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The Role of E-Participation in Building Public Trust and Readiness for E-Voting: A Systematic Review

Muhammad Naufal Sulaiman[1], Feby Artwodini Muqtadiroh[2], Apol Pribadi Subriadi [3]

[1,2,3]Information System Department, Postgraduate Program, Sepuluh Nopember Institute of Technology, Surabaya, Indonesia

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Corresponding Author:
Author Name*:
Muhammad Naufal Sulaiman
Email*:
6026241017@student.its.ac.id

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Abstract. Digital Electronic voting (e-voting) success relies heavily on institutional trust and public readiness, yet existing literature predominantly emphasizes technical specifications over socio-political factors. This study addresses this gap by systematically synthesizing how e-participation mechanisms contribute to public trust and readiness for e-voting adoption. A systematic Literature review (SLR) following the PRISMA 2020 framework was conducted, analyzing 40 peer-reviewed journal articles published between 2020 and 2025 from reputable databases. The finding reveal that readiness is influenced by interrelated factors, primarily trust in e-voting systems (n=9), technology (n=7), and government (n=6), alongside digital literacy (n=6) and ICT access (n=5). Crucially, the analysis identifies that e-participation mechanisms specifically online consultations and feedback loops serve as foundational learning tools that foster the necessary social readiness and mitigate resistance toward new electoral technologies. The Study contributes a conceptual reframing of e-participation as a prerequisite mechanism for building digital trust, rather than just a democratic feature. These findings provide guidance for policymakers designing inclusive and trustworthy digital electoral systems.

Keywords: E-voting, E-participation, Trust, Readiness, Systematic Literature Review

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1. INTRODUCTION

Elections are a fundamental democratic mechanism that allow citizens to express their political preferences, participate in decision-making processes, and contribute to the selection of national leaders who reflect the collective will of the people [1]. With the rise of technology, various countries including Jordan, the Philippines, India, Brazil, Belgium, Estonia, and Switzerland have implemented electronic or internet-based voting systems as part of their electoral processes [2], [3] Electronic voting plays a significant role within the broader framework of democratic governance supported by information and communication technologies (ICT), providing benefits such as higher voter participation, better accuracy, reduced fraud by limiting human involvement, faster result counting, and improved efficiency in different stages of the election process, from registration to vote counting [4], [5].

Achieving successful e-voting requires more than just having the right technology and infrastructure as it also relies on legal frameworks, public trust, societal readiness, and the credibility of the implementing institutions [1], [6]. Public trust is essential for the acceptance of e-voting, as a lack of digital skills can make some people feel excluded and increase distrust in the system. Studies show that voting methods influence confidence, and even limited doubt about fairness can affect election legitimacy. This highlights that public engagement and trust in how the system works can help increase readiness and support for its adoption [7].

Multiple studies confirm that e-participation has a meaningful impact on public trust, engagement, and readiness [8] noted that e-participation improves voice and accountability, which are essential components of building trust in digital governance. [9] Additionally, emphasized that citizens who possess higher levels of external political efficacy and trust in governmental responsiveness are more likely to engage in e-participation initiatives. Such trust, when reinforced by timely and effective responses from authorities, further encourages active involvement in political processes and strengthens public commitment to digital forms of participation, including e-voting readiness. However, much of the current research focuses more on the technical and structural features of e-voting systems, without giving sufficient attention to the role of e-participation in fostering societal and institutional preparedness.

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This systematic literature review (SLR) aims to address that gap by exploring how e-participation contributes to trust and readiness for e-voting adoption. In contrast to earlier works such as "Success Factors for Conceptual E-Voting Model" [1], which emphasizes system design, or "E-Voting Adoption in Many Countries" [3], which surveys global practices, this study adopts a systematic approach across four stages: (1) identifying relevant literature, (2) selecting and screening articles, (3) conducting thematic analysis based on content, and (4) synthesizing findings from 40 academic studies to better understand the influence of e-participation on public and institutional readiness for scalable and sustainable e-voting implementation.

Despite the growing body of research on e-voting systems and their adoption, existing studies have predominantly concentrated on technological design, security mechanisms, and infrastructural readiness. Only a limited number of studies have explicitly examined e-participation as a socio-political process that shapes public trust and societal readiness, and these studies remain scattered across different institutional and governance contexts. As a result, there is still a lack of systematic synthesis that integrates trust dimensions, readiness factors, and participatory mechanisms within a unified analytical perspective. Therefore, this study intends to address this gap by systematically reviewing and synthesizing the existing literature on the role of e-participation in building public trust and readiness for e-voting adoption. The objective of this research is to identify key trust and readiness factors and to position e-participation as a foundational mechanism for supporting sustainable and scalable e-voting implementation, particularly in developing democratic contexts.

To address the identified gaps, this study offers three primary contributions to the literature. First, it provides a systematic synthesis of the interrelated factors influencing e-voting readiness, going beyond technical specifications to include social and institutional dimensions. Second, it offers a conceptual reframing of e-participation, positioning it not merely as a democratic feature but as a critical mechanism for building the necessary public trust for e-voting adoption. Third, it presents an empirical mapping of socio-political factors, identifying how specific participatory activities (such as digital consultation) directly mitigate the risks of public distrust and resistance.

2. METHODS

A Systematic Literature Review (SLR) is a comprehensive and methodical approach used to collect, evaluate, and interpret existing research related to a particular topic. The main objective of an SLR is to provide well-founded answers to specific research questions by systematically analyzing previous studies. The process begins with defining the research questions. After that, relevant literature is selected based on inclusion and exclusion criteria. Then, necessary data is extracted from the selected studies. The extracted data is synthesized to identify patterns, trends, or gaps. Finally, the results are presented in a clear and structured manner to support further research or practical application.

2.1. Maintaining the Integrity of the Specifications

The formulation of research questions was conducted to ensure that the study remained focused, allowing the literature collection process to be more systematic and manageable. The specific research questions developed for this review are presented in Table 1.

Table 1. Research Questions

ID	Research Questions
RQ1	What are the key factors that determine public readiness and public trust for e-voting implementation?
RQ2	How does e-participation influence public readiness and public trust in e-voting systems?

1) Publisher Provider

This study selected relevant literature based on its alignment with the topic of e-participation and e-voting readiness, with particular attention to public trust dimensions. Articles were retrieved from reputable and widely recognized academic databases and publishers, including IEEE, MDPI, Elsevier, Springer, Wiley, Scopus, and other peer-reviewed sources.

2) Keyword identifier for searching

To ensure relevant and comprehensive retrieval of literature, keyword combinations were formulated using Boolean operators “AND” and “OR”, allowing the inclusion of terms with similar meanings. For example, the keyword group **("e-voting" OR "digital voting" OR "i-**

voting" OR "electronic voting") was combined with **("e-participation" OR "digital participation" OR "citizen participation")** to identify studies that examine the relationship between voting systems and digital public engagement. Similarly, additional combinations such as **("e-voting" OR "digital voting") AND ("success" OR "readiness" OR "acceptance")** were used to explore factors influencing implementation outcomes. This structured query approach ensured that literature from various terminology perspectives was captured, aligning with the systematic review objectives.

3) Inclusion and Exclusion Criteria

The process of selecting relevant studies was carried out using clearly defined inclusion and exclusion criteria, which are explained in detail in Table 2.

Table 2. Inclusion and Exclusion Criteria

	Criteria
Inclusion	a) Published in English b) Publication year between 2020 and 2025, with limited flexibility for contextual references that are not included in the main analytical synthesis c) Focused on e-voting systems, e-participation mechanisms, and factors related to trust and readiness in digital governance or e-goverment d) Sourced from reputable academic databases: IEEE, Scopus, Springer, Elsevier, MDPI, and Wiley e) The restriction to Q1 and Q2 journals (based on SJR) was applied to ensure the high methodological quality and reliability of the data synthesized. While we acknowledge this as a methodological limitation that may exclude insights from emerging journals, this criterion was necessary to maintain the rigorous standard required for a systematic review of sensitive topics like electoral trust.
Exclusion	a) Did not explicitly address e-voting, e- participation, or trust and readiness factors b) Non-peer-reviewed publications c) Not written in English d) Published outside the 2020–2025 range unless referenced for background context only and excluded from the main findings

Criteria
e) Published in journals ranked below Q2 or not ranked in recognized indexing systems

4) Journal and Article Selection Benchmarks

This part presents the benchmarks used by the researchers to evaluate and select journals, articles, and papers that align with the research topic. To ensure quality and relevance, the following indicators were applied:

a) The publication must be written in an internationally recognized language.
b) The research should address issues related to electronic voting and digital citizen participation.
c) The content and citations must strongly correspond to the scope of the study.

2.2. Performing

To minimize subjectivity and enhance reproducibility, this study employed a Systematic Literature Review (SLR) following the PRISMA 2010 framework [10]. A manual review of titles, abstracts, and full texts was performed. To minimize selection bias and ensure consistency with the inclusion criteria, the screening process was conducted by the primary researcher and cross-verified by the co-authors at key decision points.

The literature search was conducted using a Boolean keyword combination ("e-voting" OR "digital voting" OR "electronic voting" OR "i-voting") AND ("e-participation" OR "digital participation") AND ("trust" OR "readiness" OR "acceptance") across five major databases: IEEE, Scopus, Springer, Wiley, and MDPI. The search was limited to English-language publications from 2020 to 2025.

From approximately 18,253 initial records, automatic filtering and deduplication resulted in 354 relevant articles. A manual review of titles, abstracts, and full texts was then performed according to the inclusion and exclusion criteria, yielding 40 final studies for thematic analysis. The entire selection process followed the four main PRISMA stages: identification, screening, eligibility, and inclusion, as illustrated in Figure 1.

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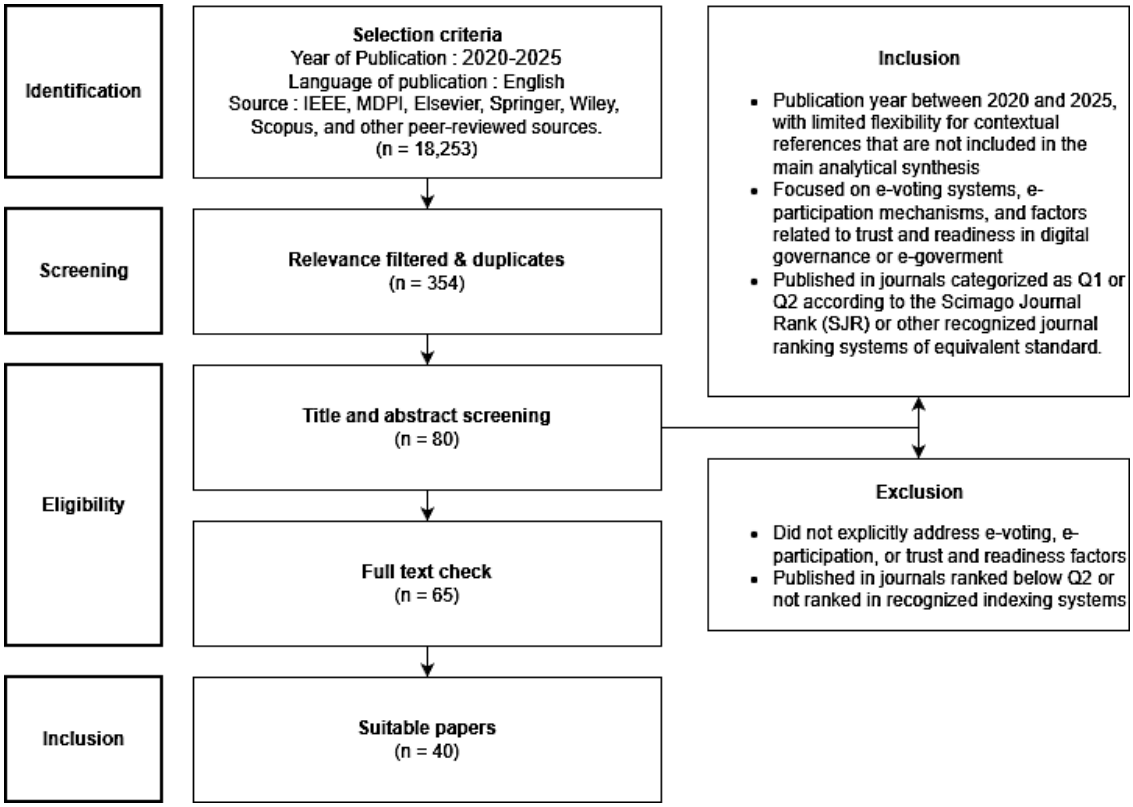

Figure 1. PRISMA Flow Diagram

To support the mapping of selected literature, this section presents the source journal table, which summarizes the distribution of publications across various journals and publishers. This helps illustrate the academic landscape and the credibility of sources included in the systematic review, as shown in Table 3.

Table 3. Article Source

Publisher / Journals	Amount
Frontiers in Political Science	2
Technological Forecasting and Social Change	3
Policy and Internet	2
IEEE Access	2
Government Information Quarterly	3
Sustainability (Switzerland)	2
Journal of Network and Computer Applications	1
Political Research Quarterly	1
Information Polity	1

Publisher / Journals	Amount
Administrative Sciences	1
European Journal of Political Economy	1
Information Technology for Development	1
Electoral Studies	1
Journal of Mobile Multimedia	1
Contemporary European History	1
Cities	1
Heliyon	1
Transforming Government: People, Process and Policy	1
Australian Journal of Public Administration	1
Information Technology and People	1
Knowledge Management Research and Practice	1
Future Internet	1
IEEE Transactions on Dependable and Secure Computing	1
Information Development	1
HighTech and Innovation Journal	1
Symmetry	1
Human Behavior and Emerging Technologies	1
Network (MDPI)	1
SAGE Publications	1
Knowledge-Based Systems	1
Journal of Public Affairs	1
Swiss Political Science Review	1
Total	**40**

The author focuses on two main topics in this study: e-voting and e-participation. Table 4 presents the source journal table, which lists and groups the selected references according to these two categories. This table supports the systematic literature review by showing the distribution of relevant publications and providing an overview of the academic coverage related to each topic in Table 4.

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Table 4. Summary Of Reference for Study

Category	Study	
E-Voting	[1], [2], [3], [4], [5], [6], [7], [8], [11], [12], [13], [14], [15], [16], [17], [18], [19], [20], [21], [22], [23], [24], [25], [26], [27], [28], [29]	28
E-Participation	[9], [30], [31], [32], [33], [34], [35], [36], [37], [38], [39], [40]	12

To support the identification of thematic clusters within the selected literature, a bibliometric analysis was conducted using VOSviewer software. The software analyzes keyword co-occurrences and generates a network visualization map that groups related terms based on their frequency and proximity. The resulting map highlights key thematic clusters through color-coded nodes on the network map [41], as illustrated in "Figure 2", revealing dominant research areas, emerging patterns, and underexplored topics. This analysis provides valuable insights into the structure of existing knowledge and offers recommendations for future research on e-voting public trust and readiness, particularly in relation to e-participation. Specifically, the key clusters identified in the network map (such as trust, security, and participation mechanisms) served as the initial thematic framework for the manual qualitative synthesis presented in the subsequent section. This step ensured that the qualitative analysis was grounded in the objective research patterns revealed by the bibliometric data.

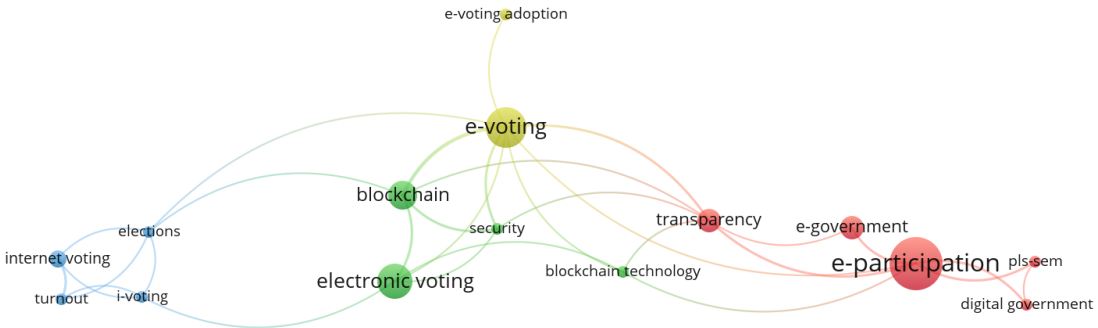

Figure 2. Keyword Relationship Map

3. RESULTS AND DISCUSSION

This section answers the research questions outlined in Section II: public readiness and trust factors for e-voting (RQ1), and the role of e-participation in influencing public readiness and public trust in e-voting systems (RQ2). Rather than detailing technical

implementation, the focus is on synthesizing key patterns and insights drawn from the literature. These findings are organized thematically and visualized in Figure 3 to support clarity and interpretation.

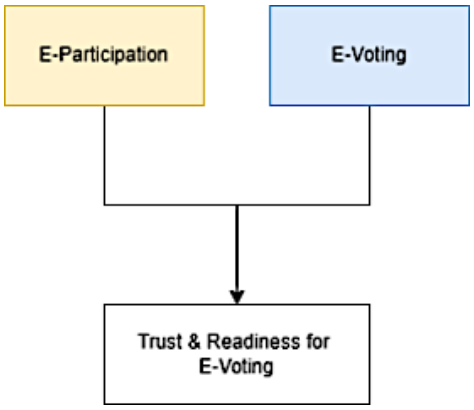

Figure 3. Paper Concept

3.1. RQ1: What are the key factors that determine public readiness and public trust for e-voting implementation?

To answer the first research question, we conducted a detailed investigation and analysis of the primary studies listed in Section III. The analysis focused on identifying key factors that influence public readiness and trust in the implementation of e-voting systems. The findings presented below represent a comprehensive synthesis drawn from all 40 selected studies in Table 5. Table 5 was developed to present the synthesized results of these studies in a clear, concise, and structured format. It consolidates the diverse findings into a single comparative view, enabling readers to easily identify the main readiness and trust factors observed across various research contexts.

Table 5. Article Source

Factor	Papers
Trust in E-Voting	[3], [4], [5], [6], [7], [13], [15], [17], [20], [21], [22], [23], [24], [25], [27], [29]
Trust in politicians and government	[1], [2], [3], [4], [12], [18], [21], [22], [23], [24], [25], [29]
Trust in Internet	[1], [4], [21], [22], [24], [25]
Trust in technology and new technology	[1], [3], [4], [6], [14], [15], [20], [21], [22], [23], [24], [25], [27]

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Factor	Papers
ICT Skill	[4], [7], [11], [12], [15], [16], [22], [23], [24], [25], [29]
ICT Access	[4], [8], [15], [16], [19], [20], [21], [25], [26]
Digital Literacy	[6], [7], [8], [11], [15], [20], [22], [25], [26], [29]
Environment	[1], [19], [20], [21], [22], [23], [24], [25], [28], [29]

Study [20] found that e-voting does not necessarily increase participation among specific political groups, but rather shifts existing voters to digital channels. This suggests that the use of e-voting is more influenced by individual trust in the system than by political preference. In the case of Estonia, for example, this trust was supported by strong digital security measures such as digital signatures, which helped build public confidence in the voting process. In addition, the ability for voters to monitor the process in real time and the secure handling of voting data also improve transparency and strengthen credibility. As a result, public confidence grows, and trust in the e-voting system becomes an important factor in supporting voter acceptance and readiness [5]. In relation to technological familiarity, study [15] found that ease of use was found to correlate with new technology readiness. People with a scientific background, who were more familiar with technology, showed higher levels of comfort and trust in the e-voting system.

Trust in government institutions plays a critical role in shaping public acceptance of e-voting systems, as even in traditional electoral settings, the success of voting processes depends on the integrity of the individual organizers [26]. As highlighted in previous surveys, voters may continue to trust voting machines even after security flaws are revealed, due to a transference of trust from the institutions themselves [2]. This suggests that institutional credibility can heavily influence perceptions of system security, regardless of the actual technical reliability. According to [18] public trust in government reflects confidence in its capacity and commitment to deliver essential services, including managing elections in a secure, fair, and transparent manner. In this context, perceived procedural legitimacy enhances public trust through its influence on perceptions of fairness, decision-making satisfaction, and support for governmental actors, beyond digital voting settings [42]. Therefore, when citizens trust governmental institutions, they are more inclined to participate in internet voting if it is made available.

Based on the findings presented in [18], research on e-voting adoption goes beyond assessing the quality of the technology itself, as trust in technology constitutes a foundational component of e-voting readiness that interacts with institutional and social dimensions. Accordingly, external factors such as trust in the internet, confidence in government, perceptions of public digital services, cultural influences, and individuals' general disposition to trust play a critical role in shaping public readiness for e-voting [24]. These elements are seen as key determinants of citizens' willingness to use internet-based voting systems. Similarly, study [6] shows that technical design alone is not enough to build trust in i-voting systems. Improving public readiness and acceptance requires efforts such as public education, responsible leadership, and particularly the establishment of clear security measures, as security remains the most critical concern in electronic voting systems [23].

From a wider point of view, the study by [1] highlights that the success of e-voting depends on several interrelated factors, including technology adoption, trust in the system, and the surrounding political and social context. In this regard, technology savviness shapes e-voting readiness by influencing individuals' ability and motivation to learn, understand, and adopt new digital voting technologies [27]. These factors are interconnected and collectively shape how citizens perceive and respond to e-voting initiatives as a whole.

Another important part of readiness is digital literacy. As mentioned in [18], time spent online can serve as a useful proxy for digital literacy, which is a relevant component of e-voting readiness. Digital literacy reflects individuals' familiarity with digital environments, enabling them to navigate online platforms more effectively, which is an essential skill for participating in internet-based voting systems. However, variations in digital literacy remain apparent among different segments of the population, with older eligible voters often facing challenges in utilizing technological facilities [29]. In the case of Portugal [11], government enhance digital skills and expand access to online services, creating favorable conditions for the adoption of e-voting. However, low levels of digital literacy remain a challenge, making digital skills and literacy essential factors in assessing e-voting readiness.

Digital skills alone are not enough without good internet access. According to findings reported in [8], individuals with less frequent internet access were less likely to vote online during the 2014 elections, highlighting internet access (ICT access) as a key factor of e-voting readiness. The use of e-voting requires basic knowledge and the ability to operate internet-connected devices. Individuals with lacking these digital skills may feel excluded, which can increase distrust toward the system. Even if only a small segment of the population questions the outcome, it may still pose a serious threat to the legitimacy of the political system [7].

3.2. RQ2: How does e-participation influence public readiness and public trust in e-voting systems?

E-participation is the use of ICT by the public and government to support communication, cooperation, and involvement in public decision-making, using tools such as e-information, e-collaboration, e-consultation, and e-decision to create inclusive and citizen-focused governance, where citizen engagement is a critical determinant of its effectiveness [38], [43]. As part of digital government, e-participation shows a shift toward public-driven involvement, where citizen participation is important for the success of policy-making and service development [9]. This shift requires not only policy openness but also the creation of digital environments that actively encourage citizen engagement. E-participation, when facilitated through diverse and well-managed digital channels, effectively reinforces this transformation by encouraging citizens' willingness to engage through timely interaction, transparency, and a sense of community. These positive interactions contribute to building digital confidence and reinforcing trust in public institutions [33].

E-participation is not necessarily driven by technological infrastructure or high levels of democracy, but rather by government leadership in implementing ICT policies. The analysis shows that countries with developing democratic systems and strong governmental commitment to digital transformation are more likely to experience increased levels of e-participation [30], [31], [40]. Nevertheless, institutional involvement and commitment in promoting e-participation must be accompanied by inclusive policies that are responsive to public concerns [39], [40]. As demonstrated in study[35], when e-participation is predominantly shaped by institutional narratives, it may provoke public resistance, particularly if citizens' concerns are not adequately addressed. Therefore,

although e-participation has the potential to enhance digital engagement and policy responsiveness, it still requires sensitivity to public sentiment to ensure effective participation and build trust.

E-participation has expanded globally, offering citizens various ways to engage beyond just accessing information, especially in situations like remote work or public restrictions. Citizens can now vote, comment, and influence decisions through digital platforms provided by both governments and private sectors [40]. This highlights a strong connection between e-participation and e-voting, where participatory tools not only support expression but also enable direct involvement in decision-making processes. As such, e-participation deserves further exploration in public planning, as it can overcome the limitations of traditional methods and foster public trust and planning success. Both elements are essential for developing effective and credible e-voting systems [37].

Increasing interaction with digital platforms may help prepare communities for the use of e-voting. According to [36], e-participation is strongly influenced by Internet usage patterns across demographic groups, suggesting that fostering digital platform interaction may enhance community technology readiness. This recommendation is in line with the key e-voting readiness factors such as ICT access, ICT skills, digital literacy, and trust in technology.

The development of e-participation helps strengthen e-voting readiness by improving digital literacy and citizen engagement. As shown in the study by [32], e-participation involves collaboration between government-affiliated vendors and independent actors like NGOs and journalists. This collaboration contributes to the implementation of public education initiatives through campaigns, media programs, and training activities, aiming to increase civic digital literacy and encourage wider, more active participation in the e-participation ecosystem. Active participation in the e-participation ecosystem. To clarify how these diverse participatory activities directly contribute to trust and readiness, a synthesis of the mechanisms and their outcomes is presented in Table 6.

Table 6. Mapping E-Participation Mechanisms to E-Voting Readiness Outcomes

E-Participation Mechanism	Key Activities	Impact on Trust & Readiness
Consultative Channels	Online forums, e-consultation, public feedback loops	Builds institutional trust by demonstrating governmental responsiveness and accountability.
Collaborative Education	Multi-stakeholder campaigns (Gov, NGO, Media)	Enhances digital literacy and public familiarity with digital governance tools.
Transparent Monitoring	Open data access, real-time tracking, digital audits	Increases system credibility and reduces perceived security risks.
Inclusive Engagement	User-friendly interfaces, targeted outreach to diverse groups	Fosters social readiness and reduces resistance by addressing specific citizen concerns.

Table 6 illustrating the causal pathways through which e-participation directly cultivates the conditions necessary for e-voting adoption. The literature suggests that e-participation functions as a learning mechanism; when citizens engage in low-stakes digital interactions (such as commenting on policy or accessing public data), they develop the necessary digital efficacy required for high-stakes activities like e-voting. Furthermore, responsive e-participation creates a 'virtuous cycle' of trust. As noted by and, when governments actively address concerns raised through digital channels, institutional trust increases, which in turn significantly lowers the psychological barrier to adopting new electoral technologies.

3.3. Discussion

This study synthesizes key factors influencing public trust and readiness in adopting e-voting systems and emphasizes the critical role of e-participation as an enabler of digital engagement and confidence in democratic innovations. Unlike previous works that focus predominantly on technological or legal infrastructure, this review positions socio-political readiness and participatory experience as foundational pillars in e-voting implementation.

E-participation contributes to e-voting readiness not only by offering digital tools but also by creating a participatory environment where citizens feel informed, empowered, and connected to decision-making processes. Several studies in this review, including [32], [33], [40], show that participatory mechanisms such as digital consultations, online forums, and citizen feedback channels help build familiarity with ICT, enhance transparency, and strengthen confidence in governance systems.

As illustrated in [36], digital engagement often reflects Internet usage patterns across demographic groups, suggesting that increasing digital interactions helps prepare communities for online electoral systems. Additionally, coordinated initiatives by both governments and civil society, including training programs and inclusive outreach efforts [32], [35], serve to expand civic digital literacy and foster widespread adoption of digital democratic practices.

The review indicates that successful e-voting implementation, especially in developing democracies, requires integration with long-term digital participation strategies. E-participation should not be seen as an isolated instrument, but rather as a fundamental component in building public trust and supporting the broader digital transformation of electoral systems, with key policy implications such as:

Trust Building and Institutional Integrity the most critical implication for policymakers is the need to synchronize technical security with institutional credibility. Successful e-voting implementation requires more than just robust code; it demands a foundation of political trust. Policies must focus on reinforcing trust in government leadership by promoting accountability and ensuring that electoral management bodies are perceived as neutral and competent. Furthermore, to translate this institutional trust into system acceptance, governments must ensure transparent processes and real-time auditability, allowing citizens to verify that their digital engagement is secure and impactful.

Infrastructure and Equitable Access Physical barriers remain a significant hurdle to readiness. Policymakers must prioritize expanding equitable access to internet infrastructure to ensure that e-voting does not disenfranchise vulnerable populations. As highlighted in the findings, the 'digital divide' can lead to uneven adoption rates. Therefore, creating an enabling digital environment involves not only technical coverage

but also reducing socio-technical barriers for digitally excluded communities, ensuring that the transition to digital voting remains inclusive and democratic.

Digital Literacy and Skill Development readiness is intrinsically linked to the public's ability to navigate digital environments. Implications for research and policy suggest a shift from passive system design to active citizen empowerment. Governments should invest in comprehensive ICT skill development through public campaigns, formal training, and community-based learning programs. Increasing the public's digital literacy does not merely provide technical skills; it fosters the psychological confidence necessary for citizens to trust and utilize new technologies in sensitive processes like elections.

Governance and Responsive Participation Finally, e-participation should be institutionalized as a continuous feedback mechanism rather than an isolated event. Effective governance requires strong cross-agency coordination to sustain participatory engagement. Policymakers should promote inclusive channels such as e-consultations and collaborative platforms that allow for two-way communication. When citizens perceive that their digital participation leads to tangible policy responses, their familiarity with digital governance grows, thereby solidifying the societal readiness required for sustainable e-voting adoption.

4. CONCLUSION

This systematic review confirms that e-participation functions as a critical learning mechanism, not just a democratic feature, for fostering the institutional trust and digital literacy required for e-voting adoption. The synthesis of 40 studies reveals that active engagement in low-stakes digital governance (such as e-consultations) directly builds the social readiness necessary to mitigate public resistance toward high-stakes electoral technologies. However, current literature remains predominantly theoretical and focused on high-income contexts. To advance the field, future research must pivot toward empirical validation, particularly through longitudinal field studies in developing democracies. Scholars should specifically investigate the causal correlation between citizen usage of participatory platforms and subsequent shifts in trust levels toward e-voting systems, moving beyond perception-based surveys to measure actual behavioral adoption.

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