



E-Government Policy to give their Citizens a 'Citizen Index Score' based on which Citizens can Take Part as Voters in the Election

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ABSTRACT

This study aims to determine the framework related to the Government Policy of determining the Average weightage against each citizen of the country, which will decide the value or impact of the Individual Vote given to the Candidate by the Voter in the Election process and similarly that Average Weightage will be deciding the Election Candidate validity to run in the Election. Researchers are doing research work in this specific use case using 'Qualitative Research.' This research data was taken from social media, Online Media, Websites, Journals, and Articles and then represented in descriptive format. This study indicates that the creation of this Policy will surely improve the quality of the Election process in the country and build more trust in the Citizens in the Electoral Process. There are several milestones that need to be fulfilled for the development and successful implementation of this policy—first, the analysis and determining the critical indicators required for the Average Weightage calculation. Second, the selection of the medium for the solution. Finally, then start the development of the solution based on the analysis. This paper is limited to the extent to which the problem is clearly described, then proposing the solution and how it should work, and lastly, what benefits the solution will be given to resolve the challenge the current Election process is facing.

Key word: Democracy, Citizen Index Score, E-Government, Voters, Candidates.

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1. INTRODUCTION

With time as people from different parts of the world became more connected, they understood each other in depth, and also, in the next step, they started to learn from one another. So, one of the most significant learning they have from each other is how to administrate or run a country that can bring peace and progress and help them grow and become more prosperous. In that matter, Democracy as a form of governance has emerged as the best way to govern a country, which without a doubt, is the most primitive form of governance in the modern time's Global world. It has been adapted and implemented in many countries with slight changes according to their domestic and local needs. But like every other thing in the world, Democracy has its advantages and Disadvantages, which in some cases, can become a problem for the country and starts to harm the country's progress instead of benefitting them.

So, one of the biggest challenges faced is the competence of the Candidates who takes part and becomes the country's administrator and the competence of the Voters who will pick and choose the Candidate of their liking as the Administrator of the Country (Cantarella et al., 2023). So, the issues start when we ask the following questions, what are the criteria the Democracy sets for the Voters and Candidates? Is there any process through which a Voter or Candidate should pass to prove himself worthy of the right to join the election process? Is Democracy providing any way through which a Voter can identify who is the most deserving candidate without any biasedness and which candidate is best suited and fit for the position to run the country? Is Democracy also giving insights into Voter Competence because he has the power to elect any candidate? Yes, he can select a suitable candidate who can take the country in the right direction, and also, he can choose the wrong candidate, which can doom the country's progress (Keenan & McElroy, 2022). So, Is Democracy in any way evaluate the voter? That makes sure the Voter will responsibly perform his duty by electing the right candidate without being biased about how Democracy balances and differentiates between a good candidate or voter and a bad one.

The Answer to all of the questions is no because democracy gives each citizen the equal right to vote, and also, for Candidates, there is a Standard evaluation procedure. Still, it doesn't filter out in-depth, and in the end, it depends on the Majority of voters' choice, and we know that the majority can't be suitable every time. All these points create a gap or flaw in the Election process and, based on it, can be criticized, and this weakness can be exploited for the benefit of the process. These negative uses of its flaw make people question the overall structure of the process, which, in some cases, does not end very well for the people or the country. Take the example of every field of Work or Sports, how it requires a specific qualification and set of skills from the person to be eligible for Joining it. So, attaining that level of qualification and skills requires a person to be doing so much hard work and get trained for it then he gets able to attain the position in the list of potential candidates, which means he still has to go through scrutiny that will choose the person with the best skill and potential. All will be done based on merit. Also, note that the bigger the position you will target, the more effort and time you will require for the

qualification and experience to attain, and the level of scrutiny you have to go through will also go harder. Like if you want someone to fly a plane, then you will try to hire the best pilot for the job. But how if you remove that condition of qualification and experience and replace it with the will of the Majority, like in the same example, if you want someone to fly a plane, then instead of qualification or experience, you will ask the people to tell whom they want to be their pilot and the majority of the people decide it. Then what kind of impact will it bring if we imply the same way of candidate selection in every Sport or Work Field? In some cases, it may work well, and the majority chooses the correct person, but in many cases, it can go wrong, and the unqualified person can be selected. So, the bottom line is you can't predict or be sure about the result of it because it will always be a dicey situation (Hendricks, 2017). Finally, the last thing to add on it is also the committee of people who hires the candidate; they are the expert in their field of work, which is why they are able and qualified to critically analyze each candidate on the list and choose the best one and most importantly you can rely on them that they will be able to make a good decision because they are the expert of the field themselves. So, if we change this selection committee with the majority of people's selection, then you can understand what happens: people who are qualified or trained or experts in the work will be choosing the person they think is right here. Also, the situation is dicey. It can go in any direction.

That is why I feel a policy needs to be introduced from the Government level to solve this disadvantage of Democracy once and for all because it is essential to have a Check and balance between Voters and Candidates to make the Governance level competitive and Formative. In that case, one of the solutions can be the Policy to give the Citizens an Average Weightage based on which Citizens can Take Part as Voters or Candidates in the Election. So, in this policy, each Citizen will get an Average Weightage Score which we can call the 'Citizen Index Score.' Its value will be calculated based on many factors like Criminal Record, Violation of Law, Taxpayer, Education, etc. Each factor will have an Individual Weightage like 2%, 3%, and so on. When Each Factor is combined to make a 'Citizen Index Score,' the Score will be between '0' (Lowest) and 1 (Highest). In that case, the evaluation of Voters and Candidates will be done effectively (Sokolon, 2019). Also, it will create a positive impact and motivate people to participate more in the election process because many don't cast their Votes because they think it isn't worth it. So, with the help of this Critical examination, citizens' confidence in the Election process will also increase. We can also discuss some innovations to make the election participation process simple and easy.

So, based on the above explanation, we can conclude that the introduction of E-Government policies has arisen as a fundamental phenomenon in the fast-expanding landscape of governance and technology, transforming the dynamics between the state and its citizens. The notion of awarding citizens a 'Citizen Index Score' based on which they may actively engage as voters in elections is a fascinating and contentious proposition within this paradigm. This novel strategy aims to use data analytics and digital platforms to assess people's civic involvement, compliance with legal standards, and overall social contributions, eventually determining their eligibility to participate in

the democratic process. The ramifications of such a strategy are extensive, involving concerns of privacy, openness, and the fundamental foundation of democratic norms. As scholars investigate the consequences and viability of this concept, it becomes more important to strike a delicate balance between exploiting technology breakthroughs for efficient government and protecting the core ideals of democracy and individual rights. The purpose of this research is to critically examine the empirical evidence surrounding E-Government policies, shedding light on their potential to redefine the citizen-state relationship, as well as to investigate the ethical and legal implications of implementing a 'Citizen Index Score' as a criterion for electoral participation.

Literature Review

1.1 Elections

Voting and running for office as a representative of the people are the two most apparent methods to participate in politics (Long et al., 2022). However, there are many more ways to participate in politics and the government; democracy is about much more than voting. The efficient operation of democracy depends on the widespread use of these alternative methods. The government cannot be considered "by the people" if people only vote once every four or five years, do not vote, and do nothing else in the interval. It is challenging to call such a regime democratic (Schechter & Vasudevan, 2023).

1.1.1 Democracy Definition

Democracy, which can be translated as "power of the people," is a form of government based on popular will. The word democracy is derived from the Greek words "demos," which means "people," and "Kratos," which means "power." It can be simpler to comprehend the concept of democracy in terms of what it most definitely is not because there are so many distinct kinds of democratic administration in existence today (Pildes, 2020). Therefore, democracy is neither an autocracy, dictatorship, or oligarchy, where one person or a small group of people dominate. Democracy, as it should be understood, should not even be the "rule of the majority" if it means that the interests of minorities are wholly disregarded (Joachim et al., 2022). At least, in theory, a democracy is a system of administration where all of the people, according to their "will."

The moral authority of democracy and its widespread appeal is derived from two fundamental principles:

Individual autonomy: The principle that laws imposed by others should bind no one. People ought to be in charge of their own life (within reason).

Equality: The notion that each individual should have an equal opportunity to influence social decisions.

These ideas are logically compelling, and they contribute to the reason why democracy is so well-liked. Of course, we believe it is just that we should have an equal opportunity to decide on shared rules as everyone else (Bermudez, 2022).

The issues arise when we consider how the principles can be applied since we require a method for selecting how to handle opposing viewpoints. Democracy is often the "rule of the majority" because it provides a straightforward process, yet this might result in certain people's interests never being represented. Consensus decision-making aims to identify common points of interest and is a more sincere way to reflect everyone's interests (Giraudet et al., 2022).

1.1.2 Ancient History of Democracy

Although there were likely earlier examples of primitive democracy in other regions of the world, the ancient Greeks are credited with founding the first democracy. Around the city of Athens, in the fifth century BC, the Greek model was developed. Athenian democracy stood out in a sea of autocracies and oligarchies, the prevalent administration systems at the time (Griffith, 2020). However, the Athenian model had two crucial distinctions from how we conceive democracy today: They practiced direct democracy, which means that rather than electing representatives to carry out the people's will, "the people" assembled to deliberate governance issues before putting those decisions into action. Since "the people" was a relatively narrow category, such a system was practicable. Since women, enslaved people, aliens, and kids were all barred, only a tiny portion of the population could participate directly. Out of a population of about 300,000, approximately 50,000 males participated actively in politics, which is still much higher than in a modern democracy (Pildes, 2020).

1.1.3 Modern World Democracy

As many distinct types of democracy exist now as there are democratic countries worldwide. No two systems are exactly alike, and no system can be used as a "model." There are presidential and parliamentary democracies, federal or unitary democracies, majoritarian and proportional voting democracies, democracies that are also monarchies, presidential and parliamentary democracies, and so on (Bjørnskov & Rode, 2022). The use of representatives of the people is one aspect of modern democratic systems that connects them and sets them apart from the old model. Modern democracies use elections to choose representatives the people send to govern on their behalf instead of allowing citizens to participate directly in creating laws. Democracy, in this sense, is referred to as representational. It can be "democratic" to some extent because it is founded on the two tenets above of equality for all (one person, one vote) and the right to some measure of personal autonomy for every person (Partheymüller et al., 2022).

1.2 Voters

Voting is a process used by a group, such as an electorate or gathering, to reach a consensus or express an opinion, typically after talks, debates, or election campaigns. Voting is how democracies choose their leaders for high office (Holbein et al., 2022). Constituents are people who live in the area that an elected official represents, and voters are constituents who cast a ballot for a particular candidate (Nonnemacher,

2023). There are numerous methods for gathering votes, but only those that support proportional representation may be used in elections, even though many decision-making methods can also be utilized as electoral systems (Bolin et al., 2023).

1.2.1 Socrates' View on Voters in Democracy

According to Socrates, voting is a skill that must be learned, just like any other ability, and only those who master it should be permitted to exercise their right to vote. Remember that Socrates was not an elitist; he never thought that only a select few should have the right to vote. Instead, he just desired that voters exercise caution and critical thinking. Because demagoguery is defined as political activity or practices that seek support by appealing to the interests and prejudices of the average person rather than by rational argument, Socrates feared that if people voted indiscriminately, democracy would descend into demagoguery. At one point, he asks his friend Adeimantus whom he would want to oversee a naval expedition. A haphazard traveler or a knowledgeable, skilled, and seasoned captain? Socrates then applies the metaphor to the state, questioning why we would let anyone attempt to captain the ship of state after the captain is chosen as the obvious choice (Hendricks, 2017).

1.2.2 Frank Herbert's View on Voters in Democracy

Frank Herbert claims that representative democracy, in particular, is a popularity contest that ensures the most popular leader wins but does not ensure that the leader will be competent. Instead, the system is set up to only choose those who are exceptionally good at winning popularity contests, and as a result, the system itself ensures that a charismatic but incompetent leader is elected to office. This is due to the fact that someone may become extremely skilled at winning an election while placing little value on any other talent, and since the system encourages these leaders, it is exceedingly challenging to have competent leaders in charge. Frank Herbert shared Socrates' fundamental apprehension about democracy giving rise to populism. Both cautioned people to avoid following charismatic leaders (Herbert, n.d.).

1.3 Candidate

A candidate, also known as a nominee, is a person who is up for an honor or award or is applying for or being considered for a post (Britzman & Kantack, 2022). "Nomination" refers to choosing a candidate for a political party's election to an office or conferring a distinction or award. Although "candidate" and "nominee" are frequently used interchangeably, this person is referred to as a "nominee." A presumptive nominee is someone or anything who thinks they will be nominated regardless of what. A "candidacy" is the process of running in a contest for a party nomination or an elective office. One who is expected to be a formal candidate is referred to as a presumed candidate (Long et al., 2022).

1.4 Nudge Theory

To eliminate or change existing negative influences on people's behavior, the nudge theory can also investigate, comprehend, and explain these influences. There are plenty of these harmful "nudges" to be found everywhere, especially in government and advertising; some are unintentional, but many are highly deliberate (Correa et al., 2022). Understanding how people think, make decisions, and act, assisting people in making better decisions, managing change of all kinds, and identifying and changing current negative influences on individuals are all possible with the flexible and contemporary notion of nudge theory (Joachim et al., 2022).

2 METHOD

In this study, qualitative research techniques were used with the aid of information gathered from the government citizen's database. To gain more detailed, accurate, and reliable information, this technique summarizes the data and further evaluates it. For the purpose of Data gathering, a business intelligence tool is used, and it was thoroughly examined before being processed. For calculating the values, the following assessment methodology will be utilized, which is mentioned below.

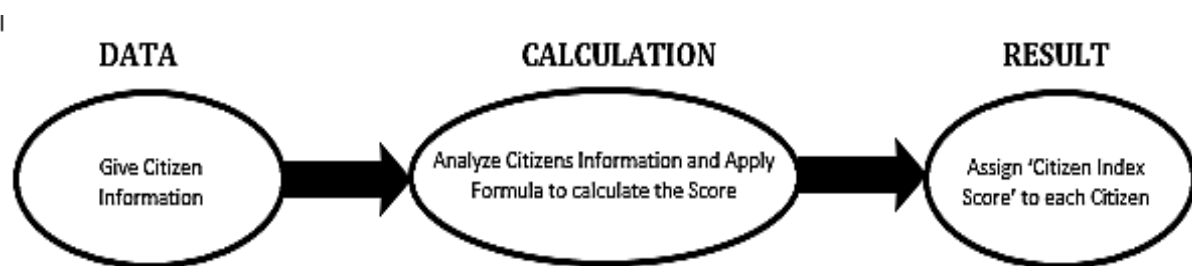


Figure 1. Framework evaluation of the Model's operation

The Following key variables mentioned in Table 1. are highlighted based on the importance of their impact, which will help in the accurate calculation.

Table 1. Key Variables with their Weightage

Variables	Weightage
Criminal Records	0.1
Traffic Violations	0.09
Social Service	0.09
Basic Education	0.09
Professional Misconduct	0.09
Mental Condition	0.09
Tax Status	0.09
Loan Debtors	0.09
Voting in Elections	0.09
Utility Bills	0.09
Financial Misconduct	0.09

So, in table 1 above. All possible variables which will impact the Citizen Index Score of every individual are mentioned with their Weightage or Thickness. Only 'Criminal Record' has the higher Weightage Value while Other has the same Weightage, and the

Reason for it is to discourage people who are involved in illegal activities. That is why all other variables can have the highest Score of '0.09' and the Lowest score of '0.0'. But in the case of the 'Criminal Record' variable, it can have the highest Score of '0.1' and the Lowest score of '0.0'. All variable's values are calculated in 'Real time' means the information against it will be received in real-time, so every time any new information is updated against the variables, then the calculated again auto calculated and its value will be changed depending on the latest information received, that is why its computed values will be relative not constant.

Table 2. Citizen Index Score Values Classification

Classification	Citizen Index Score
Excellent	0.90 to 1.00
Very Good	0.80 to 0.89
Good	0.70 to 0.79
Fair	0.50 to 0.69
Bad	0.25 to 0.49
Very Bad	0.00 to 0.24

Similarly, on above Table 2. The Classification of the Citizen Index Score against each Citizen will be calculated. On the basis of this, we can classify between a good Index score and the bad Index score. In Conclusion, the Citizen Index Score can have the highest Score of '1.00' and the Lowest score of '0.00'.

The evaluation will be tallied using the Calculation Formula, which will calculate values for each of the variables listed in Table 1. As outlined and explored, the variable values will be Real Time values, and they will be Taken from the Government Citizens Record Database.

$$\text{Citizen Index Score} = [\text{Criminal Records} + \text{Traffic Violations} + \text{Social Service} + \text{Basic Education} + \text{Professional Misconduct} + \text{Mental Condition} + \text{Tax Status} + \text{Loan Debtors} + \text{Voting in Elections} + \text{Utility Bills} + \text{Financial Misconduct}]$$

Therefore, using a machine learning method, individual values for each variable will be acquired, translated to weighting criteria, and then added to the value of each individual variable. Finally, we will receive the Citizen Index Score against any Citizen as a resulting value. Multiply the value by '100' to convert it into a Percentage (%).

For the purpose of analyzing the scenario, we will use the '**Nudge Theory**' (Bjørnskov & Rode, 2022) for it, which can help in thinking about the problem, then making decisions towards a solution, and finally making it a sustainable working model. To visualize the data, we can choose any BI Tool like **Google Data Studio** (Bermudez, 2022), an online business intelligence platform that helps visualize data and create interactive reports and dashboards. Using this Platform doesn't require any additional setup or installation. You can use it by visiting the link; only you should have Gmail Account. And also, **Microsoft Power BI** (Bolin et al., 2023) is a Desktop based business

intelligence platform for interactive dashboards, reports, and data visualization. Using this Platform requires downloading and installation of setup files. Also, for the Literature review, we have used the in-direct citation. We have used the grounded theory Approach of the Research method.

3 FINDINGS AND DISCUSSION

According to the finding of the analysis done on the problem, we believe that the solution which can provide a way of fixing the issue is the Policy of giving Each Individual Citizen an Average Weightage value which we will call a ‘Citizen Index Score.’ Based on this, each Citizen can participate as a Voter or a Candidate in the Democratic Election process. So, in this policy, each Citizen will get an Average Weightage Score, and its value will be calculated based on different variables. Against each variable, data will be fetched from various data sources of the government and then merged together based on their weightage. Then the ‘Citizen Index Score’ will be finalized.

3.1 Research Literature Data Analysis

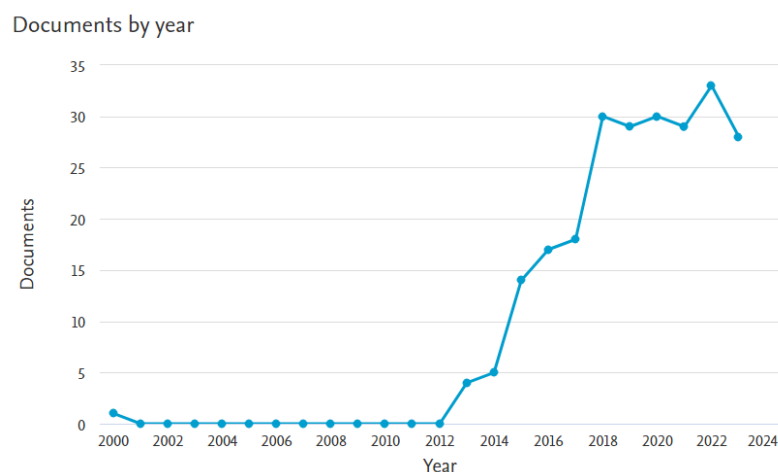


Figure 2. Documents Added to the Scopus Database by Year—Created by Author

Figure 2, depicted above, displays a compilation of articles that have been included in the Scopus database. These articles are organized in chronological order based on their respective publication years.

Documents by country or territory

Compare the document counts for up to 15 countries/territories.

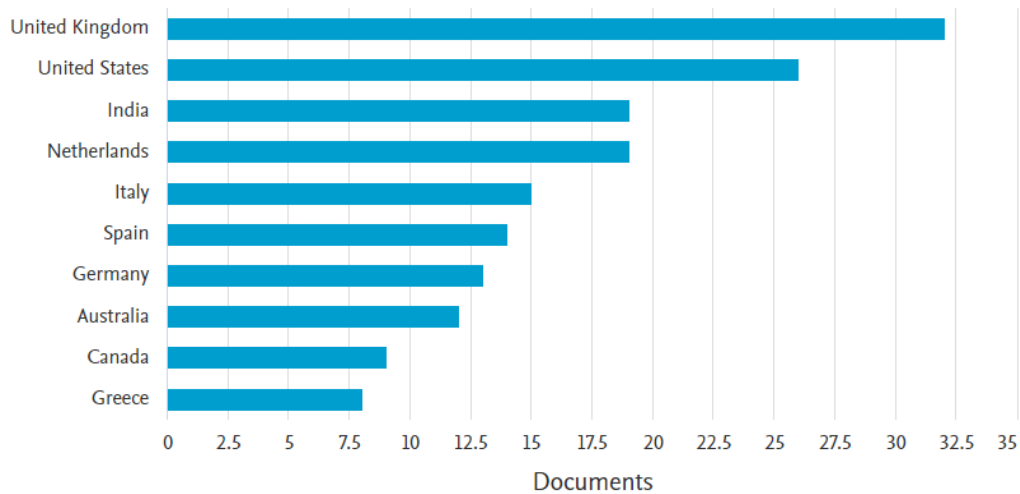


Figure 3. Articles published in each country on the Scopus database—made by the author

Figure 3, depicted above, presents a visual representation of the articles included on the Scopus database categorized based on the respective countries of publication.

Documents by author

Compare the document counts for up to 15 authors.

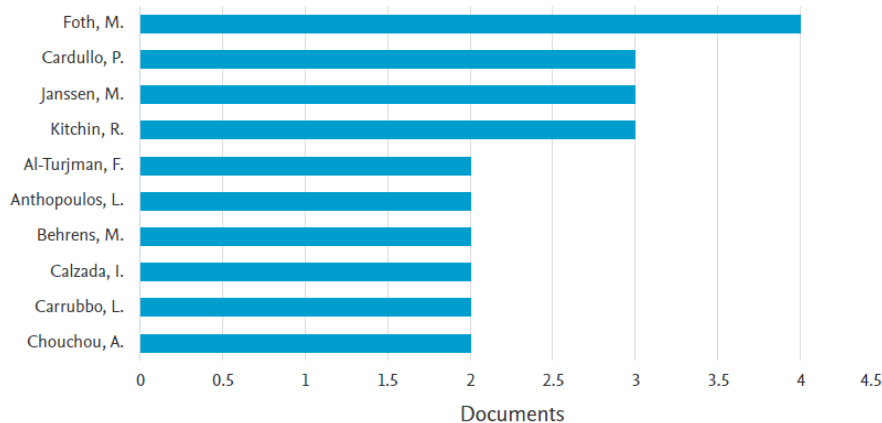


Figure 4. Articles that authors have published on the Scopus database—made by authors

Figure 4, depicted above, illustrates the articles that have been submitted to the Scopus database by their respective authors.

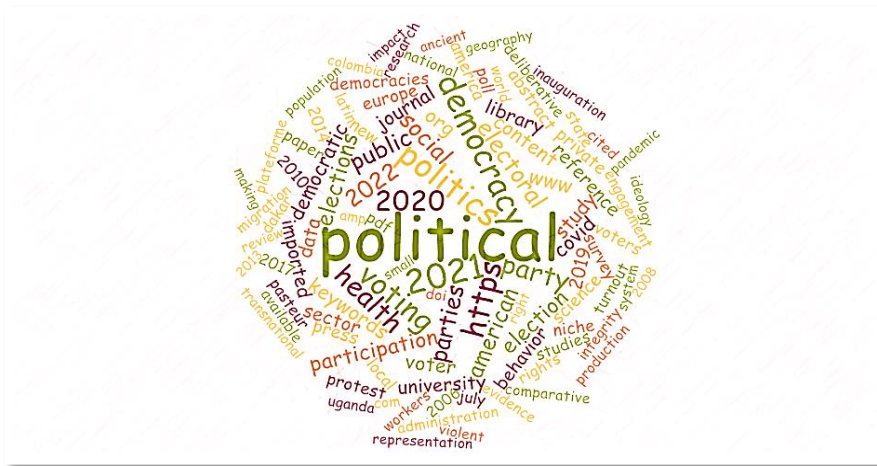


Figure 5: World Cloud Analysis Through NVivo – Created by Author

Figure 5 above shows the main key terms being used in different articles as an important theme of their research topic.

3.1.1 Key Insights from the Research Literature

From below mentioned papers we have identified key variables for 'Citizen Index Score';

Jing Tian 2018: "The four dimensions are (1) slacktivism and knowledge bubble, (2) personal digitalization (3) virtual social relationship, and (4) digital life process burden.", "This study proposed a new concept Smart Citizen under smart city environment that has not been noticed before."

Muhammad Younus 2023: "As researchers, the authors will explain how smart governments lay the foundation for transforming an ordinary citizen into a smart citizen.", "To study this specific use case, researchers use "Qualitative Research."

- A. Alexandru 2019: "In the same time, the public authorities are enabled to process the gathered data and the multi-dimensional insights derived from it, generating afterwards urban improvements, efficiency, or patterns to evolve.", "A proposed reference architecture of a digital public service based on IoT aims to demonstrate how the capabilities of this expandable technology can meet the new requirements in the specific context of a smart city and citizen."
- B. Katalin Feher 2018: "The goal of the paper is to investigate the expected participation and mentality of smart citizens in smart cities.", "The key question is the role of the human factor in smart environments globally studied through a research corpus of the mainstream summaries, trend reports, white papers and visions of business – governmental – university research co- operations."

3.2 'Citizen Index Score' Variables Detail

We will discuss each variable needed for the calculation of the 'Citizen Index Score' below with the reason for adding it to the calculation.

Citizen Name	Basic Educ...	Criminal...	Financial Misco...	Loan Debt...	Mental Condi...	Professional Misco...	Social Serv...	Tax Stat...	Traffic Violati...	Utility Bi...	Voting in Electi...	Citizen Index Sc...
Saif Ali	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.3
Rashid Minhas	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.5
Mured Wali	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.4
Muhammad Younus	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.8
Imran Khan	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.6
Ibrahim Shah	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.9
Aftab Iqbal	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.7

Figure 6. Citizen Index Score with Each Variable Example

3.2.1 Variable of ‘Criminal Records’

The Variable of the ‘Criminal Records’ will check and maintain details regarding the involvement of the Individual Citizen in any Criminal or Illegal activities. The data for this Variable is already maintained by Law Enforcement Agencies, Like Police, Intelligence, etc., against any citizen. So will be utilizing that data to calculate the ‘Criminal Records’ variable. The weightage of this Variable will be ‘0.1’. The More or Severe Complaints, Charges, and Cases against the Individual Citizen will decrease the Score against this particular variable. The highest Score against the ‘Criminal Records’ variable can be attained as ‘0.10,’ and the lowest score against it will be ‘0.00’. The reason for adding ‘Criminal Records’ as a variable for the calculation of ‘Citizen Index Score’ is that, because it is the most significant way of differentiating a good citizen and a bad one, the people with criminal records are more likely to be corrupted and misused because of their past records. They also create problems for society and cause pain to other citizens with their actions. Controlling criminal activities is very important in order to maintain peace in the country. That is why it is essential that people with criminal records should be discouraged and should not get the same voting value as law-abiding citizens. This is also the reason that the weightage given to the ‘Criminal Records’ variable is the highest compared to the other variables. So, they should not biasedly provide votes for the candidate who has a similar criminal background to the voter. Through this variable, Citizens with criminal or compromised backgrounds will also be discouraged and stopped from becoming candidates. They will not be able to get power and use it for their benefit. Citizens with a clean background will likely get a better opportunity to participate in the election as candidates and also get a more valuable vote to give.

3.2.2 Variable of ‘Traffic Violations’

The Variable of the ‘Traffic Violations’ will check and maintain details regarding the citizen being involved in any type of Traffic rules violation. The data against the variable ‘Traffic Violations’ is already stored and managed by the Traffic management department, like Traffic Police, Motorway Police, etc., against the citizens. Therefore, we will use the same data to calculate the ‘Traffic Violations’ variable. The Weightage of this variable will be ‘0.09’. The less critical or low number of violations against the Citizen will increase the score of this variable. The Lowest score of the ‘Traffic Violations’ variable will be ‘0.00,’ and the highest score that can be given will be ‘0.09’.

The purpose behind adding this variable for the calculation of the 'Citizen Index Score' is to check how much an Individual citizen gives importance to following the fundamental laws in the country, traffic violation charges are not as severe as Criminal Records, but still, it shows the character of the Citizen that the violation which doesn't have brutal punishment and still the citizen choose to obey it shows the respect of the citizen towards country law. That is why promoting this behavior amongst the citizen and the best way to award citizens more valuable voting rights. The same goes for the Election Candidate. He also should be a law-abiding citizen who gives importance to every law despite seeing the severity of punishment.

3.2.3 Variable of 'Social Service'

The Variable of the 'Social Service' will track and record the information against the Individual citizen participating in any activity which relates to the social service of the Community and society. The data about the variable 'Social Service' is somehow saved and maintained by different departments like Disaster risk management, Health, Education, Law & Justice, Charitable Trust, etc., against any citizen. So will utilize the same data from these departments and need to give instructions to particular departments which currently not storing the data. The weightage of this Variable will be '0.09'. The Better the services of the Individual Citizen, the better the Score of this variable will be. The highest Score against the 'Social Service' variable can be taken as '0.09,' and the lowest score will be given as '0.00'. The rationale of making the variable 'Social Service' a part of the 'Citizen Index Score' calculation is to encourage people to take time from their busy life and spend it for the betterment of other citizens who needs their help. It is important to understand that 'Social Service' has a very diverse nature, so it is not limited to financial support; it is about giving anything which you have the capacity to provide. It can be Money or time or your knowledge, etc., any way you can serve society. It will create a positive environment in the country and promote Collectiveness rather than individuality. Through this variable, voters who have better participation in society upliftment will be getting the more valuable vote and also will create the best opportunity for citizens with a better Social Service background to run in the election as Candidates.

3.2.4 Variable of 'Basic Education.'

The Variable of the 'Basic Education' will hold individual Citizens' Basic Education qualification data. The data for this Variable is already present with Education Department against any citizen. Therefore, we will be utilizing the exact information for calculating the 'Basic Education' variable. The weightage of this Variable will be '0.09'. More Quality Basic Education for Individual Citizens will increase the Score against this particular variable. The highest Score against the 'Basic Education' variable can be attained as '0.09,' and the lowest score against it will be '0.00'. The logic behind the addition of 'Basic Education' as the variable for the calculation of the 'Citizen Index Score' is to judge better the awareness of Citizens for deciding better candidate to vote for; it is essential that citizens should have primary exposure to education for differentiating between a good candidate and a bad one. Through this variable Citizen with the most qualified in terms of education to make better choices

will be encouraged, and also the Candidate with Quality education background will also be welcomed more for becoming the candidate, for candidates we can tighten the Education criteria more to get the best candidates and for voters' Basic education will be enough.

3.2.5 Variable of 'Professional Misconduct.'

The Variable of 'Professional Misconduct' will analyze details related to the citizen being part of any type of Professional Misconduct during work. The data against the variable 'Professional Misconduct' is held by Public and Private sector departments against the citizens. So, we will be using the data from the mentioned source and then doing the calculation of the 'Professional Misconduct' variable. The Weightage of this variable will be '0.09'. The less offensive or low number of misconducts against the Citizen will increase the chances of a high score of this variable. The Lowest score of the 'Professional Misconduct' variable will be '0.00,' and the highest score will be attained, '0.09'. This Variable is added for the calculation of the 'Citizen Index Score' to be critical of how any Individual citizen performs his daily work with honesty and dignity and how Citizen conducts himself in the work environment and gives respect to his colleagues. Also, do not harm the department in which he works, either public or private, by involving in any fraud, forgery, or harassment charges. Therefore, this variable made the part of promoting this conduct amongst the citizen. So, the best citizen gets more valuable voting rights, and the same goes for the Election Candidate, who should be clear of any misconduct to become the Candidate in the Election.

3.2.6 Variable of 'Mental Condition.'

The Variable of the 'Mental Condition' will save and record the information about the Individual citizen about his Mental health condition. In contrast to this variable of 'Mental Condition,' the data is stored by Private and Public sector health departments like Hospitals, Clinics, laboratories, etc., against any citizen. Hence, we can utilize the data from mentioned sources. The weightage of this Variable will be '0.09'. The Healthier the mental health of the Individual Citizen, the finest will be the Score of this variable. The highest Score against the 'Mental Condition' variable can be reserved as '0.09,' and the lowest score will be specified as '0.00'. The Sense behind making this variable of 'Mental Condition' a part of the 'Citizen Index Score' calculation is to stop the misuse of the Citizens having mental challenges, and they can't be able to make the correct decision of voting due to their medical condition. It will help in protecting the right of the Voter who is facing mental health problem so that no one takes advantage of them using it for their own purpose and also make the election process clear. With this variable, voters with a better mental health condition for making the rational decision and can't be influenced due to their situation will get valued votes, and the same for the Candidates in the election. Strong mental health is critical if you are to run for public office and make the right decision in case of a crisis situation.

3.2.7 Variable of 'Tax Status.'

The Variable of the 'Tax Status' will trail and note the info against the Individual citizen about his tax-paying history. The data about the variable 'Tax Status' is kept and upheld by Government departments like Revenue, Federal banks, etc., against any citizen. Thus, we will be using the same statistics from these stated departments. The weightage of this Variable will be '0.09'. The Well will be the Tax paying history of the Individual Citizen, and the more improved will be the Score of this variable. The uppermost Score against the 'Tax Status' variable can be occupied as '0.09,' and the lowermost score will be given as '0.00'. The aim of making the variable 'Tax Status' a fragment of the 'Citizen Index Score' calculation is to boost the morale of the citizen which are paying their Taxes accurately and also on time. It is vital to realize that 'Tax Status' has very significance in the well-being of the country's economy, and every Citizen, according to their income, should play their part by paying their taxes so government should have enough amount for the budget and then that amount will be spent by the Government for their betterment. It will create a constructive environment in the country and promote transparency. Through this variable, voters who have a better role in society by paying timely Taxes will get a more valuable vote and also will create an excellent opportunity for the citizens who have a better Tax status background to run in the election as Candidates.

3.2.8 Variable of 'Loan Debtors'

The Variable of the 'Loan Debtors' will examine specifics linked to the citizen's financial obligations in terms of loans and mortgages. The data against the variable 'Loan Debtors' is stored by Public and Private sector banks against the citizens. So, we will be using the data from the cited source and then will calculate the 'Loan Debtors' variable. The Weightage of this variable will be '0.09'. The smaller number of misconducts regarding loan repayment against the Citizen will raise the chances of a high score of this variable. The Bottommost score of the 'Loan Debtors' variable will be '0.00,' and the uppermost score will be achieved '0.09'. This Variable is made part of the calculation of the 'Citizen Index Score' to be serious about how any Individual citizen is running his matters regarding the loan he has taken and how it is in the position of returning it. It will stop the chances of misuse of the Citizens having challenges paying back loans, and they can come under the influence of others due to it. It will help defend the right of the Voter who is facing a problem with loans that no one takes gain from them and uses for their own purpose. With this variable, voters who have no Loan Debtors condition will be making the decision without any pressure. Thus, the finest citizen gets more valuable voting rights, and the same goes for the Election Candidate. He should be clear of any loan debts to become the Candidate in the Election because, without it, the candidate can be influenced to do something wrong when he wins the election and holds public office. Also, in other scenarios, he can use his powers of public office to get rid of loans by misusing laws and also, at worst do, corruption for paying back loans.

3.2.9 Variable of 'Voting in Elections'

The Variable of the 'Voting in Elections' will track and record the material against the Individual citizen of the been an active participant in elections through his voting

activity in previous elections. The data about the variable 'Voting in Elections' is already been kept and preserved by Election Commission Body against any citizen. Subsequently, we will be using similar data from the mentioned department. The weightage of this Variable will be '0.09'. The Better the track record of Individual Citizens regarding election participation, the improved the Score of this variable will be. The maximum Score against the 'Voting in Elections' variable that can be reserved is '0.09,' and the minimum score will be given '0.00'. The reason for making the variable 'Voting in Elections' a part of the 'Citizen Index Score' calculation is to cheer citizens to take part in the election process and play an important role in bringing change in the country through voting. Through this variable, voters with a better participation record in an election will get the more valuable vote and also will create the best opportunity for citizens with better knowhow about the election process to become the Candidate in the elections.

3.2.10 Variable of 'Utility Bills'

The Variable of the 'Utility Bills' will trace the information against the Individual citizen about the track history of paying timely utility bills to the Government. The data about the variable 'Utility Bills' is saved and sustained by Government departments like Electricity Supply, Water Supply, Gas Supply, etc., against any citizen. Consequently, we will be using the equivalent data from these stated departments. The weightage of this Variable will be '0.09'. The Sound will be the Utility Bill paying track record of the Individual Citizen, and the further better will be the Score of this variable. The topmost Score against the 'Utility Bills' variable can be engaged is '0.09,' and the lowermost score will be given '0.00'. The aim of making the variable 'Utility Bills' a piece of the 'Citizen Index Score' calculation is to lift the confidence of the citizen which are paying their Utility Bills correctly and also on time before the deadline. It is important to comprehend that paying 'Utility Bills' on time has its importance in government revenue creation, and every Citizen should perform their role by paying their utility bills on time. Through this variable, a voter who has a good track history of paying bills will get a more valuable vote and also will create an opportunity for the citizens who have the better Utility bill paying history to run in the election as Candidates because, without it, the candidate can use his powers of public office to get rid of outstanding bills by misusing the laws after winning elections.

3.2.11 Variable of 'Financial Misconduct.'

The Variable of the 'Financial Misconduct' will check and maintain details regarding the citizen involved in any type of misconduct regarding money. The data against the variable 'Financial Misconduct' is been stored by the Anti-Corruption departments against the citizens. Hence, we are going to use the exact data for the calculation of the 'Financial Misconduct' variable. The Weightage of this variable will be '0.09'. The less significant number of financial misconducts against the Citizen will intensify the score of this variable. The Lowest score of the 'Financial Misconduct' variable will be '0.00,' and the highest score can be given '0.09'. The purpose behind adding this variable for the calculation of the 'Citizen Index Score' is to make sure any

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Individual citizen should be aware of the consequences of financial fraud and forgery and should save themselves from it. That is why it is essential to promote this conduct amongst the citizen to get clean from financial scams or corruption and also the finest way to award those citizens with more valuable voting rights, and the same goes for the Election Candidate. He also should also abide by the law and see the severity of punishment. Without having it, the candidate can be influenced to do something wrong due to the financial obligation on him when he wins the election. Also, in other scenarios, he can use his powers of public office by misusing laws and also start corruption.

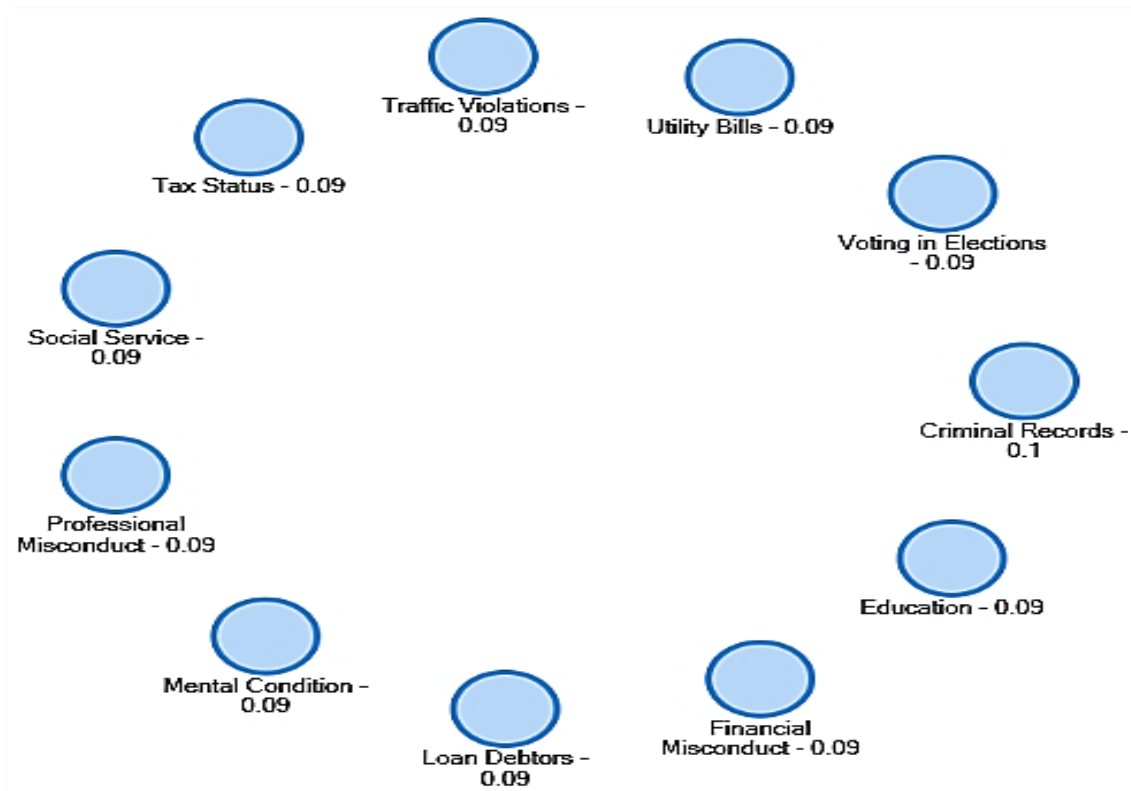


Figure 7. Variables of the 'Citizen Index Score' with their Weightage

Therefore, we have an understanding of each variable, and we also know that each Variable has an Individual Weightage. When Each Variable value will be combined Then, we will get the 'Citizen Index Score,' the 'Citizen Index Score' will be between '0' which will be the Lowest score a Citizen can get, and also '1', which is the Highest score Citizen attains. As discussed, the 'Citizen Index Score' will be used for both the Voter and the Candidate. To understand it works, we already know that in the current election process, Each Individual Voter can Cast a '1' Vote, and Each Candidate can also get '1' Vote from any Individual Voter.

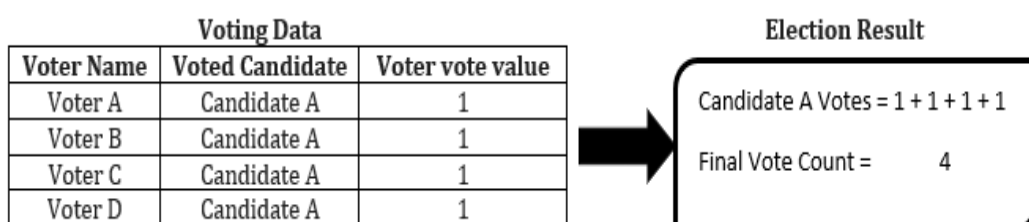


Figure 8. Shows the Current Process of Vote Calculation

So now, after getting the values of Each Variable against any citizen and when we sum it up, it will become the 'Citizen Index Score,' Then Each Voter vote value will be its 'Citizen Index Score' instead of '1', and the Candidate will also get the Vote based on its Voter 'Citizen Index Score.' Like in the current election process, if '4' Voters Give a vote to Candidate 'A,' it will receive '4' Votes. But, now with a 'Citizen Index Score,' if a '4' Vote will cast to Candidate, 'A,' then the weightage of each Voter will be checked. For example, all '4' Voter has a 'Citizen Index Score' equal to '0.25', so summing up all '4' Voter weightage will give the value of '1'. Hence, it means Candidate 'A' will get a '1' Vote.

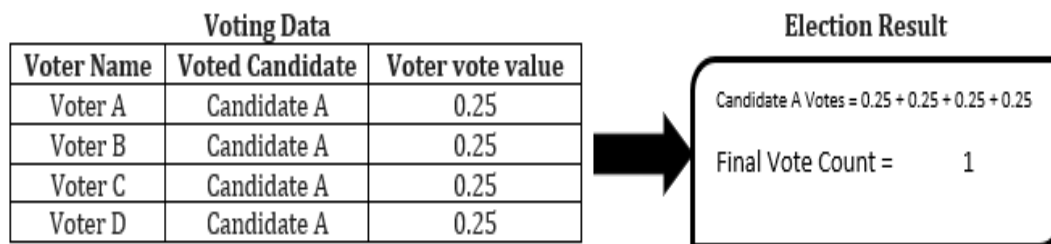


Figure 9. Shows the Voting Calculation Based on Citizen Index Score

Also, the Candidate Nomination will depend on its 'Citizen Index Score,' so the Government can set a threshold that becoming the Candidate will require a minimum of this 'Citizen Index Score.' If not, you will automatically be disqualified. In that case, the evaluation of Voters and Candidates will be done effectively.

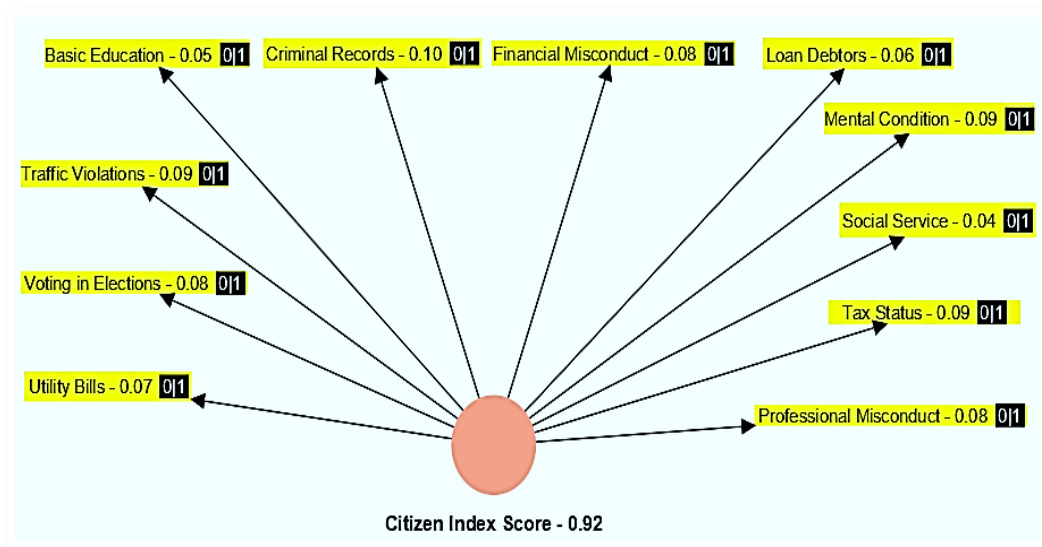


Figure 10. Citizen Index Score

3.3 Digitization of Data Filling and Gathering Process

The way data is gathered and how it is been managed needs to corrected before using the data for the calculation of the 'Citizen Index Score.' For this purpose, firstly Government has to make sure the Digitization of all the data filling and way gathering should be done through Technology-based Solutions. It is vital because without doing it, the chances of human errors in data filling and gathering will always come, and human errors can be made mistakenly or deliberately. That is why it is crucial that data should be correct and saved from any biasedness because the efficient calculation of the 'Citizen Index Score' depends entirely on the data given against any citizen. If there is a problem in the Data, then it will impact the result of the 'Citizen Index Score,' and poor citizens will suffer due to it. So, before starting the 'Citizen Index Score' calculation, the digitization of Data filling and the way of gathering against the variables should be done.

3.4 Elections through Electronic Voting Machine

For the Accurate Calculation of the 'Citizen Index Score,' it is essential to hold the Elections with Electronic Voting Machines because the 'Citizen Index Score' is not compatible with the traditional election process, which is paper-based. Even if the government wants to do it, it can be done because doing all these calculations manually is very difficult, and it's creating a gap where errors can happen and can be mistakenly done or deliberately. In the worst case, the rigging can be done through it, and catching rigging will also be challenging to do. That is why the Electronic Voting Machine should be implemented in the election process before starting the 'Citizen Index Score' calculation. To add According to the 2022 PATTAN survey, one of the advantages of using electronic voting machines is that they prevent election rigging. For example, in Pakistan, a number of problems, irregularities, and rigging practices can be curbed if electronic voting machines are used. According to their research, there are currently 163 ways to rig elections, and Paper Based Voting is one of those methods. So, using the E-Voting equipment will eliminate 130 practices out of 163 possible. As a result, it cannot be used to rig elections to over 80%. Therefore, using computerized voting machines offers advantages of its own that go beyond only applying the "Citizen Index Score."

3.5 Data Security against Any Forgery Attempt

Before starting any Digital Solution, Data Security should be prioritized. Data becomes structured, secure, and easy to retrieve as a result of the process being automated. Nevertheless, without adequate protection, citizens' private and sensitive information is easily hackable and may be utilized improperly. Every other day, we hear stories of government systems being breached and citizen data being exposed, so it's starting to feel like a global problem. So, Government should pre-plan before implementing the 'Citizen Index Score' calculation to maintain data security safe. Because without it, the data can be accessed through hacking, and any fraud or changes can be done to change results in favor of any candidate and get him to win. Also, for citizen privacy, the score they are getting should remain private between citizens and

the government, so no one should have access or can able to get access to Citizen sensitive 'Citizen Index Score.'

3.6 Saving Citizen from Political Victimization

The Motive or Vision behind the implementation of the 'Citizen Index Score' must be apparent and focused. Because, like every other Technology, it can be easily misused and compromise Citizen's Privacy, it can be used as a mode to Controlling Citizens and take it as far as victimizing political opponents or Citizens who are supporters of the opposition, not the government. That is why the Mission Behind implementing the 'Citizen Index Score' of Government needs to be clear and for the people's benefit, not for the Government's own self-interest, because there is an opportunity for the Government to victimize Citizens through it by deliberately giving Low 'Citizen Index Score' and giving their Supporter citizens high 'Citizen Index Score' with the help of it they can easily influence the election process. This is why, before implementation, it has to be made sure that all ways of Influencing or misusing the 'Citizen Index Score' can be handled and stopped once and for all.

3.7 Online Platform for Citizen's Index Score Visibility

More Automation or digitization of processes and services means more transparency to the governance, and we know how much important is the transparency factor for any government. That is the reason for the Presence of Online Platforms which should be Web-Based or Mobile-Based for ease of usage. On that Online Platform, any Citizen can access and then able to see its 'Citizen Index Score' and also the complete explanation and details with it, so any Citizen should know the reason behind its 'Citizen Index Score,' which will be suitable for the transparency of the process and through it any Citizen can lodge complaint or report issue if any miscalculation is done.

3.7.1 Online Platform for Citizen's Casted Vote Visibility

On the same Online platform, citizens can be also able to see their casted votes in the election. With its help of it, any Citizen can verify whether his Vote was counted for the result or not. Also, the vote they have given to their Candidate of choice it been recorded correctly against it. If not, then they can easily give complaints and correct the mistakes. Finally, their 'Citizen Index Score' is been calculated accurately in the result, and if not, they also report it and make the correction.

3.8 Initiatives to Promote the Election Participation

In order to increase the participation of the citizens in the election process, there are a few initiatives that can be planned for the future.

3.8.1 Easily Accessible Election Voting Booth

Many citizens don't participate in the election process due to not reaching the Election voting booth on time or the location of the Election voting booth being so far from them. To handle that situation, an Easily accessible Election voting booth can be introduced, which is made on moveable vehicles. It will be moving from location to location for the citizens who can't reach their mentioned Election Voting Booth due to less time or far away location; for them, Election Voting Booth will come and make sure they are able to cast a vote in the election process.

3.8.2 Election through Metaverse Technology

In the Future, in order to make election participation more straightforward and more accessible from anywhere. So, the election process can be conducted through Metaverse Technology, and Voter doesn't have to visit the Election Voting Booth physically. Also, sometimes citizens miss the vote because they are out of the country or city at the time, so through Metaverse, no matter whether they are physically far or near to Election voting booth and also, they are out of town or country, they just have to wear their headset of Metaverse and then visit virtually to the election voting booth, verify their identity and finally cast a vote and leave that's it.

3.9 Data Security Through Blockchain Technology

As we have already discussed, the importance of data security of Citizen's data and how it can be used to influence the election if data is compromised. For that purpose, one of the talks about technology is the Blockchain, and we can take help from it in order to make our citizen's data secure. Also, with its decentralized structure, we can be able to minimize the control of the government over the citizen's data and stop the government from using it for its own benefit.

3.10 Extension of this Policy on Other Areas of the Public Sector

After successfully implementing this policy, then the government can use the same Policy and extend its work to other areas of the public sector by introducing the 'Citizen Rating System.' So, Government can use the same variables for making decisions of policy making in other aspects of public sector governance like Education, health, welfare support, etc., and can be made dependent on the 'Citizen Rating System,' which will be the extension of the 'Citizen Index Score' and then finding out more deserving citizens for getting beneficial from government support

4 CONCLUSION

The problem of less responsibility for the competency of voters and candidates and how it produces a fault in the democratic election process is the vast implication of the research in this paper that we have examined. Before analyzing the problem and moving on to offering potential solutions, it was crucial to comprehend the issue and obtain context. This thorough comprehension of the case truly helped us to hone our analytical skills. It enabled us to learn a lot about the proposed solution, as well as how it is appropriate for resolving the problem. Additionally, the suggested solution offered the essential framework for developing a long-term functioning model and represented a first step in the process of minimizing the adverse effects of the issue on the voting process for the general election. The possibility for the remedy to lessen the effects of the problem is explicitly stated, along with why it will eliminate the problem entirely, to provide clarity. Finally, the solution has the potential and direction to produce a clear reflection on democracy. Still, its implementation and the competence of the resources who will utilize it and improve it through high-quality feedback are crucial to its success. It should be noted that it uses the complex and constantly changing data provided by citizens, which means that much information must be gathered and put through several checks before it can be used to calculate the Citizen Index score accurately. Additionally, the smooth dissemination of information by the government to the nation's people will be a crucial

element in determining its acceptance. Therefore, more work and research are undoubtedly needed to reduce its complexity. Still, for now, it offers a solid beginning point based on the actual scenario and a creative approach to the difficulty they confront with each election. Finally, with the success of this policy government can able to replicate the same approach in other policies related to the citizens and better judge citizens based on the data and provide them with facilities.

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