E-Government Workshop : E-Participation

Tehran, Iran, 3 Mar-6 Mar 2015

E-Participation as part of the United Nations E-Government Survey 2014
Efficient, effective, transparent, accountable, clean and citizen-centered public administration through Innovation & Technology to achieve Development Goals
Future Government = Citizen-centric + Agile + Innovative + Inclusive + Open, Transparent and Accountable + Connected
Committee of Experts on Public Administration

- The Committee of Experts on Public Administration (CEPA) comprised of 24 members who meet annually at UN Headquarters, is responsible for supporting the work of ECOSOC concerning the promotion and development of public administration and governance among Member States, in connection with the UN Millennium Development Goals.

- www.unpan.org/cepa
The UN General Assembly has designated June 23rd as **UN Public Service Day** to “celebrate the value and virtue of service to the community”. On this day, the **UN Public Service Awards** are presented by DPADM for contributions made towards enhancing the role and visibility of public service.
The UN E-Government Survey assesses the e-government readiness of the 193 Member States of the UN according to a quantitative composite index of e-readiness based on website assessment, telecommunication infrastructure, and human resource endowment. ICTs can help reinvent government in such a way that existing institutional arrangements can be restructured and new innovative arrangements can flourish, paving the way for a transformed government.
Participation

is the process of engaging citizens – both online and offline - in policy and decision-making in order to make it participatory, inclusive, and deliberative.
Three-stage approach:

1) **e-Information** – provision of information on the Internet

2) **e-Consultation** – organizing public consultations online

3) **e-Decision-making** – evolving citizens directly in decision processes

(OECD. Citizens as Partners: Information, consultation and public participation in policy-making. Paris: OECD, 2001; see also UNDESA’s overview of e-participation models (prepared by Nahleen Ahmed, DPADM, April 2006))
E-Participation pyramid

- e-Decision/policy making stage
- e-Consultation stage
- e-Information provision stage
The UN Conference on Sustainable Development stressed effective governance at local, national, regional and global levels as representing the voices and interests of all. It also resolved to enhance participation and effective engagement of civil society.

Sustainable Dev Goals

- **Goal 16** - Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

- **Goal 17** - Strengthen the means of implementation and revitalize the global partnership for sustainable development.
Table 3.1. Summary of features assessed related to e-participation

- Existence of archived information (policies, budget, legal documents etc.) related to education, health, finance, social welfare, labour information and environment

- Existence of datasets on education, health, finance such as government spending, social welfare, labour information and environment

- Access to government website in more than one official national language

- Availability of social networking features

- Presence of e-consultation mechanisms for the six sectors: education, health, finance, social welfare, labour information and environment

- Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation such as online forums, media tools, polls, voting tolls and petition tools

- Presence of e-decision-making tools for the six sectors: education, health, finance, social welfare, labour information and environment
E-Participation: Top 10 Countries

1. NETHERLANDS
2. REPUBLIC OF KOREA
3. URUGUAY
4. FRANCE
5. JAPAN
6. UNITED KINGDOM
7. AUSTRALIA
8. CHILE
9. USA
10. SINGAPORE
Regions/Income Levels of Top 50

Figure 3.1. Top 50 countries on e-participation, by region

Figure 3.2. Top 50 countries on e-participation, by income level
Iran (Islamic Republic of) EGDI Overview

2014 EGDI

E-Government (2014 EGDI: 0.4508)
2014 Rank: 105
2012 Rank: 100
Change: +5

E-Participation (2014 EPART: 0.2941)
2014 Rank: 110
2012 Rank: 75
Change: +35

Highcharts.com
Sub-regional e-participation index

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<td>Iran (Islamic Republic of)</td>
<td>110</td>
<td>75</td>
<td>117</td>
<td>98</td>
<td>105</td>
<td>97</td>
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http://www.unpan.org/dpadm/
E-Information

Figure 3.3. Archived information, by sector

- Finance: 159
- Health: 151
- Education: 146
- Labour: 132
- Environment: 130
- Social welfare: 123

Number of countries
E-Information on Environment

An increasing sector of concern for governments and citizens alike—given threats to biodiversity, depletion of fossil fuels and other minerals and climate change fallouts—is the environment sector.

Figure 3.4. Countries delivering environment information, by region

The majority of the countries that deliver e-information on environmental issues are in Europe.

There is almost an equal number of countries from Africa and Americas that provide e-information on environmental issues.
E-Information on Environment

Figure 3.5. Delivery of environment information, by income level

- High income: 50 countries
- Upper middle income: 39 countries
- Lower middle income: 30 countries
- Low income: 13 countries

The provision of this information is concentrated in the high and upper middle income countries.
E-Consultation - Tools

Figure 3.6. Tools used by governments for e-consultation

- Through social media tools: 71
- Through online forums: 51
- Through online polls: 39
- Through voting tools: 18
- Through petition tools: 18

Fewer governments use tools for e-consultation than for the provision of e-information.
E-Consultation – Example: online tool predlagam.vladi.si

Box 3.2. Slovenia “I suggest to the government”

The online tool predlagam.vladi.si is managed by the Government Communication Office of Slovenia. Public officials from various government ministries are ready to respond to citizens’ initiatives and evaluate their proposals. If they have any problems, questions or constructive suggestions for improving the functionality of online tools, citizens can e-mail and call the Government Communication Office. Online tools available for citizens include:

- facilitating publication of new proposals;
- informing the competent authority that the predlagam.vladi.si will open a debate on a proposal and ask the relevant party to take an active part in it; making sure that all comments are published according to the rules of predlagam.vladi.si;
- hiding inappropriate comments and in their place publishing the reasons;
- judging the adequacy of the response of the competent authority;
- publishing responses to the competent authorities.

Source: http://predlagam.vladi.si/
E-Consultation - Sectors

Figure 3.7. E-consultation in the past 12 months, by sector

- Education: 31 countries
- Environment: 28 countries
- Health: 26 countries
- Finance: 26 countries
- Social welfare: 26 countries
- Labour: 24 countries
## Table 3.4. Consultation with citizens on improving e-government services

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<tr>
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<th>Number of countries</th>
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<tr>
<td>Seek and use citizens’ comments to improve its online services</td>
<td>68</td>
</tr>
<tr>
<td>Provide outcome on feedback concerning improvement of its online services</td>
<td>20</td>
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E-decision making

Figure 3.8. E-decision making features in the past 12 months, by sector

- Finance: 14 countries
- Social welfare: 12 countries
- Environment: 12 countries
- Education: 11 countries
- Health: 10 countries
- Labour: 10 countries

Number of countries
Figure 3.9. Countries with online e-participation policies

- Procurement announcements available online: 76
- Policy available online: 75
- Citizens' right to government information available online: 56
- Calendar available online: 37
- Provide outcome in new policy/service/decision-making: 22
Enabling environment for e-participation

Careful strategies are needed to create an enabling environment for e-participation.

- These strategies include legal and institutional frameworks by governments, capacity-development for digital media literacy for citizens and a seamless integration of online and offline features for enabling public participation.

- Successful strategies address both formal and informal approaches to citizen engagement.

- Governments may designate independent offices or create independent functions to introduce or improve freedom of information legislation, privacy and data protection legislation.

- Social media initiatives around the world are good examples of how digital media can be used for the advancement of e-participation, creatively and attractively.

- Traditional communications means and tools—such as radio, television, seminars, workshops, schools, universities, talk shows, face-to-face debates—combined with digital means, can help make public engagement more productive.
Readiness for e-participation

One key to a government’s success in e-participation is to self-assess its readiness to undertake such initiatives.

- A possible assessment framework could define what is measured and consider:
  - political/administrative perspectives: legal/organisational frameworks, modalities/channels and outreach plans
  - social perspectives: consider e-participation levels such as e-information, e-consultation and e-decision-making.
  - technical perspectives: considers specific citizen engagement technologies present in the field of open government/data, social media, mobile/wireless communications and dedicated web sites/portals.

- The assessment should not only look at “readiness” but also examine the actual impact on governance and sustainable development.
Measurement and Evaluation Tool for Engagement and e-Participation

The United Nations Department of Economic and Social Affairs (UNDESA) developed this self-assessment questionnaire in response to an emerging need for stronger and deeper participation in citizen engagement by all stakeholders, as identified in the Rio+20 Summit Report, Realizing the Future We Want for All, and the work of the UN Task Team on the Post-2015 Development Agenda.

Engaging citizens is beneficial to governments throughout the public process: i) at the early stages to enhance public problem definition and to identify acceptable policy options; ii) through the implementation stages by facilitating dialog to support policy inclusiveness; and iii) to receive feedback while monitoring and evaluating public policy programmes and their outcomes, which is key to continuous improvements in the delivery of public goods and services.

Instructions

The METEP Questionnaire consists three parts:

Part A - fact based questions - takes stock, based on a factual observation.

Part B - agency specific questions - evaluates the organizational experience of individual government agencies across the board.

Part C - experience based assessment - assesses, based on direct experience.
Conclusion

✓ Setup legal and institutional frameworks to enable freedom of information, privacy and data protection in order to secure a safe environment for e-participation

✓ **Empower people** through capacity development for digital media literacy to educate citizens and foster the development of skills, transfer of knowledge and outreach initiated by the public

✓ **Build on existing e-government initiatives, platforms and channels already used by citizens** to create visibility, a stronger relationship and trust with the public at low cost

✓ **Promote the use of ICTs, digital and social media tools** to enhance the spread of information and citizen engagement

✓ **Ensure the integration of offline and online communication tools for an inclusive policy-making and service enhancements**
A few examples....
**Box 3.1. Ureport of Uganda: Mobile Participation**

*Ureport* is a free, SMS-based system that allows young Ugandans to speak out on what is happening in communities across the country and work together with other community leaders for positive change. The mission of *Ureport* is to inspire action to unite and share the responsibility of creating a better environment for the society. It aims to inspire action from leaders and inform them about what is going on and what action the community prefers. *Ureport* includes but is not limited to:

- Weekly SMS messages and polls to and from a growing community of *Ureporters*
- Regular radio programmes that will broadcast stories gathered by *Ureport*
- Newspaper articles that will publish stories from the *Ureport* community.

Source: Ureport: http://ureport.ug/
CURRENT POLL - 01/Oct/2014:

Hi U-reporter. You told us that employment is important to you. What would you like to discuss on this topic?

2,993 Responses out of 8,673 Participants (34%)

level country youths lack ways high reduce salary young job creat graduates employment opportunities youth educated seekers problem discuss government solutions retirement capital unemployed wage coz age jobs create start employers gov creating minimum living work opportunity people business rate employed creation talk govt corruption shd dat school uganda unemployment help education money

PREVIOUS POLLS. The last message is received at: I WOULD LIKE TO DISCUSS

Geoffrey, Lira UReporter
FixMyStreet.com – the original UK problem-reporting website

Get your street problems fixed.

Pothole in the road? Flytipping or broken street lights? Enter your postcode, stick a pin in the map, type in your problem and FixMyStreet will send your report to the correct council representative.

If you’re not sure which department in which council should be receiving your report, don’t worry.

As long as you know the street name or postcode – or are using a mobile device with geolocation – the site knows just who to send it to.
Run a website like FixMyStreet in your country or city, for free

With FixMyStreet Platform you can easily launch a website that helps people to report street problems like potholes and broken street lights. Problem reports are then sent to authorities for fixing.

In the wrong place? You might want to report problems in the UK; or to learn about FixMyStreet for local governments. FixMyStreet Platform is for citizens who want to run their own sites. Welcome!
Parking, Podgorica

Svakodnevni parking na sred trotoara posle semafora kod poreske uprave.

Ukaži na nepravilnost:

Grad

Prosljedi

Prijavite nepravilnost bilo kada i bilo gdje i uz mobilnu aplikaciju

Izaberite kategoriju

Siva ekonomija

Nepropisno korišćenje službenih vozila

Pregled prijavljenih nepravilnosti na mapi

Map Satellite

Mostar Blagaj Šehovina Radišići

Kalinovik Foča

Pljevlja

Brodarevo Brodarevo

Sjenica

Golija Golija

Raška Raška

Vrnjačka Banja Vrnjačka Banja

Novi Pazar

Vrbas
We, the participants of the National Conference on Participatory and Decentralized Governance, have gathered the lessons and challenges faced by civil society organizations (CSOs) in engaging the government and other stakeholder partners through CSO-led local poverty reduction and development agendas.
A few final thoughts....
Web Evolution

Web 1.0: Webpage to Webpage with Hyperlinks

Web 2.0: Person to Person through Social Media

Web 3.0: Data to Data with Linked Data
Web 3.0 era

- Age of **Big Data**: in explosion in the quantity and diversity of high frequency digital/machine-readable data
  - **Open Government Data** Movement (Linked Data)
    “How many Ministers in the world are Female and under 50?”

http://www.unpan.org/dpadm/
“Datafication” not digitization

Ability to render into data many aspects of the world that have never been quantified before
Tell me who your friends are...

...and I will tell you who you are!
Big Data – Some Features

- **Digitally Generated** – as opposed to being digitized manually
- **Passively Produced** – by a product of our daily lives
- **Automatically Collected** – by a system
- **Geographically or Temporally Trackable** – mobile phone location data or call duration time
- **Continuously Analyzed** – information relevant to human well-being and development and can be analysed in real time
THE AVERAGE PERSON TODAY PROCESSES MORE DATA IN A SINGLE DAY THAN A PERSON IN THE 1500'S DID IN AN ENTIRE LIFETIME.
Changes in how we approach data

1. A lot of data rather than samples
2. Accept “messiness”
3. Correlation but not causation
First day 'is crucial for success of e-petitions'

By Ed Lowther
Political reporter, BBC News
E-petitions: Swift uptake is key to success

Eventual number of signatures

- 500–1,000
- 1,000–10,000
- 10,000–100,000
- More than 100,000

Numbers
1
2
3
Why would anyone engage with you?
What are you offering them that’s worth their time?
Second: Who?

Given the Why & the What, Who should be involved?
Third: How?
Thank you

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