More Disruptive and Smarter Government: e-Participation in KOREA

Soung Hie Kim
Chairman, Value Innovation & e-Government Research Center
seekim@kaist.ac.kr
The Evolving Focus of Technology in Government

- **Joined-up Government:**
  - Life events
  - Back-office re-engineering

- **E-government:**
  - Online services
  - Multiple websites

- **Open Government:**
  - Transparency, participation, collaboration
  - Community engagement

- **Smart Government:**
  - Sustainability
  - Affordability
  - Crossing boundaries

- **Digital Government**
  - 2000
  - 2005
  - 2010
  - 2015+
A Changing Service Model

eParticipation

Citizen → Government → Technology → Citizen

Citizen → Technology → Government
## Design Citizen-Driven e-Government

<table>
<thead>
<tr>
<th>Pillar</th>
<th>Dimension</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transparency/ Openness</td>
<td>e-Information Dissemination</td>
<td>Accessibility of government information to obtain intensive citizen attention.</td>
</tr>
<tr>
<td>Efficiency/ Effectiveness</td>
<td>e-Service</td>
<td>Achievement of expected output and outcomes to improve performance.</td>
</tr>
<tr>
<td>Accountability/ trust</td>
<td>e-Communication</td>
<td>Responsibility to account for full activities of government functions and performance.</td>
</tr>
<tr>
<td>Democracy/ Responsiveness</td>
<td>e-Participation</td>
<td>Improvement of the depth and the breadth of citizen participation.</td>
</tr>
</tbody>
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Digital Business in Government

Engaging Citizens and the Workforce:
- Service Delivery Innovation
- Open Government

Connecting Agencies:
- New Digital Business Models
- Joint Governance
- Scalable Interoperability

Resourcing Operations:
- Workforce Innovation
- Adaptive Sourcing
- Sustainable Financing
What Is Digital Business in the Government Context?

Government business services that are created using digital assets and capabilities, involves digital products/services/citizen experiences, and/or is conducted through digital channels and communities.

<table>
<thead>
<tr>
<th>Top 10 Government Technology Trends</th>
<th>Social</th>
<th>Mobile</th>
<th>Information</th>
<th>Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Personal Mobile Workplace</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Mobile Citizen Engagement</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Big Data and Actionable Analytics</td>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>4. Cost-effective Open Data</td>
<td>✔</td>
<td></td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>5. Citizen-managed Data</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>6. Hybrid IT and Cloud</td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>7. Internet of Things</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>8. Cross-domain Interoperability</td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>9. BPM for Case Management</td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>10. Gamification for Engagement</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Creative Economy from e-Participation

- Market-based Creative Ecosystem (Job Creations, Firm building)
- Open Innovation Platform (e-Participation)
- Convergence MetaTechnology (easy & simple: startups building, recycling..)

Technologies
Legal framework of e-Participation of KOREA

Administrative Procedure Act
- Requires transparency in rulemaking and provides opportunity for citizen participation
- Authorizes online administrative hearing parallel to offline hearing

Administrative Information Disclosure Act
- Ensures public access to government records
- Requires availability in electronic form for request

e-Government Act
- Requires online provision of administrative information
- Mandates online participation consistent with requirements under APA

Anti-Corruption and Civil Rights Commission (ACRC)
- Operating integrated online citizen participation portal
1) E-People: e-Participation case in KOREA

"The People’s Voice is the Voice of Heaven."

Sinmoongo (Big Drum), the system of handling complaints against the government during the Joseon Dynasty, was the first step towards giving the people a say in government affairs.

“e-People” is Korea’s single online portal system unifying complaints/proposals/policy discussions handled by all central government agencies, municipalities, public organizations and Korean diplomatic missions.
Concept of e-People System

Central Administrative Organizations
- Ministry of Land, Transport and Maritime Affairs
- Ministry of Knowledge Economy
- Ministry of Environment
  (43 Organizations)

Korean missions
- US, Japan, etc
  (144 Organizations)

Local Governments
- Metropolitan City
- Province
- County
- District
  (244 Govts)

Major Public Institutions
- National Health Insurance Corp.
- Korea Water Resources Corp.
- Korea Consumer Agency
  (17 Institutions)

Integration
Connection

Citizens
Request

Civil Petition Service
Civil Proposal Service
Policy Discussion
Corruption Reporting Service
Administration
2) Minwon24: Online Civil Service

- Number of documents and visits have decreased due to online civil services
  - Civil information inquiry, petition & application, document inquiry and issuance, etc.

- Online information services for up to 4,969 inquiries
- Number of requested applications:
  
<table>
<thead>
<tr>
<th>Year</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td># of requested</td>
<td>30,124</td>
<td>53,503</td>
<td>63,131</td>
<td>62,347</td>
<td>68,261</td>
</tr>
</tbody>
</table>

- Online business registration, tax payment and its certificates, factory registration, etc.

- Issuance statistics:
  - 8 inquiries (2005) ➤ 1,208 inquiries (2010)
  - Awarded the 2011 UNPSA
    - Improving transparency, accountability and responsiveness in the public service
3) Public Information Disclosure

Integrated service where citizens can view lists of government documents and request necessary information online

It releases information held or managed by public organizations in order to ensure people's rights to know and thus to encourage people to participate in the government administration on the basis of more information.

Total number of pieces of information stored in Public Information Disclosure System: 536,846,640 pieces (April, 2011)

<table>
<thead>
<tr>
<th>Category</th>
<th>2006</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Linked Organizations</td>
<td>805</td>
<td>1,288</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Online Requests among Total Requests for Information Disclosure</td>
<td>60%</td>
<td>66%</td>
</tr>
</tbody>
</table>
4) Mobile Government Service

Residents’ Reporting of Complaints

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Residents’ Reporting of Complaints
5) SNS: New ways of e-Participation
6) Government Information Sharing System

www.share.go.kr

- Alleviates public inconvenience in obtaining certification documents by sharing administrative information
  - 42 types of administrative information shared among government agencies
    - (resident, real estate, automobile, corporate and tax, etc.)

- Promotes real-time availability of necessary information through information sharing between central and local governments
  - Facilitating links with 21 types of information in city/district government and 18 areas in provincial government of information
Challenge of e-Participation in KOREA

1. Most users are information seekers, only few contributors
2. Decision makers are only interested in e-Participation without committing it with value
3. Engaging representative stakeholders from all groups of society
4. Initiating e-participation platform to the bottom-up, instead of top-down.
5. Combining e-participation and offline participations.
6. Creating culture to engage with e-participation
7. Measuring quality and impact of e-participation
Participation + Technology = Opportunity?

• Not Remake
  But Reimagine new value of
  our policy, public service, government service,…
  in order to produce
  more value added ones in the market
  thru e-Participation
1) Power to People

- Pre-bureaucracy age: local-control, war
- Bureaucracy age: central-control, industrial revolution
- Post-bureaucracy age: people-control, information revolution

1) Transparency
2) Choice
3) Accountability
Recent and Budgeted* US Federal Spending

**Spending in billions**

- Total Spending US from FY 2009 to FY 2019

**Spending in Percent GDP**

- Total Spending US from FY 2009 to FY 2019

Click chart for briefing on Entitlement Spending.

For numbers and more click here.

The two charts show what happened to recent and budgeted spending for the US federal government in the left is a chart of spending in current dollars. On the right is a chart of spending as a percent of Gross Domestic Product (GDP).

Budget Spend

History Facts and Figures of Spending, Taxes and Revenue

The word 'Federal Spending after 2013 is budgeted."

Spending
- Revenue
- Public servants
- Assets
- Payment documents
- Procurement
- Debarred organizations
- Trending topics

Daily updates

650,000 visitors in June 2013
Home Bill Checker
Could your postcode save you up to £500?*

Helping British households make the most of their money

Save up to:
- Car Insurance £220
- Home Insurance £70
- Credit Cards £250
- Energy £174
- Loans £99
- Savings £300
- Holidays £250
- Travel Insurance £53

Enter your postcode and in 30 seconds we will give you typical local prices.

* e.g. CH5 3UZ

Go

choice
A look at Chicago's crime patterns
Peter Schiff & Marc Faber
outsiderclub.com/Marc_Faber
They Know What's About To Happen & You Need To Listen. Free Report

From the Tribune's interactive Chicago crime map.
2) Understanding of People

Energy efficiency

Recycling
Ask not what your country can do for you,
Ask what you can do for your country!

- J.F. Kennedy
Digital Government / e-Participation

O2O Government

Digital Leadership

Be the Digital Storyteller !!!

What is the Digital Story?

Business Process

Business Model

Business Moment