

OPEN PEER REVIEW

Digital Governance: Citizen Perceptions and Expectations of Online Public Services

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1. Round 1

1.1. Reviewer 1

Reviewer:

The methodology section would benefit from more details on the interview guide's construction and the specific questions asked. Including examples of questions could provide readers with a clearer understanding of how data were collected and contribute to the study's replicability.

While the manuscript mentions purposive sampling for participant selection, a more thorough discussion on why these particular demographics (age, gender, socioeconomic status, digital literacy) were chosen could strengthen the paper. This detail will help contextualize the findings within the broader landscape of digital governance research.

The findings section presents four themes with subcategories. Expanding on how these themes interact with each other and their implications for digital governance could offer deeper insights. For instance, exploring the relationship between digital literacy (Access and Usability) and citizen engagement could provide valuable nuances.

Given the digital context, incorporating a discussion on ethical considerations and privacy concerns in the design and implementation of online public services would be beneficial. How do the findings reflect citizens' concerns about data protection and privacy, and how should policymakers address these issues?

The conclusion mentions future research directions briefly. Elaborating on specific areas where future studies could expand upon this work, perhaps by exploring cultural or geographic differences in perceptions of digital governance, would be helpful.

Acknowledging the limitations more explicitly, such as the potential biases inherent in self-reported data and the study's generalizability due to the qualitative approach, would provide a more balanced view of the research.

Authors revised the manuscript and uploaded the document.

1.2. Reviewer 2

Reviewer:

Delve deeper into the 'Service Quality' theme, particularly around reliability and personalization. How do these aspects affect citizens' trust in online services? Insights from participants could be highlighted to showcase specific expectations or experiences that led to increased satisfaction or frustration.

Introducing a comparative analysis with existing literature on digital governance could enrich the discussion. This would contextualize the findings within the current state of research and highlight where this study adds new insights or corroborates existing theories.

The 'Policy and Regulation' findings suggest significant implications for digital governance policies. The paper could further elaborate on how governments might implement these insights in policy-making processes, particularly in ensuring digital inclusivity and data governance.

Given the mention of the COVID-19 pandemic as a catalyst for digital transformation, a more detailed reflection on how the pandemic has reshaped citizen expectations and the urgency for digital governance reforms would be pertinent. This could include discussions on the permanence of these changes post-pandemic.

Briefly outlining the theoretical frameworks underpinning the analysis of digital governance could provide a stronger foundation for the study. This clarification would help readers understand the interpretive lens through which the data were analyzed.

Minor edits for clarity, such as streamlining sentences and ensuring consistency in terminology, would improve the manuscript's readability. Additionally, ensuring all referenced literature is correctly cited and listed in the bibliography would enhance the paper's academic rigor.

Authors revised the manuscript and uploaded the document.

2. Revised

Editor's decision: Accepted.

Editor in Chief's decision: Accepted.