.001
Digital literacy	0.31	0.05	< 0.01
Internet access	0.24	0.07	< 0.05
Institutional capacity	0.36	0.06	< 0.01

The model describes 42% ($R^2 = 0.42$) of citizen participation, which shows that there is a strong association between digital democracy mechanisms and the outcomes of participation.

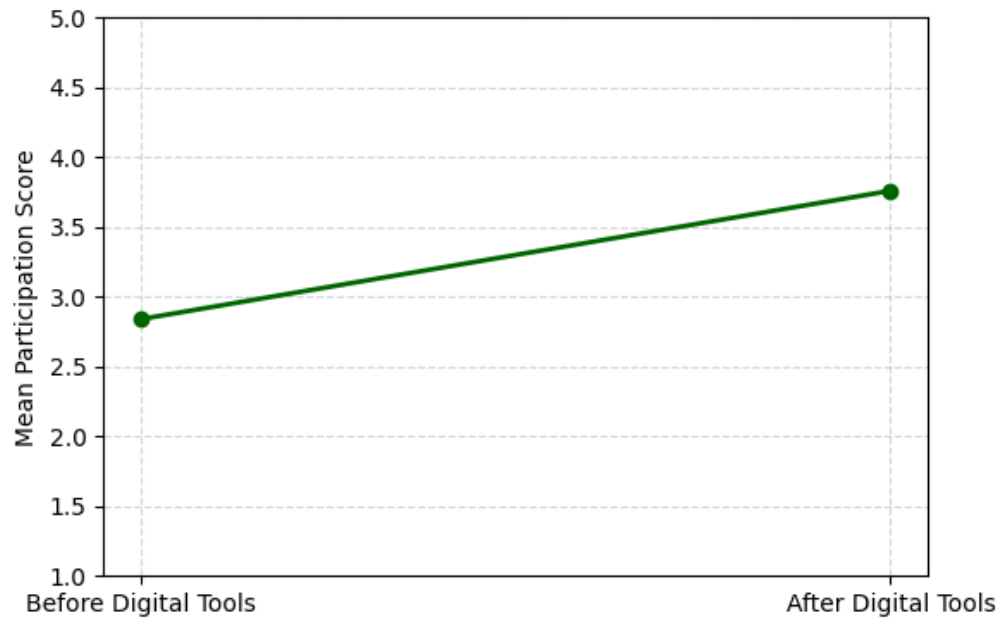


Figure 2: Change in citizen participation levels

5.4 Effects on Transparency and Trust

Responses to the surveys show that the digital democracy initiatives are strongly linked to the perception of transparency, whereas the impacts on trust to local government are also more moderate. The average score of transparency was 4.12 (SD = 0.79), and it was high because most people agreed that digital platforms enhance access to information and decision-making. On the other hand, trust in local government had a mean score of 3.47 (SD = 0.98). The result of democratic in terms of Mean score is presented in Table 4 and Figure 3 below.

Results of correlation analysis indicate that there is a strong positive relationship between digital transparency and participation ($r = 0.61$), moderate relationship between participation and trust ($r = 0.39$).

Table 4: Mean Scores for Democratic Outcomes

Variable	Mean	Standard Deviation
Citizen participation	3.76	0.88
Perceived transparency	4.12	0.79
Trust in local government	3.47	0.98

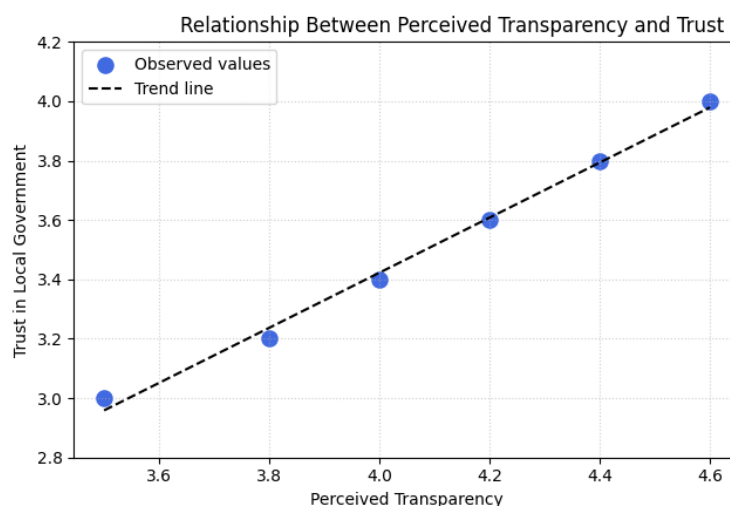


Figure 3: Relationship between perceived transparency vs trust

5.5 Identified Risk and Challenges

Although the respondents pointed to positive democratic outcomes, they identified a number of critical risks and challenges related to digital democracy. Digital exclusion was the most commonly reported issue with 63.5% of respondents citing this especially in the elderly and rural groups. The issue of data protection and privacy was reported by 58.3 and the symbolic participation- the feeling that the citizen input does not have much influence on the policy- was reported by 49.7 %

Table 5: Perceived Risks of Digital Democracy

Risk Factor	Agreement (%)
Digital exclusion	63.5
Data privacy concerns	58.3
Symbolic participation	49.7
Lack of feedback from authorities	46.2
Technical complexity	41.9

These data in table 5 show that digital participation has democratic benefits, which are coupled with structural and institutional limitations.

5.6 Comparative Analysis: Urban–Rural and Capacity-Based Differences

The comparative analysis shows that there are statistically significant differences in the urban and rural municipalities. The urban municipalities had better mean scores of participation (3.98 vs. 3.21) and transparency (4.31 vs. 3.74). These differences are found to be significant at $p < 0.05$ which is confirmed by a t-test. In a similar way, the benefits of digital tools in terms of democracy were more in municipalities with high institutional capacity than in municipalities with low institutional capacity.

Table 6: Comparative Results

Category	Participation Mean	Transparency
Urban municipalities	3.98	4.31
Rural municipalities	3.21	3.74
High-capacity municipalities	4.05	4.38
Low-capacity municipalities	3.19	3.62

The general findings in Table 6 and Figure 4 & 5 indicate that the initiatives of digital democracy are indeed effective in increasing citizen participation and transparency at the local level, and the effect of the initiative on trust is conditional. The outcomes are determined by the institutional capacity and geographic context, and the long-standing presence of threats like digital exclusion and symbolic participation still leads to the issue of the democratic prospect of digital governance.

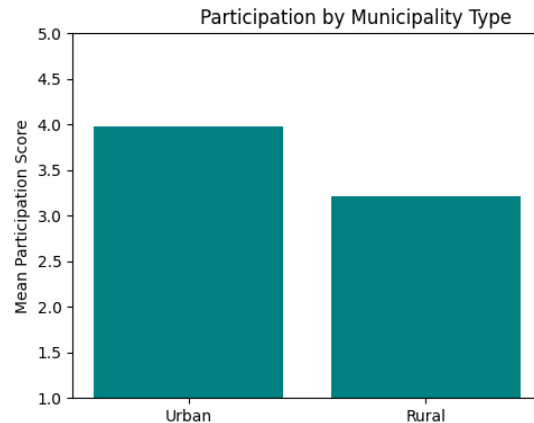


Figure 4: Participation by Municipality type

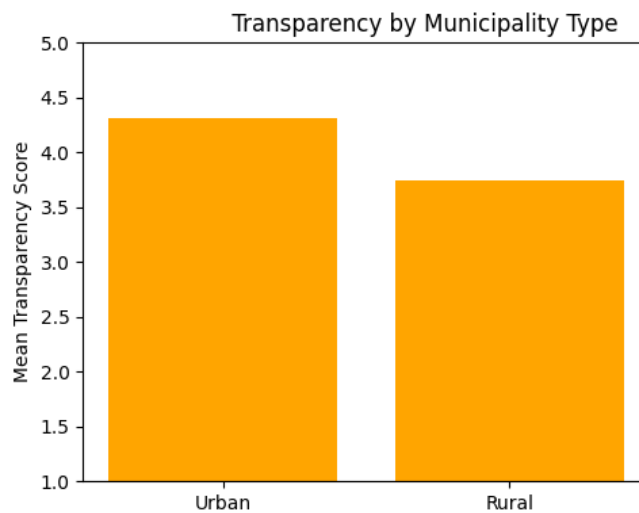


Figure 5: Transparency by Municipality type

6. Findings and Discussion

The section presents results in an interpretative mode without duplicating results and puts those results neatly into the context of governance discourses.

6.1 Interpretation of Empirical Findings

The paper concludes that digital democracy efforts have a positive effect on the citizen engagement and transparency among the sub-national level by reducing traditional barriers to participation. Nevertheless, they have a lesser effect on trust in local government, which suggests that more access and participation do not necessarily produce institutional trust. The question of trust is heavily based on how citizens believe that digital participation is significant and powerful, and symbolic participation has become one of the main constraints. The results also reveal institutional capacity to be one of the key components, indicating that good digital

democracy is not necessarily determined by the technology itself but by the form of governance, administrative tools, and political adherence.

6.2 Digital Democracy and Democratic Legitimacy

The results indicate that there are negative and positive effects of digital democracy to democratic legitimacy. It enhances the legitimacy of inputs through the widening of participation and inclusivity particularly among digitally literate and younger citizens. Nonetheless, its minimal effect on trust and symbolic participation rate are problematic to output and throughput legitimacy since participation does not guarantee effective and equitable governance. The findings indicate that the digital democracy can lead to increased legitimacy, provided that the citizen input is assumed to be effective in the decision-making process and is backed by the accountability and feedback standards; otherwise, it is likely to erode the trust in local government.

6.3 Implications for Local Self-Government Autonomy

The results show that digital democracy is capable of empowering local self-government through empowering the municipal autonomy and responsiveness in cases where local authorities dictate the design and rules of digital participation tools. But the constraint of institutional capacity (particularly in smaller and rural Municipalities) can also cause the use of centralized or standard systems which can diminish local discretion. This establishes a conflict between efficacy and self-sufficiency, which points out that the legal and institutional structure plays a significant role in deciding whether digital democracy can empower or limit local autonomy of governments of sub-national level.

7. Conclusion

The research concludes that digital democracy has a huge potential to improve local governance by empowering the involvement of citizens, transparency and democratic engagement at the sub-national level. The results prove that digital participation tools may reduce the barriers to participation and play a role in the openness and responsiveness of local decision-making. Nevertheless, the article also indicates significant weaknesses, especially the disproportionate influence of digital democracy on the trust in institutions and the possibility of a symbolic participation if the input of citizens is not materialized in the policy outcomes. The institution capacity proves to be a determinant with differences between urban and rural municipalities affecting the access and the results of democracies. Furthermore, the issue of local sovereignty versus centralized online solutions is one of the paramount problems because excessive uniformity of systems can jeopardize the principles of a local self-government. Comprehensively, the study highlights the fact that digital democracy does not necessarily end up being transformative as its success in this context is shaped by supportive legislative frameworks, institutional ability and a political willingness to behave in an inclusive and accountable manner in terms of local governance.

8. Reference

1. De Mello, L. and T. Ter-Minassian (2020), "Digitalisation challenges and opportunities for subnational governments", *OECD Working Papers on Fiscal Federalism*, No. 31, OECD Publishing, Paris, <https://doi.org/10.1787/9582594a-en>.
2. Kuldosheva, G. 2021. Challenges and Opportunities of Digital Transformation in the Public Sector in Transition Economies: Examination of the Case of Uzbekistan. ADBI Working Paper 1248. Tokyo: Asian Development Bank Institute. Available:

- <https://www.adb.org/publications/challenges-opportunities-digital-transformation-uzbekistan>.
3. Djatmiko, G.H.; Sinaga, O.; Pawirosumarto, S. Digital Transformation and Social Inclusion in Public Services: A Qualitative Analysis of E-Government Adoption for Marginalized Communities in Sustainable Governance. *Sustainability* 2025, 17, 2908. <https://doi.org/10.3390/su17072908>.
 4. Lubis, S.; Purnomo, E.P.; Lado, J.A.; Hung, C.-F. Electronic governance in advancing sustainable development goals through systematic literature review. *Discov. Glob. Soc.* 2024, 2, 77.
 5. Mesa, D. Digital divide, e-government and trust in public service: The key role of education. *Front. Sociol.* 2023, 8, 1140416.
 6. Sanders, C.K.; Scanlon, E. The Digital Divide Is a Human Rights Issue: Advancing Social Inclusion Through Social Work Advocacy. *J. Hum. Rights Soc. Work.* 2021, 6, 130–143.
 7. Ilieva, G.; Yankova, T.; Ruseva, M.; Dzhabarova, Y.; Zhekova, V.; Klisarova-Belcheva, S.; Mollova, T.; Dimitrov, A. Factors Influencing User Perception and Adoption of E-Government Services. *Adm. Sci.* 2024, 14, 54.
 8. Skariah, B.; Joseph, J.; Joseph, J.J.; Antony, M.; Joseph, N.; Joseph, S.G. Barriers To E-Governance Adoption in Rural and Marginalized Communities: Challenges and Strategies for Digital Inclusion. *Int. Res. J. Adv. Eng. Manag. (IRJAEM)* 2024, 2, 3809–3817.
 9. Raihan, M.M.; Subroto, S.; Chowdhury, N.; Koch, K.; Ruttan, E.; Turin, T.C. Dimensions and barriers for digital (in)equity and digital divide: A systematic integrative review. *Digit. Transform. Soc.* 2024.
 10. Laksmi, P.W.; Dinakrisma, A.A.; Abdiel, T.; Susanto, A.P.; Pujitresnani, A.; Lukmana, A.A.I.; Yusuf, P.A. Digital divide: Knowledge, attitudes and practices toward mobile phone and apps use among Indonesian older adults residing in a megapolitan city. *Gerontechnology* 2024, 23, 1–13.
 11. Watson, C.; Parnaby, A.W.; Kharrufa, A. Precarious Experiences: Citizens' Frustrations, Anxieties and Burdens of an Online Welfare Benefit System. *arXiv* 2024, arXiv:2405.08515.
 12. Atencio, G.S.; Ramírez, M.U. importance of cyber protection in the power grid in the face of an uncertain future. *J. Appl. Res. Technol.* 2024, 22, 284–294.
 13. Kalkan, G. The Impact of Artificial Intelligence on Corporate Governance. *J. Corp. Financ. Res.* 2024, 18, 17–25.
 14. Ruijter, E.; Piotrowski, S. Introduction to the special issue on Inclusion and E-Government: Progress and Questions for Scholars of Social Equity. *Inf. Polity* 2022, 27, 425–432.
 15. Vassilakopoulou, P.; Hustad, E. Bridging Digital Divides: A Literature Review and Research Agenda for Information Systems Research. *Inf. Syst. Front.* 2021, 25, 955–969.
 16. Aleisa, N. Key factors influencing the e-government adoption: A systematic literature review. *J. Innov. Digit. Transform.* 2024, 1, 14–31.
 17. Morte-Nadal, T.; Esteban-Navarro, M.A. Digital Competences for Improving Digital Inclusion in E-Government Services: A Mixed-Methods Systematic Review Protocol. *Int. J. Qual. Methods* 2022, 21, 16094069211070935

18. Tremblay-Cantin, C.-A.; Mellouli, S.; Cheikh-Ammar, M.; Khechine, H. E-government Service Adoption by Citizens: A Literature Review and a High-level Model of Influential Factors. *Digit. Gov. Res. Pr.* 2023, 4, 1–24.
19. Omweri, F.S. A Systematic Literature Review of E-Government Implementation in Developing Countries: Examining Urban-Rural Disparities, Institutional Capacity, and Socio-Cultural Factors in the Context of Local Governance and Progress towards SDG 16.6. *Int. J. Res. Innov. Soc. Sci.* 2024, VIII, 1173–1199.
20. Perez-Morote, R.; Rosa, C.P.; Cortes, E.A. Exploring the Relation Between the Digital Divide and Government's Effort to Develop E-Participation. In *Research Anthology on Citizen Engagement and Activism for Social Change*; IGI Global: Hershey, PE, USA, 2022; pp. 997–1018.