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An Empirical Study Juxtaposing The Importance Of Implementing An E-Participation Model By The Government For Compliance Intention And Satisfaction Level Among Djiboutian Generation Z

Studi Empiris Pentingnya Penerapan Model E-Partisipasi Oleh Pemerintah Untuk Tingkat Kepatuhan dan Kepuasan di Kalangan Generasi Z Djibouti

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Abstract

This research is among the very few studies seeking a focalized exploration of the impact of e-participation perception on satisfaction and compliance intention among the Djiboutian generation Z. To facilitate the task, our responders, which were encompassed of "n=469"; were requested to share their views about perceived accountability (PA), perceived transparency (PT), perceived quality deliverance (PQD) as well as how perceived sustainably innovative (PSI) their perception was when the current government embraces virtual community participatory platforms (EP). To answer the research objective and analyze the highly complex data, this research performed a structural equation model (SEM) by using Amos software. The finding projected that both perception accountability (PA) and perception transparency (PT) seldom influence compliance intention and have a negative effect, whereas only PT contributes positively to satisfaction among the z generation, thus further highlighting the complex status of compliance. On the other hand, PQD and PSI have a significant positive influence on Djibouti generation z compliance and satisfaction likelihood. It is hoped the empirical evidence of this research will provide the Djiboutian authority that an all-of-society approach incorporated with technology will enhance the government's quality deliverance, at the same time, shape youth's perception toward their representative and infuse a sustainable, healthy society based on collective cooperation and social cohesion.

***Keywords**: e-participation adoption, generation z, compliance intention, open government partnership, co-creation, SEM approach*

Abstrak

Penelitian ini adalah salah satu dari sedikit studi yang mencari eksplorasi fokus dampak persepsi e-partisipasi terhadap kepuasan dan niat kepatuhan di antara generasi Z Djibouti. Untuk memfasilitasi tugas, responden kami terdiri dari "n=469"; diminta untuk berbagi pandangan mereka tentang persepsi akuntabilitas (PA), persepsi transparansi (PT), persepsi kualitas pengiriman (PQD) serta bagaimana persepsi

inovasi berkelanjutan (PSI) persepsi mereka ketika pemerintah saat ini merangkul platform partisipasi komunitas virtual (EP). Untuk menjawab tujuan penelitian dan menganalisis data yang sangat kompleks, penelitian ini melakukan model persamaan struktural (SEM) dengan menggunakan perangkat lunak Amos. Temuan memproyeksikan bahwa akuntabilitas persepsi (PA) dan transparansi persepsi (PT) jarang memengaruhi niat kepatuhan dan memiliki efek negatif, sedangkan hanya PT yang berkontribusi positif terhadap kepuasan di antara generasi z, ini semakin menyoroti status kepatuhan yang kompleks. Di sisi lain, PQD dan PSI memiliki pengaruh positif yang signifikan terhadap kepatuhan dan kemungkinan kepuasan Djibouti generation z. Diharapkan bukti empiris dari penelitian ini akan memberikan otoritas Djibouti bahwa pendekatan semua masyarakat yang digabungkan dengan teknologi akan meningkatkan kualitas pemerintah, pada saat yang sama, membentuk persepsi pemuda terhadap perwakilan mereka, dan menanamkan pembangunan yang sehat dan berkelanjutan. masyarakat berdasarkan kerjasama kolektif dan kohesi sosial.

***Kata kunci**: adopsi e-partisipasi, generasi z, kepatuhan niat, kemitraan pemerintah terbuka, co-creation, pendekatan SEM*

Introduction

Virtual governmental initiatives, notably within the aspect of online participation, are considerably progressing in parallel with technological growth. This is transparent from the excessive investment and amount poured into digital projects to create ongoing talks between residents and agencies. For instance, many local governments at the city level have already included the usage of online social networks in their e-government platforms as a tool to establish a two-way engagement with locals (Nawafleh, 2018) and boost public trustworthiness (Porumbescu, 2016). Indeed, governments that support e-participation will likely promote understanding and mutual interests with the ultimate purpose of using information and technologies for collective well-being, with the least appetite for egocentrism or personal benefits.

The advantages of such plurilateral governance that embraces online collaborative involvement have an influence on citizens' psychological level. The fact of consecutive interaction with their local representatives by discussing budgetary and spatial planning topics will ameliorate connectivities in the sense of accumulating the required information that could shape local's satisfaction levels, in turn increasing authority legitimacy. This perception of e-participation as a panacea for a long governmental inefficiency can also be noted from the unlimited services it provides (E-voting, online consultation, deliberation, virtual community discussion platforms, and e-petitions) Quintero-Angulo et al. (2020).

In this regard, it seems without doubt that e-participation platforms are among the most important aspects of state development toward social collaboration and collective involvement. Notwithstanding, in an annual published by (Des Nations Unies, 2018), the e-participation rate is still low in the majority of developing nations and fluctuates even in the top-ranked nations. This oscillation could be attributed to one side government's ability to fail to meet users' expectation and the lack of sustained interaction, on the other hand, only when the community as a large utilize the system for the long-term can virtual participation have a beneficial ad-hoc effect on the community; otherwise, the risk of a discontinuity is more probable (Sun, 2013).

Considering the importance of usage web-community participation, the Djiboutian Ministry of Digital Economy and Innovation announced recently in 2021, the adoption of a national data exchange system (X-ROAD) with the help of some Estonian experts (Djiboutian Ministry of Digital Economy and Innovation, 2021).In the same vein, the ministerial department voiced their future project that includes a virtual community platform implementation in line with the 2025 vision that seeks to direct Djibouti toward digitalization. Therefore, in this paper, we explore how the Djiboutian generation z's perception of e-participation shapes their level of satisfaction and compliance intention when the Djiboutian government adopts such a system. The contribution of this study to literature papers can be directed to several schemes.

First, existing research on online engagement has highlighted the role of e-participation in citizens' satisfaction (Biswas & Roy,2020) and behavioral continues usage (Naranjo-Zolotov et al, 2019), however, to our knowledge, no studies have focused on evaluating e-participation as an antecedent that affects compliance intention. Similarly, these studies have analyzed e-participation characteristics models such as ease of use, reliability, system information, maturity, Sharing and bookmarking, digital literacy, and staff assistance (Nawafleh, 2018), but not from human perception and intention compliance.

Therefore, the research questions are structured as follows: (A) Does the perception of e-participation as a transparency and accountability tool affects Djiboutian Generation Z satisfaction and compliance? (B) Is there a relationship between virtual community engagement perception as a quality deliverance platform and satisfaction & compliance? To expand e-participation implications, we incorporate sustainability

innovation in our variables, hence, (C) can e-participation perception as a sustainably innovative model shape generation z's satisfaction and compliance level toward public authority?

Moreover, distinctively from previous research, we intend to focus on generation z perception. Directing this research toward this generation will provide youth to have a platform to express their opinion on e-participation implementation and how in turn, it affects their satisfaction and compliance, we try to contradict the theory that youth are less inclined toward political activities and social engagement through our findings. Moreover, previous authors that implemented virtual participation in different corners of the globe, Canada (Dolson & Young, 2012), China (He et al., 2017), Maghreb countries (Esselimani, 2021), and Jordan (Nawafleh, 2018) suggested the expansion of e-participation applications, based on this fact, in countries such as Djibouti, there is a dearth of literature in this context. We also try to overcome the gap sample (n =469) in the literature. To achieve these objectives, the present study is built on quantitative technique by sending an electronic survey to Djiboutian youth that falls under the Generation Z category. We first examined how many of our responders have enough knowledge about e-participation platforms. We then performed a structural equation model to assess the effect and the relationship between e-participation, satisfaction level, and compliance among Djiboutian Generation Z.

Literature Review

Conceptualization E-participation Through The Literature

E-participation measures how well a nation's electronic government (e-government) capabilities offer a range of options for public participation (Bingham et al., 2005). Although internet-based e-participation (EP) often covers much more than just information, reasonably, more advanced e-government capabilities would assist in the dissemination of budgetary data as well as providing initiatives for public engagement and accountability procedures. Although, this reasoning of EP applicability can be linked to the user's computer information literacy.

Nawafleh (2018) recognized that knowledge of e-government services' usability leads citizens to embrace such advanced tools. And those without the necessary skill and abilities, such as those unable to obtain information through e-Government, may

find themselves in inconvenient positions which in turn causes discontinuity (Reddick & Anthopoulos, 2014). In a similar scenario Vicente & Novo, 2014) explored the function of socio-demographic factors, habits, and expertise regarding the usage of online participation and concluded that individuals who live in cities with a high degree of disposable income and education are more inclined to engage digitally.

It should come as no surprise that one's propensity to participate in virtual community platforms is also predicted by one's digital abilities, online social networking activities, and political interests. In a study of public involvement in online agenda-setting activities, Lee and Kim (2018) confirmed the above findings, they also discovered the desire to engage is favorably influenced by perceptions of the effectiveness of local municipalities' involvement, trust in the government, and responsiveness. Zheng and Schachter (2017) investigated how perceived benefits influence persons' desire to engage. The authors discovered that whether citizens engage digitally or not depends on how certain advantages are perceived. Implying, various perceived advantages appear to have variable effects on the public's propensity to participate in online activities. For instance, it seems that "time savings" have an impact on engagement, while "cost savings" don't.

In the same scope, Welch et al. (2005); Morgeson et al. (2011), revealed that government Web site usage is favorably associated with online satisfaction performance and offline community satisfaction, which in turn increases trust in the government. Looking closely at these studies, their research relied on citizen satisfaction, consequently, the need to direct virtual and digital community engagement platforms toward the compliance threshold is still required.

Relationship between Transparency and E-participation

Scholars contend that internet technologies have the ability to support existing regimes in novel ways. Indeed, most technological advancements serve well-established goals, and political actors frequently try to mold new technological advancements to suit their own objectives. However, from a less pessimistic radical viewpoint, policymakers may have a chance to reframe their political agenda by harnessing technologies to reinvigorate their political status among citizens.

In a study conducted by Bonsón et al. (2012), local governments are adopting web 2.0 and social media technologies to increase openness, but they still have a long path to go before they can effectively use these platforms for their own political agenda and encourage citizen to be part in. a practical implication of transparency can be traced to Virginia, For instance, the City of Virginia Beach posts its financial data online to promote stakeholder involvement, raise awareness, and show financial responsibility (see; Kim & Lee 2017). In all this, one may contend that EP leads to conflict reduction in public policy and boosts transparency among officials. Certainly, online platforms could result in an open dialogue regarding tax concerns and budget allocation to reduce the public perception of fiscal policy and revenue misallocating (Bisogno, 2022). Nevertheless, this online transparency direction could only rely on the degree of governments, and how much they are willing to inform the public, given their institutional context and antecedent level of inefficiency.

Accountability and E-Participation

Accountability also plays an imperative key in the creation of a cooperative, co-production, and participatory community (Yousaf et al.., 2016). EP, which has fundamentally developed citizen views toward policy-making through baseline embowering knowledge, meaningful communication, and e-consultation minimizes corruption by tackling two of its enabler (a) lack of accountability and (b) information asymmetry (Krishnan et al., 2017; Zheng, 2016). Besides virtual discussion rooms, online voting and electronic juries also act as mediators for citizens to convey their voices and concerns related to public performances (Medaglia, 2012). Moreover, E-decision-making also aims to include individuals in policy-related choices and promotes an equitable power distribution between the government and locals which reduces the abuse of power and consequent corruption by political authorities (Khan et al., 2020). As a result, EP improves citizen monitoring capabilities and government openness through virtual collective decision making which assists in reducing corruption by preventing the government and civil servants from engaging in bribery and rent-seeking activities (Zheng, & Schachter, 2017).

Service Quality Deliverance Through E-Participation

E-services are services that may be supplied electronically and act as a supplement to offline services (Javalgi et al., 2004) and the degree to which the delivery of e-services is in line with citizen expectations is important (Ghobadian & Jones, 1994), whereas quality attainment is perceived as a cardinal goal, as it has a profound enjoyment and satisfaction and users' views (Parasuraman et al., 1985), Thus, online services eventually determine how consumers behave, enjoy themselves, and express their happiness; more particularly, enjoyment may be acknowledged as a key determinant to how extent customers continue to utilize virtual services.

Additionally, in the context of designing, several researchers have discovered that when it comes to building e-participation apps, the simplicity and efficiency of use are factors that encourage individuals to actively utilize such programs (Parasuraman et al.,1985; Srivastava & Teo.2007). However, users have different needs and expectations. Some EP users, for instance, could browse e-participation programs to get information on public policies and programs (such as progressive reports and policy ideas) pertaining to local issues. Some e-participants may take part in the activities to provide their suggestions or to inquire about governmental and social concerns. Other e-participants might wish to examine their ideas or communicate with others about them. Therefore, by providing top-notch application services, e-participation apps should be created to suit the expectations of citizens (Nawafleh, 2018).

Nonetheless, concerns about the democratic potential of developing technology are many. By taking a closer look at countries that implemented e-participation such as France and Taiwan except for Estonia, one major issue is the low caliber of citizen-decision-maker interaction that the digital consultation platforms may offer; instead of providing quality, they frequently offer quantity (Nilsson & Barbutiu,2019).

However, as much as this observation and empirical findings could be useful for the e-participation development model, it is seldom interlinked with youth's compliance and perception toward the government to further infuse social engagement.

Matching Sustainability With E-Participation

Scholars are becoming more aware of how EP's inclusive strategy may help nations advance their sustainability agendas (Royo et al., 2014) by using environmental

management strategies that include citizens. (He et al., 2017). Accordingly, He et al., 2017 resonate how online participatory platforms substantially aid in raising public awareness of environmental issues, rallying the help of the public, and securing appropriate media attention to acknowledge public efforts and activities. Further, by actively including residents in dialogue and decision-making processes related to the national ecological environment, E-participation (EP) makes it possible for environmental management to be more efficient (Mba& Nzeadibe, 2017).

Nevertheless, according to (Wang et al., 2012), participation in Commitments and similar environmental networks does not always result in the operationalization of significant environmental/climate protection commitments, with most of these memberships being merely symbolic activities.

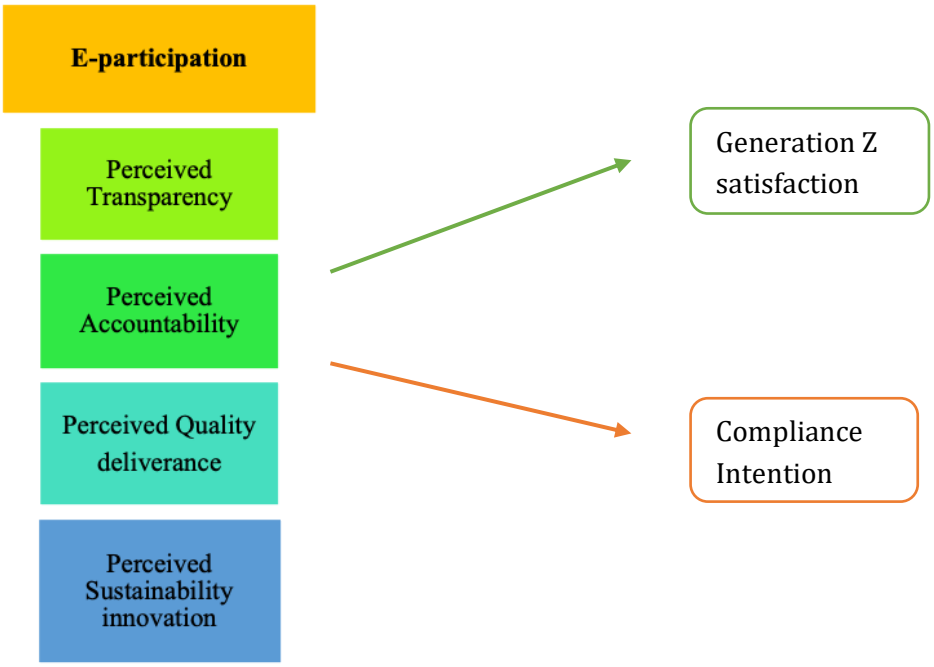

Figure 1. Conceptual Framework

Materials and Method

This research aims to measure the influence of e-participation adoption on generation z's satisfaction and intention to comply with public authority. The research seeks to employ several variables that capture the perception of the targeted population. E-participation perception factors can be seen in figure 1. We show that a higher e-participative virtual community, particularly, among generation z, leads authority to

attain collective compliance from the community, while simultaneously ensuring national satisfaction.

Population and Sampling

The author set up an online questionnaire, first, the questionnaire was posted on online platforms. After a certain period of getting approximately no more than 100 respondents, we decided to send the questionnaire to potential places where we could accumulate enough population falling in the sampling criteria. The University of Djibouti, (Campus Balbala and Djibouti city Campus) and other educational institutions were used as data collection venues. For instance-the Balbala Campus holds three faculties: The Faculty of Law Economics and Management (4 departments), the Faculty of Letters, Languages and Human Sciences, and the Faculty of Engineering. On the other hand, only the science faculty, and the Institute of Industrial Technology was used as our principal venue for the other campus. As a result, a total of 469 responses were used for the current analysis. Overall, our sample size exceeds the absolute minimum recommended as a population size for SEM (Westland, 2010).

Demographics

Of the 469 respondents, 39.8% (n = 187) were female respondents, and 60.1% (n = 282) were male participants. For education level, university attendees seem to have the highest score 68.6% (n = 322), for visualization, kindly refer to the spider chart in figure 2. The x-axis on the left shows the line of university attendees' cumulative total (notice from the graph that the optimal number is 300, it surpasses the fixed number, reaching 322). whereas people who graduated are estimated 21.7% (n = 102), high school students and people who selected Others are 5.9% and 4% respectively, according to the spider chart both high school x-axis and others y-axis (n = 26, n = 19) show to be closer to zero, figure 2. Our sample also identified their age groups, 26 of the respondents fall between 10-15 ages, and 132 identified themselves between 15-20, observe figure 3, on the feasible area for (15-20) appears to be lower than 200 and approximately higher than 100 figure 3. People between 20-25 are estimated 311. The reason for focusing on this age threshold is because the paper examines citizens who

were preferably born between 1997 to 2010 in order for the participants to be considered Z generation.

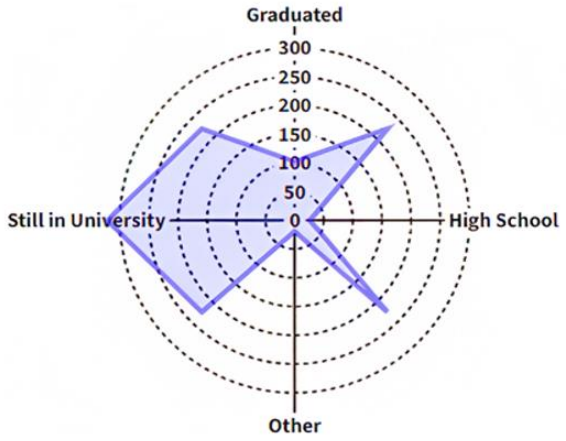

Figure 2. Education Level

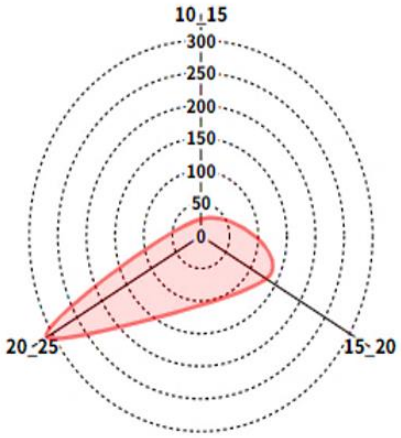

Figure 3. Age

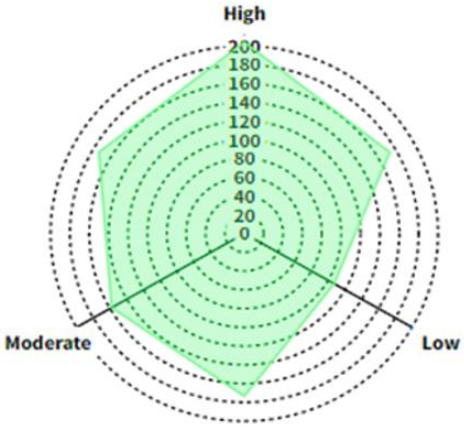

Figure 4. Knowledge about E-Participation

Figure 5. Internet use Frequency

Moreover, alongside general demographic questions, we proceeded to know more formally if the respondents have certain knowledge about e-participation. 204 out of 469 participants identified their high knowledge, 158 manifested moderate knowledge, whereas 107 identified having low knowledge about the concept, observe figure 4. Overall, this question provides us with additional confirmation to continue our analysis. Finally, figure 5 aims to access the level of virtual engagement of our sample, accordingly, 235 selected (very often), 143 based their choice on always, on the other hand, sometimes and none were selected by 80 and 13 respondents respectively.

Measurements

We investigated six variables in this study: Perceived Transparency, Perceived Quality deliverance, perceived sustainable innovation, Perceived accountability, Generation Z Satisfaction, and Intention to comply. Aside from "item 2" Perceived accountability "Please rate the level of accountability of the current elected officials", The rest of the study used a 5-point Likert scale, where 1 denotes strongly disagree and 5 stands for strongly agree in order to simplify the respondents' decision-making process. Table 1 lists the measuring items used in the survey along with their source.

Table 1. Items and the sources

Constructs	Items	ITEMS	Sources
Generation Z Satisfaction (GZS)	Using E-participation will help me accomplish my objectives more quickly	GZS-1	(Biswas & Roy, 2020)
	Sharing my concerns through e participation community will make me feel better	GZS-2	
	An e-participation model is good for the government's performance	GZS-3	
	Do you agree that "an e-participation platform is good for your well-being"	GZS-4	
Intention to comply (ITC)	My cooperation will be defined by the level of interaction with the authorities	ITC-1	(Woo et al., 2018)
	Communities work best when people have frequent communication with the government	ITC-2	
	E-participation contributes to my compliance with authority directives	ITC-5	
Perceived as a transparent tool (PT)	E participation is essential for good governance	PT-1	(Kim & Lee, 2012)
	Every citizen should have complete access to information about their governments	PT-2	
	The government of our community defends our interests	PT-3	
	E-participation platforms would make me feel closer to my authority	PT-4	
	Generally, with an e participation, our officials will be seen as cleaner and more straightforward	PT-5	
Perceived as a	I believe e participation will better fulfill my	PQD-2	(Esselimani

Quality deliverance (PQD)	need I think e-participation will reduce overall national risks In my opinion, an e-participation would provide high services with user-friendly interaction I think the adoption of e participation model will fit into my lifestyle	PQD-3 PQD-4 PQD-5	et al., 2021) (Naranjo-Zolot et al., 2019)
Perceived as a sustainable innovation (PSI)	Implementing online interaction platforms will enhance our overall community engagement I believe e-participation consumes less energy and is time-saving An e-participation community would minimize national environmental impacts How well do you agree with the following statement "the government matches digital orientation with their sustainability missions"	PSI-1 PSI-3 PSI-4 PSI-5	(He et al., 2017)
Perceived trough Accountability (PA)	An e-participation model will enable us to have a better explanation of the government's actions Please rate the level of accountability of the current elected officials Do you agree that local authority will be more responsible with an e-participation platform? Emphasizing of e-participation community shows the government's reliable status	PA-1 PA-2 PA-3 PA-4	(Kim & Lee, 2012) (Esselimani et al., 2021)

Source: Compiled by the author, 2023

Results And Discussion

Structural equation modeling was utilized in order to measure the significant effect of the independent variables on the main variables. We used SPSS version 28 to prepare the descriptive statistics, as well as the reliability analysis of the dataset, while Amos version 24 was used to conduct the structural equation technique, due to its powerful performance in capturing the causal effect and the relationship between the variables (Tommasetti et al, 2017). And compared with other causal effect and relationship-capturing models, SEM provides modification indices by identifying the model's problems in order to attain the maximum Goodness of fit.

Before proceeding with the analysis, we conducted an exploratory factor analysis (EFA),

I. because the survey contained a mix of newly created items and developed ones from previous studies, as a result, few variables have been deleted from the survey due to their loading outside the desired item pattern. Only the perceived transparency and Generation Z satisfaction variable maintained all 5 items' loading. However, the GZS variable (GZS-5) was deleted in the Amos process, after displaying a poor AVE threshold. Other factors were also discarded from the study (ITC-3, ITC-4, PQD-1, PSI-2, PA-1) after showing a weak loading due to adjusting the explanatory factor analysis to maintain only items greater than 0.4.

II. Similarly, rather than a CFA, EFA was performed because the questionnaire was drafted in the French language. It would have been unlikely to collect sufficient data if the survey was sent in another language aside from the official language.

III. Moreover, performing an EFA before hypothesis testing will assist us to explore the dimensionality of the variables.

Keeping in line with table 2, in the (CFE) category we only took the standardized weights, it can be seen from table 2 that all the items have a loading greater than 0.4. The components' convergent validity was then examined using the Average variance extracted (AVE) and composite reliability methods (CR). Table 2 displays all factor loadings, all of which are greater than the suggested threshold of 0.5 (Chin et al., 2008). Whereas the (AVE) which reflects the overall amount of variance in the indicators accounted for by the latent constructs exceeds the recommended value of 0.5 (Hair et al, 2010b). Similarly, the KMO and the Cronbach estimates for all the variables confirmed the overall measure of sampling adequacy which was 0.838, higher than the recommended value by (Chan,& Idris, 2017) which is >0.60, additionally, Bartlett's test provided support for the appropriateness of the factor analysis which was significant at $p<0.01$.

Table 2. Model Measurements

Indicators	Factor Loading (CFA)	Factor Loading (EFA)	Critical Ratio	Reliability	Ave	Min	Max	Mean
GZS-1	0.742	0.803	0.817	0.816	0.528	1	5	3.90
GZS-2	0.699	0.789				1	5	4.01
GZS-3	0.774	0.763				1	5	4.03
GZS-4	0.743	0.824				1	5	4.03
ITC-1	0.819	0.737	0.852	0.824	0.659	1	5	3.88
ITC-2	0.869	0.869				1	5	4.09
ITC-5	0.726	0.830				1	5	3.97
PT-1	0.957	0.857	0.894	0.891	0.629	1	5	3.99
PT-2	0.867	0.831				1	5	2.45
PT-3	0.678	0.817				1	5	2.85
PT-4	0.738	0.801				1	5	2.71
PT-5	0.745	0.836				1	5	2.91
PQD-2	0.777	0.800	0.865	0.859	0.626	1	5	4.11
PQD-3	0.691	0.802				1	5	3.87
PQD-4	0.839	0.871				1	5	4.04
PQD-5	0.822	0.861				1	5	4.04
PSI-1	0.997	0.955	0.985	0.981	0.860	1	5	4.07
PSI-3	0.873	0.953				1	5	3.67
PSI-4	0.995	0.939				1	5	4.07
PSI-5	0.998	0.953				1	5	3.55
PA-1	0.941	0.926	0.952	0.945	0.831	1	5	3.85
PA-2	0.920	0.907				1	5	2.82
PA-3	0.867	0.904				1	5	3.96
PA-4	0.918	0.940				1	5	3.06

KMO test: 0.838
CFA: Confirmatory factor analysis
EFA: Explanatory factor analysis
Note: GZS = Generation Z satisfaction: ITS = Intention to comply, PT = Perceived transparency, PQD = Perceived quality deliverance, PSI = Perceived sustainable innovation, PA = Perceived accountability.
Source: calculated by the author based on SPSS version 18

Calculating the number of parameters to be compared with the cut-off value of goodness of fit is assessed in the last stage of the SEM. Before proceeding with modification indices, the model Goodness of fit showed the following results (CMIN =

2.560, CFI = 0.966, TLI = 0.962, IFI = 0.966, RFI = 0.932, NFI = 0.946, RMSEA = 0.58). however, after applying some adjustments by following the modification indices recommendation, all the values were within their respective common acceptance levels, and the five-factor model demonstrated a good fit. According to table 3, the Chis-square/df (CMIN) ratio shows 2.016, and it is in line with (Schumacker & Lomax, 2004) statement, "If the Chi-square/df ratio is less than 5 then the model and the data are an excellent match". Hence, given that our outcome is closer to 1, the model is thought to be an excellent fit. Other major parameters (GFI, CFI, TLI, IFI) are greater than the fixed minimum threshold (Garson, 2012). likewise, the RMSEA test shows a value less than 0.07 (Hair, 2009). Therefore, the model is suitable for the next steps.

Table 3. The Model's Goodness of Fit

Criteria	Cut-Off Value	Threshold	GOF Condition
CMIN	470.158	--	2.010
CMIN/DF	2.035	Between 1 and 3	Excellent
CFI	0.979	>0.95	Excellent
SRMR	0.047	<0.08	Excellent
RMSEA	0.047	<0.06	Excellent
PClose	0.783	>0.05	Excellent
TLI	0.975	>0.95	Excellent
IFI	0.979	>0.95	Excellent
NFI	0.960	>0.95	Excellent

Table 4 provides a concise summary of the estimation. H1 describes that generation z perceives the e-participation model as a transparent tool and hence contributes to their satisfaction likelihood. And the study outcome confirms the first hypothesis ($\beta = .155$, $p < .007$). the relative advantage of perceiving e-participation as an attributive tool to the government's transparency increases Generation Z satisfaction by 15%. However, a negative relationship was detected between perceived e-participation as a transparent tool and intention to comply ($\beta = -0.115$, $p < .030$) table 4. Our respondents manifested their low compliance toward public authority despite the government's attempts to adopt e-participation community platforms. Mainly due, to the government's scant effort in defending their interest. And reasonably, a mere online

participatory platform is unlikely to infuse collective compliance from the targeted population in a such short run.

Moreover, the variable perception of accountability through embracing an e-participation model displays a negative association with compliance, validating the above finding of transparency. Both accountability and transparency, are considerably complex, and, to some extent require greater efforts. For instance, we asked the respondents, if in certain cases, they would perceive public authority as reliable if they consider introducing e-participation, The majority of the respondents manifested the existence of a low level of accountability among public officials and the adoption of the aforementioned model would scarcely contribute to their compliance attitude, (-0.058, $p < .025$) observe table 4, on the other hand, a negative insignificant effect transpired between perceived accountability and satisfaction (-0.008 $p < 0.501$).

Table 4. Parameter Estimates

			Estimate	S.E.	C.R.	P	Results
Generation Z Satisfaction (GZS)	←	Perceived Transparency (PT)	0.155	0.057	2.692	0.007	Significant
	←	Perceived Accountability (PA)	-0.016	0.023	-0.674	0.501	Insignificant
	←	Perceived sustainable innovation (PSI)	0.100	0.043	1.977	0.040	Significant
	←	Perceived Quality deliverance (PQD)	0.200	0.05	3.67	***	Significant
Intention to comply (ITC)	←	Perceived Transparency (PT)	-0.131	0.061	-2.158	0.030	Significant
	←	Perceived Accountability (PA)	-0.058	0.025	-2.111	0.025	Significant
	←	Perceived sustainable innovation (PSI)	0.582	0.05	11.655	***	Significant

	←	Perceived Quality deliverance (PQD)	0.001	0.052	0.025	0.98	Insignificant

The variable Perceiving e-participation as a sustainable innovation (captures the environmental benefit and community engagement and cooperation) positively and significantly affects both Generation Z satisfaction as well the intention to comply, (0.110, $p < .0.40$); (0.582, $p < .0.000$) figure 6 respectively. Apparently, our respondent's compliance increases when e-participation is directed toward sustainability, however, most of the respondents were not fully satisfied with the government's current effort in matching

digitalization with sustainability missions. Albeit this negative manifestation, the respondents demonstrated their compliance likelihood (50%). Similarly, according to the estimation, an emphasis on e-participation usage for the sake of sustainability attainment increases satisfaction by 11% among the Z generation table 4.

The last Variable deals with quality deliverance perception when governments adopt an e-participation. The estimation shows a positive significant effect on satisfaction, implying that e-participation perception as a quality deliverance model enhances satisfaction by 20% (0.200, $p < .000$) confirming the benefit of upgrading citizens' quality of life with the usage of web participation. On the other hand, the model fails to capture a significant estimation for compliance despite having a positive value (0.001, $p < .98$), observe figure 6.

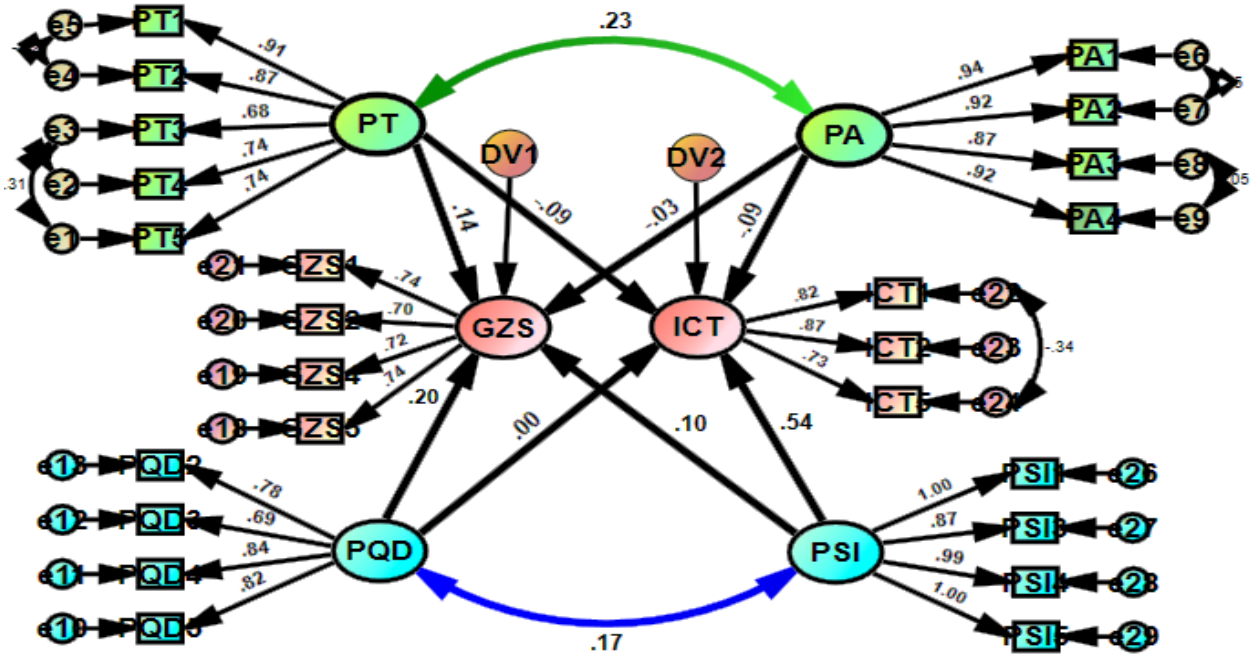

Figure 4. SEM With Its Constructs

Discussion

Collective cooperation, inclusive society, and a well-refined governmental structure that emphasizes matching digitalization with citizens' well-being are the triple bottom line for societies to advance. The achievement of a collective engagement is not only through the adoption of web-based e-participation model but also about shaping citizens' perceptions so that it can accommodate the introductory mission of such an online participatory system. in doing so, the current study aims to explore the significance of accountability, transparency, quality deliverance and sustainable innovation perception toward public authority when the Djiboutian government adopts such as virtual tools to enhance generation z satisfaction level. Moreover, we inspire to examine if, to some extent, embracing e-participation will infuse offline engagement by influencing youth's compliance intention toward authorities' directives.

The results of the first variable (perceived transparency) created a very positive significant impact on generation z satisfaction. Implying, the development of e-participatory communities websites opens up opportunities for increased transparency in the decision-making process, expands avenues for public participation in political

debate, and creates new platforms for youth political groups by providing higher mobilization and wider audiences in governmental sectors and other potential public entities that could have been otherwise challenging without an online web-facilitator-interaction (Esselimani et al., 2021). The positive findings are in line with (Bonsón et al. 2012; Kim & Lee, 2012) who contends that when local government provides online participation programs, citizens have a higher favorable likelihood in the sense of having a broader positive overview of the government's performance.

From another radical point, the premise of transparency is that the more data the state makes available to the public, the more the individuals will be satisfied with their government (Farwell et al., 2018). Although the same paradigm can't be related to compliance level. Our findings suggest, despite implementing e-participatory incentives, the intention to comply remains negative. Suggesting that disclosure is never alone a significant factor in stimulating compliance attitude, albeit it may generate partial compliance, but not sufficient.

The results also indicate, despite the conceptual interdependence between open government, accountability, and transparency, however, they are predicted by various combinations of person's-level factors. several possible explanations of this might be related to our respondents' current perception toward the local authority performance, which can be traced to more posterior questionable accountability and transparency level of achievement (i). Additionally, governments don't actually employ e-participation to improve decision-making processes instead, they only use it to boost the degree of perceived legitimacy or to minimally generate compliance with legal obligations (Royo et al., 2011), such as actions, reinforce why youth are delayed from policy-making process (Marais et al., 2020) (ii). Additionally, the fact that the majority of the youth responded government's inability to defend their interest even though an e-participation platform was in place further reduced by 13% their compliance intention. Therefore, it is worth noting from the responders' negative view toward e-participation, the Djiboutian government's mission to address certain internal layouts in order to alter such perceptions.

Perceiving e-participation adoption as a quality deliverance paradigm showed a strong positive significant effect on satisfaction. This finding suggests the positive effect of virtual community participatory platforms is enhancing citizens' lifestyles, namely

facilitating online legal services (Nawafleh, 2018) encouraging youth civil society groups by finding potential stakeholders and contributing to economic and social needs with minimum governmental budgetary spending. Moreover, this positive outcome of regarding e-participation as a quality deliverance could be linked to the system's information distribution, particularly risk warming, and other national disasters by reaching a maximum audience, in turn, improves their accumulative satisfaction.

Although to maintain this positive satisfaction in e-participation partaking in the long term, it is necessary to provide consecutive improvement in e-service quality. This result is in line with (Nilsson & Barbutiu, 2019; Adnan et al., 2022). On the other hand, e-participation quality deliverance has a positive relationship with generation z compliance, albeit remaining insignificant. This implies, certainly, a positive association can be expected, however, the later relationship can depend on a time variation ratio, in other words, it will require a certain considerable time in order to fully transpire.

In the same vein, emphasizing the usage of e-participation for the sake of ameliorating climate and ecology by establishing a national sustainable system will increase generation z's satisfaction and compliance by 10% and 58% respectively. the survey of sustainability innovation included several behavioral intentions related to respondents' perceptions toward the environment, technology, and community cooperation. Indeed, by looking at the path effect we deduce that E-participation promotes inclusive social development and sets the path for the implementation of a just and participatory environmental sustainability paradigm. Similarly, digital technologies enable environmental sustainability mobilization by increasing ecological values and awareness (He et al., 2017) this transformative consciousness by directing toward environmental awareness will provide the authority to experience second-hand stakeholders (Silal & Saha, 2021)

This positive environmental attitude is rather not recent, considering the pragmatic theory of how young people have more propensity toward environmental preservation. Likewise, our respondents provided a positive inclination toward community engagement. Owing to this strong community sense, it is likely an e-participatory platform increases community participation by establishing a safe environment that in turn would lead to co-creation activities. Retrospectively, sustainability innovation projected the strongest effect on compliance among the

selected variables despite the participants manifesting moderate satisfaction with the government's current mission in matching innovation incentives with sustainability.

Conclusion and Recommendations

Achieving a satisfactory level and collective compliance through e-participatory adoption was the main goal of this paper. Prior research ignored to examine e-participation from a compliance threshold. This study makes a contribution by developing a model that incorporates a greater sample compared to previous studies. We also focalized more strictly on generation z perception which, the majority are composed of youth. moreover, the current research is one of the first to be conducted at the national level. The perception of accountability and transparency both have a negative value on compliance. On the other hand, the perception of transparency when the government adopts e-participation enhances our responder's satisfaction. This is because it improves perception legitimacy, curtain fraud, and ultimately boosts youth satisfaction, yet this doesn't entail compliance.

Generation z also contends that e-participation implementation could contribute to the overall quality delivery of the local governments. Moreover, the research concludes how virtual open web community participation is perceived positively when it is used for sustainability outcomes and community cooperation. Similar to the environmental context, governmental incentives that are directed to environmental performance and collective well-being betterment increase generation z compliance and satisfaction.

This operationalization of online participation adoption could also assist administrators to identify how young participants may differ in their evaluations because of their baseline contemporary points that involve a lack of appetite for political activities unless it doesn't fully coincide with their ultimate preferences. Likewise, adopting an e-participation model could be a holistic approach, yet, it is recommended for the interested authority to have an active presence by digesting citizens' expressed opinions. Whereas, an all-of-society approach through online engagement will enhance the government's quality deliverance, and satisfaction and partially increase compliance intention. Similarly. To maintain this polarized society, cooperation intertwining between the Youth and different Ministerial departments should be first archived.

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