P01 / New Frontiers in Digital Citizen Engagement - Exploring the Future of Democracy

Topic : PUBLIC PROBLEM, SOCIAL MOVEMENT AND AGENDA SETTING

Chair : Hiroaki Inatsugu (Waseda University)

Second Chair : Junro Nishide (Meiji University)

Third Chair : Atsuo SATO (Hiroshima City University)

GENERAL OBJECTIVES, RESEARCH QUESTIONS AND SCIENTIFIC RELEVANCE

The rapid development of digital technologies and their transformation have greatly expanded the forms and possibilities of citizen and civic engagement. This panel seeks to explore new forms of both citizen and civic engagement that go beyond traditional representative or participatory democracy. We focus on innovative approaches such as citizen science and civic technology, discussing the potential of these digital tools to transform social and political processes. Digital tools could bring about new ways of interacting, making decisions, and shaping society and politics in a more effective, participatory, and inclusive manner.

We aim to examine how technological advancements are influencing democracy and civil society, and how we can leverage these technologies to foster more inclusive and effective forms of citizen and civic engagement, from both theoretical and practical perspectives. This includes evaluating how tools such as social media and digital platforms can enhance democratic participation, transparency, and accountability. Additionally, we will consider how technology can be used to bridge gaps between governments and communities, empowering marginalized voices and fostering a more participatory, responsive governance.

CALL FOR PAPERS

We welcome research presentations related to the following themes:

Citizen Science
- Design and implementation of citizen-participatory scientific research projects
- The role of citizens in data collection and analysis
- The impact of citizen science on scientific progress and society

Civic Technology
- Development of citizen-led technological solutions
- Use of open-source approaches in solving local issues
- Formation and sustainability of civic tech communities

Digital Democracy
- Possibilities and challenges of online voting systems
- Political participation through social media
- Transformation of representative democracy in the digital age

Open Data Utilization
- Release of government data and its utilization by citizens
- Initiatives in data literacy education
- Balancing privacy and transparency

We encourage submissions on innovative research or practical examples related to the use of digital technology for both citizen and civic engagement, beyond these suggested themes. We particularly welcome interdisciplinary approaches that span multiple fields and initiatives that bridge theory and practice.

Selection Criteria

- Originality and innovation of the research
- Theoretical or empirical foundation
- Social impact and practical applicability

We look forward to receiving ambitious research presentations that explore new possibilities for both citizen and civic engagement in the digital age. We hope that your research will contribute to the realization of a more open democracy and a vibrant civil society.

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Session 1Digital engagement and democracy

Thursday, July 3rd 08:00 to 10:00 (B10)

Understanding and Developing a Model of Digital Engagement and Participation in Urban Heritage Issues: a Tale of Four Cities in Indonesia

Ario Wicaksono (Universitas Gadjah Mada)

In the time of limited awareness of the state actors on urban heritage issues, several initiatives have been carried out by non-state actors in major cities in Indonesia that can be traced through digital platforms. Their activities increased during and post-pandemic. These platforms have become new stages of public engagement and attract participation, primarily targeting the growing digital-savvy generations. This article aims to understand the forms and models of public engagement and participation in heritage issues through social media platforms, including the actors, types of heritage-related activities, patterns of interaction and coordination, and the factors that bind the activism network. Investigating the effectiveness of engagement and participation carried out through this model is the second objective of this research. This article also aims to create and recommend future sustainable engagement and participation models. This research article is based on qualitative research in four cities in Indonesia: Jakarta, Bandung, Yogyakarta and Surabaya. This is an inductive study to identify the general patterns of the dynamics of heritage communities/organisations in utilising online platforms. The result shows that the model of digital-based engagement organised by communities can be categorised into heritage awareness campaigns, digital interaction, and policy advocacy activities targeting policy stakeholders. The variety of participation modes was driven by determinants: the organisation's governance model, types and values of organisations, the organisation's digital policy, the pattern and direction of collaboration/networking with other stakeholders, and product innovation-related activities.

Civic Crowdfunding as a Digital Policy Instrument: Evaluating Co-Production in Public Service Delivery through Taejai in Thailand

Ada Chirapaisarnkul (Chiang Mai University School of Public Policy)

The rapid expansion of digital citizen engagement tools has transformed traditional models of public service delivery, allowing citizens to take an active role in funding and co-producing community projects. Civic crowdfunding, a digitally-enabled fundraising mechanism, has emerged as a key participatory governance tool, particularly in contexts where state resources are constrained or where alternative financing mechanisms can enhance community-led solutions. This study investigates how civic crowdfunding facilitates co-production in public service delivery, using the case of Taejai, Thailand’s first and largest civic crowdfunding platform.

Building on the Convergence Co-Production Framework (Poocharoen & Ting, 2015), this research categorizes crowdfunding projects into co-consultation, co-management, co-governance, and co-production to assess varying levels of citizen involvement in public service initiatives. Using a mixed-method approach, the study examines completed projects on Taejai, integrating qualitative analysis of case studies with quantitative data from platform analytics. Semi-structured interviews with project initiators, platform administrators, and donors provide deeper insights into participation dynamics and governance structures.

Preliminary findings suggest that civic crowdfunding contributes to greater citizen engagement beyond financial participation, fostering networks of collaboration between individuals, civil society organizations, and local government agencies. However, the degree to which crowdfunding projects align with

co-production principles varies significantly, influenced by factors such as institutional support, regulatory environment, and digital literacy. The study also highlights potential challenges, including unequal access to crowdfunding opportunities, donor fatigue, and sustainability of projects post-funding.

By positioning civic crowdfunding as a digital policy instrument, this research contributes to the broader discourse on digital democracy and participatory governance. The findings provide practical recommendations for enhancing the effectiveness of crowdfunding platforms in public policy, with implications for scaling digital civic engagement strategies in Thailand and beyond. This study is particularly relevant to discussions on how digital tools can bridge the gap between governments and communities, fostering more inclusive, transparent, and accountable governance models.

Keywords: Civic Crowdfunding, Digital Citizen Engagement, Co-Production, Public Service Delivery, Participatory Governance, Digital Democracy

Democratizing the Policy Process through Media Innovation: Policy Watch and the Future of Policy Communication in Thailand

Theerapat Ungsuchaval (Mahidol University)

Nattaya Waewweerakoupt (Thai Public Broadcasting Service (Thai PBS))

Policy Watch, an initiative by Thai Public Broadcasting Service (Thai PBS), is a pioneering platform for digital policy communication and citizen engagement in Thailand. Leveraging innovative media technologies, it bridges the gap between policymakers and the public, exemplifying how media technology can transform policy processes through promoting citizen participation and accountability. By providing policy-relevant information, knowledge, and interactive tools, Policy Watch empowers citizens to actively engage in the policy process, promoting a more informed and participatory society.

This paper explores the platform's core objectives, features, and broader implications for democratic governance. Policy Watch operates with the overarching goal of enhancing the quality and inclusiveness of policy processes. Its objectives include monitoring policy development, raising public awareness of critical policy issues, facilitating meaningful public participation, and promoting accountability through data-driven analyses and transparent reporting on policy outcomes. By spotlighting successes and identifying areas for improvement, the platform serves as a vital tool for strengthening policy learning.

To achieve these objectives, Policy Watch offers comprehensive policy tracking and monitoring across sectors and lifecycle stages, enabling stakeholders—including citizens, experts, and policymakers—to access real-time updates, engage with in-depth analyses, and participate in interactive forums and public dialogues. Through infographics, multimedia tools, and data visualizations, it simplifies complex policy issues, equipping citizens to make informed contributions to public discourse.

This paper critically examines how Policy Watch democratizes representative policy processes by amplifying marginalized voices, bridging societal divides, and enhancing participatory mechanisms in the digital age. Its broader impact on Thai governance—empowering citizens, holding policymakers accountable, and improving policy outcomes—is also analyzed.

By integrating open data, digital technology, and participatory tools, Policy Watch demonstrates a replicable model of policy communication and democratic participation. Theoretically, it aligns with frameworks on democratizing the policy process (Fung, 2006), democratic innovation (Smith, 2009), and the mediating/mediatization of policy processes (Mazzoleni & Schulz, 1999; McCombs, 2004; Lawlor, 2018). The findings underscore Policy Watch's potential as a digital innovation transforming policy communication and participatory democracy, advancing the panel's vision of exploring new frontiers in digital citizen engagement.

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Digital Frontend and Bureaucratic Backend for Resolving Citizen Complaints: Evidence from Indonesia

Amirah Sumarto (University of Oxford)

Digital tools for receiving and managing citizen complaints are widely adopted by government institutions. However, the bureaucratic machinery that underpins and drives responsiveness to these complaints remains unstudied. My research addresses this gap in the literature by studying the use of digital citizen complaint systems in Indonesian local governments. This paper draws on qualitative analysis based on multiple sources, including interviews with central and local government officials, citizens, and other key stakeholders, as well as a review of complaint texts, to uncover how digital complaint systems trigger a reconfiguration of bureaucratic processes. The introduction of these systems leads to notable organisational shifts and exposes existing constraints. The current literature on government responsiveness often frames responsiveness as the result of either political oversight or discretionary actions of street-level bureaucrats. However, my findings reveal the emergence of new mid-level bureaucratic roles and the creation of lateral coordination pathways that cut across formal organisational boundaries. Rather than relying solely on control-based mechanisms, the system enables responsiveness through three empowerment mechanisms: legitimacy to act, which enables bureaucrats to mobilise follow-up actions; mission reframing, which aligns personal motivation with institutional responsiveness; and creative discretion, which allows adaptive responses to procedural gaps. These mechanisms cultivate entrepreneurial roles among mid-level bureaucrats, including mobilisers, norm evangelists, and improvisers, who are instrumental in translating citizen complaints into meaningful responses. These findings highlight the critical yet understudied role of mid-level bureaucrats in government responsiveness. They also show that government digital transformation requires not only technological tools but also the cultivation of complementary bureaucratic practices.

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Session 2Civic engagement and local governance

Thursday, July 3rd 10:15 to 12:15 (B10)

Local governance and public engagement in digital age

Taketo Terada (Kanagawa University)

This study examines how the development of digital technology is bringing about changes in local governance, with a particular focus on the way in which citizens are becoming involved in social issues. Digital technology offers new forms of communication that transcend geographical limitations in solving social issues, and has the potential to empower groups that have not been involved in solving social issues in the past.

Traditional governance has a structure in which wider political bodies address issues that cannot be solved at the individual level in stages. This is because governance based on dividing areas is necessary for solving social issues; in particular, actors with interests rooted in specific areas, such as homeowners, have been considered to have a strong influence. However, with the development of digital technology, citizens who are not interested in area-based interests can also become involved in solving problems, which has the potential to bring about changes in the way traditional regional governance is carried out.

In this study, we used open data and survey data to analyze who is involved in solving social problems in the digital age in Japan. In particular, we examine whether the participation of groups that have not been empowered will increase as geographical constraints are reduced and how this participation will change.

In this study, we use datasets on citizen participation released by the government and local governments to understand the reality of involvement in social issues through digital tools. We will also conduct a survey on citizens' participation in social issues in Japan to examine the impact of digital technology on participation behavior. Furthermore, we compare traditional forms of citizen participation in local governance with new forms of citizen participation that utilize digital technology to clarify the impact of digital technology.

The results of this research will theoretically and empirically clarify the impact of digital technology on regional governance, contribute to the expansion of citizen participation through digital technology, propose new governance models, and promote citizen participation to contribute to the formulation of policies for more comprehensive and effective social problem solving. By exploring the possibilities of citizen participation brought about by digital technology, we aim to provide an opportunity to reconsider the future of regional governance.

Kobe City's Digital Transformation: A Model for Citizen-Powered Innovation in Japan

GO Nakagawa (Okinawa International University)

Since the onset of the COVID-19 pandemic, numerous Japanese local governments have faced challenges in promoting digitalization and digital transformation (DX) to facilitate the accurate dissemination of information regarding infected individuals. In response, some local governments have recognized the necessity of securing and cultivating digital talent to develop new public services in the digital domain. Consequently, they have pursued strategies to recruit and nurture digital professionals, some by hiring from private IT companies and others by fostering talent within their own organizations.

Notably, certain local governments that have made more advanced progress in DX policies and the development of digital human resources compared to others have drawn inspiration from the initiatives of Kobe City. Several factors contribute to Kobe's role as a model in this field. First, while Japanese local governments are accelerating DX policies and initiatives to address challenges such as outdated

organizational structures, intergovernmental information sharing, and operational reforms, Kobe City has already made significant advancements in these areas. Second, many local governments continue to struggle with securing and fostering digital talent, primarily because they had not previously prioritized these efforts. In contrast, Kobe City has successfully implemented strategies to address this issue.

This study examines the factors that have positioned Kobe City as a role model among other local governments, particularly major cities with populations exceeding 500,000, and explores how Kobe's citizen-powered innovation has contributed to public policy. Local governments often overlook the importance of citizen engagement in accelerating the achievement of their goals. Citizens can contribute by sharing knowledge and ideas, as well as by actively participating in new public services.

Boosting Civic Engagement Through Digital Giving Platforms: Synergies with wellbeing and health management

Yuko Nishide (Tohoku University)

Junro Nishide (Meiji University)

This study aims to examine the dynamics, processes and outcomes of online giving campaigns for civic engagement, wellbeing and health management at individual, organizational, and community levels. OECD (2022) emphasizes the need for health promotion in the workplace and policy instruments to encourage it. Numerous studies have explored the relationships between digital platform and civic engagement such as volunteering and giving (Boulianne2023; Quynh & Thanh 2025). However, the impact of these online platforms on wellbeing or health management remains understudied.

To address this research gap, this study poses the following research question: How do online giving platforms affect civic engagement and wellbeing of individual, organizational and community levels?

Two case studies were conducted to examine online giving platforms in Japan in 2024: a charity walk online giving campaign organized by a pharmaceutical company, and an online platform for the hometown tax donation program. Through participatory observations, interviews, and document analysis, we examined the objectives, frameworks, processes of change, outcomes, and participant perspectives.

The key findings of this study were twofold. First, we identified the pivotal role of triggering experiences in initiating online giving, along with the effectiveness of nudging strategies. Second, we found that win-win relationships and integrated cross-sector partnerships among local government, business enterprises, and nonprofit organization served as fundamental underpinnings for effectively promoting civic engagement and creating synergistic wellbeing.

This study makes a unique contribution through the integration of civic engagement and wellbeing within the context of digital platforms. We discuss theoretical, practical, managerial, and policy implications, as well as challenges and prospects for sustainable and effective promotion of civic engagement and wellbeing.

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A study of the agent that plays a pivotal role in the introduction and diffusion of generative AI in the Japanese local government sector

Satoru Kohda (Deloitte Tohmatsu Strategy Institute)

Japan faces a critical juncture with declining birthrates, an aging population, and an accelerating population decline. Consequently, enhancing operational efficiency has become a pressing concern, prompting the introduction of generative AI. However, local governments in Japan generally possess limited knowledge or experience with generative AI compared with private sectors. Notwithstanding this challenge, certain local governments have successfully embraced generative AI. This prompts the following question: what factors contribute to the success of these early adopters in implementing generative AI?

This study focuses on the role of private sector actors, specifically digital companies, as key agents in

facilitating the adoption and diffusion of generative AI among local governments. I examine the case of Yokosuka City, an early adopter, which partnered with note inc., a writing social network platform company. This collaboration aimed to integrate generative AI within Yokosuka City's operations and foster information sharing among other municipalities.

A key element of this collaboration is the "Local Government AI Utilization Magazine," hosted by Yokosuka City on the "note" platform. This online platform disseminates valuable information, including case studies of AI initiatives, implementation processes, objectives, and demonstration experiments conducted by approximately 25 member local governments. The "note" platform plays a crucial role in disseminating AI policies and best practices among Japanese municipalities.

To understand this fast implementation, I will utilize the policy diffusion and innovation model. By analyzing the factors that contributed to Yokosuka City's success, I aim to gain valuable insights into the broader implications of this collaboration. Specifically, I will explore how this public-private partnership fosters the integration of citizen science and civic technology within local communities and policies.

This study will contribute to a deeper understanding of how innovative technologies like generative AI are adopted and diffused within the Japanese public sector. The findings of this study will have significant implications for policymakers, technology providers, and researchers seeking to promote the effective and equitable use of AI in addressing critical societal challenges.

This expanded version of the study will provide more context, elaborates on the key aspects of the study, and highlights the broader implications of the research.

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Session 3Citizen participation and public policy

Thursday, July 3rd 16:00 to 18:00 (B10)

ONLINE VOTING: STEP FORWARD OR DANGER TO DEMOCRACY?

Marko Krtolica (Ss Cyril and Methodius University in Skopje - Iustinianus Primus Faculty of Law)

The end of the XX century and the beginning of the XXI century have led to enormous technological progress. The emergence of the internet and digitalization has completely transformed the way modern societies function. Almost all countries have begun implementing E-government projects aimed at increasing the efficiency, accessibility and transparency of public services through digital means. Additionally, the COVID-19 pandemic accelerated the adoption of remote working, further integrating digital solutions into everyday life. This transformation has raised the question of whether the voting process should also evolve and move away from traditional paper ballots cast at polling stations. Introducing online voting as a form of electronic voting has been advocated due to its undeniable advantages, such as convenience, accessibility, and the potential to increase voter participation. However, concerns over security, cyberattacks, potential violations of vote secrecy and election integrity persist. Additionally, unlike other types of electronic voting conducted in controlled environments, online voting occurs in uncontrolled environments, which introduces unique challenges and risks. These risks contribute to the cautious approach taken by almost all countries when considering online voting. Currently, Estonia is the only country in the world that has fully implemented online voting for all its citizens. Estonia's success in this area is closely linked to its high level of digitalization and robust cybersecurity measures. Apart from Estonia, certain countries have implemented online voting within the country for some voters and certain countries have implemented online voting exclusively for citizens living abroad, arguing that it is safer and more efficient than voting by post. Therefore, this paper aims to review the experiences and solutions implemented by countries that have adopted online voting in elections and to analyze the outcomes of these decisions. Such a review should address many important questions: Should all citizens be given the option to vote online? Should citizens need to apply for online voting? Should online voting be implemented for specific elections or at all levels of elections? Should online voting be combined with other forms of voting? How can voter identity be securely verified and how can the secrecy of votes be ensured? How can votes be encrypted and protected from tampering? How can the system be protected against hacking and unauthorized access? How can transparency and auditing be ensured? How can the system be made user-friendly and accessible? What legal and regulatory frameworks need to be in place? How can public trust be built through education and transparency? What have been the outcomes of online voting in countries that have implemented it? The answers to these questions should ultimately lead to the answer to the central question: Are we ready to go digital in the world of voting?

Key words: politics, political system, democracy, elections, E-voting, I-voting, voting rights.

Kenya’s Third Liberation? The Role Of X Spaces And TikTok On The New Political Consciousness

Jackline Nthiga (Jomo Kenyatta University of Agriculture and Technology)

The political class in Kenya and the globe address the key question of concern, economic liberation and freedom. With rising unemployment, climate change, wars and pandemics amongst many challenges, the populace all across the globe grapples with one main challenge, how to restore and maintain its economic fortunes. This has informed politics and policy around the globe including Kenya. As every politician seeks to maximize their benefit from every crisis, the government of the day rode on the promises of bringing

massive economic gains to the poorest. The “hustlers”. However, with little in the way of economic solutions and rising unemployment and poverty with an increase in annual taxes, Kenya, an otherwise very peaceful state and the economic powerhouse of the East Africa region has seen as wave of numerous protests around taxation. With an unexpected leverage, social media has formed the base of the protests with an unforeseen populace leading these protests, the youthful “leaderless” Gen-Z. Social media has provided the platform for planning and execution of the protests. The use of silhouettes and cartoons have now been devolved online as a political satire against a rising cost of living and political oppression. Will social media form the bedrock of a ‘third liberation’ unlike the second liberation which was at the heart of the universities, churches and theatre halls and the first which was in the bush against the colonialist? My paper will investigate how social media and specifically X and TikTok, which are the most widely used among the youth, have been instrumental in bringing a ‘third revolution’ to Kenya. I will employ a mixed methods research design which will employ digital tools to provide both quantitative and qualitative information on the topic of study.

Reversal of Policy Feedback Effect- An evidence from India

Devasheesh Mathur (International Management Institute)

In the era of social media informing and shaping opinions, and which the politicians use as human brands, it is worthwhile to explore if only the policy decisions that are discussed with the stakeholders and work towards the welfare of the masses, polarize the citizens. The policy feedbacks effect theory posits that good policies create good politics, and by the corollary bad policies must give rise to bad politics. However, in the face of higher polarization, does the theory hold true when a human brand of a politician gives rise to higher polarization even with seemingly unpopular policy decisions? The paper explores the role of the country leader and the cabinet as opinion influencers when it comes to seemingly unpopular decisions compared to welfare decisions. We collected the Tweets of Indian cabinet members to analyze the echo chambers created on a decision of each kind: sudden and unpopular, sudden but popular, not sudden and popular, and not sudden and unpopular. This helps us compare how seemingly sudden and unpopular decisions like Demonetization polarize the people in relation to decisions like the Surgical Strike and the universal health coverage scheme of PMJAY. The study also analyses the extent of polarization by analyzing the sentiments and emotions expressed by the public in response to the tweets by the cabinet. It emerges that decisions like Demonetization and Surgical Strike are more polarizing than GST and PMJAY. The degree of sentiments like trust and fear are both high in such decisions, while the analysis of the topics also supports this distinction. Citizens also have engaged more with tweets related to Demonetization and Surgical Strikes rather than GST and PMJAY, with more voices in favour of the decisions rather than against it. Citizens share their views both in favour of and in opposition to these decisions; however, the echo chambers, that is the retweets, mentions, and replies are more for sudden decisions. Hence, there is evidence that the policy feedback effect is reversed when there is/ are human brand(s) of politicians and sudden decisions are taken without setting any policy agenda.

(Virtual) Citizen Monitoring for Healthy and Sustainable Development: Case Study in the Territories of Pôr do Sol and Sol Nascente, Brazil (2021-2024)

LETÍCIA DE JESUS (Fundação Oswaldo Cruz (Fiocruz))

Wagner Martins (Foundation Oswaldo Cruz Brasilia)

Cecilia Sampaio (Universidade de Brasília)

Fernanda Machiner (Faculdades Oswaldo Cruz)

INTRODUCTION: Faced with contemporary concerns about social indicators in areas of vulnerability, grassroots territorial monitoring has emerged as an essential strategy in critical epidemiology. Providing conditions for communities to monitor their indicators is a prerogative of the State, to ensure a better quality of life, especially in vulnerable regions. The project “Radar Network for Healthy and Sustainable Territories: Social Cooperation Room” aims to create a cooperative intelligence network in the Federal District and strengthen local governance of public policies for territorial development. Through Fiocruz Brasília, we have implemented actions in the communities of Pôr do Sol and Sol Nascente, the second largest favela in Brazil, according to the latest national census (IBGE, 2024). This initiative, the result of a partnership between Fiocruz and IPEDF since 2021, uses territorial cooperative intelligence (CI) solutions through the Social Cooperation Room (SCR) - a digital space on the Agora Platform that promotes interaction and civic engagement, empowering grassroots researchers to monitor living conditions.

RESEARCH QUESTION: How can popular territorial monitoring be used as a tool to strengthen civic participation and improve public policies in vulnerable areas?

METHODOLOGY: We developed Operational Indicators (OIs) to assess multi-risks in the territory, covering threats, vulnerabilities, and potentialities. Unstructured data was collected by grassroots researchers using digital technologies, which fed the SCR and generated dashboards with information in near real-time. These IOs complement those existing in the 2030 Agenda, strengthening the analysis and monitoring of living conditions.

Results: We trained 20 grassroots researchers, developed social cartography, and created 15 OIs aligned with the 2030 Agenda, addressing basic sanitation, food security, violence, and social participation. These indicators are key to promoting evidence-based civic engagement, enabling more effective and inclusive social interaction.

CONCLUSION: The territorial governance model, supported by empirical evidence, demonstrates that cooperative intelligence can contribute significantly to realizing the 2030 Agenda. Popular monitoring and the active participation of society, together with the government, are crucial to reducing social inequalities and fostering sustainable development in a democratic context, directly aligning with the research questions of the panel on “New Frontiers in Digital Citizen Engagement”.

Social Media Responses in the Philippines' Congressional Budget Hearings: Reflections on Active Citizenship under Monitory Democracy

Jephte Muñez (University of the Philippines Open University)

As social media platforms increasingly serve as a stage for public discourse and government transparency and accountability, this research aims to assess the effectiveness of these tools so as to facilitate citizen engagement and the extent of influence to budgetary decision-making processes. By examining case studies of specific budget hearings posted in the "YouTube", content analyses on the nature, frequency and extent of citizen interactions will be determined to ascertain the over-all impact of public participation to policy outcomes as reflected in the enacted General Appropriations Act of fiscal years 2023 to 2025. Opportunities and challenges posed by social media enhance democratic accountability and responsiveness envisioned under monitory democracy. The study emphasizes the importance of continuous citizens' vigilance and participation beyond the results of the national and local elections. Online awareness and activism through social media so to ensure that appropriate governmental actions to address the needs, challenges, and priorities of the general public. A deeper understanding of the dynamics between digital engagement and active citizenship will be explored so to offer insights and recommendations for policymakers and advocates of democratic governance.