Open Government: Concepts and Models

Expert Group Meeting on open government: emerging technologies for greater government transparency and accountability in the Arab Region

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Governance and its dimensions

- Governance

  - A *process* associated with those that have the *authority* to make *decisions* and implement *actions* in order to *manage* the affairs of a country and/or its sub-divisions.

- Dimensions

  - Accountability
  - Transparency
  - Effectiveness
  - Inclusiveness
  - Contestability
  - Responsiveness

Governance and technology

- Each revolution of technology ➔ opportunities for government and citizen

- e-Government and e-participation

- Informed and aware citizens ➔ demands

- Emerging technologies and innovation
  - Mobile technologies, Social media, etc.

- Innovation: process, "customer", structure and/or network

- Technology and innovation ➔ enhance the dimensions ➔ open government

Open government

- Term dates back to 1950s – "the right to know"
- No one definition
  - Can relate to data and information access, online services, and/or citizen involvement, but…
  - The **objectives** between definitions are the same:
    - *improved participation, transparency and accountability*
- Require interaction with technology as an enabler
- Beyond technology
  - Political will to lead the change
  - Innovative processes, structures and technologies require change
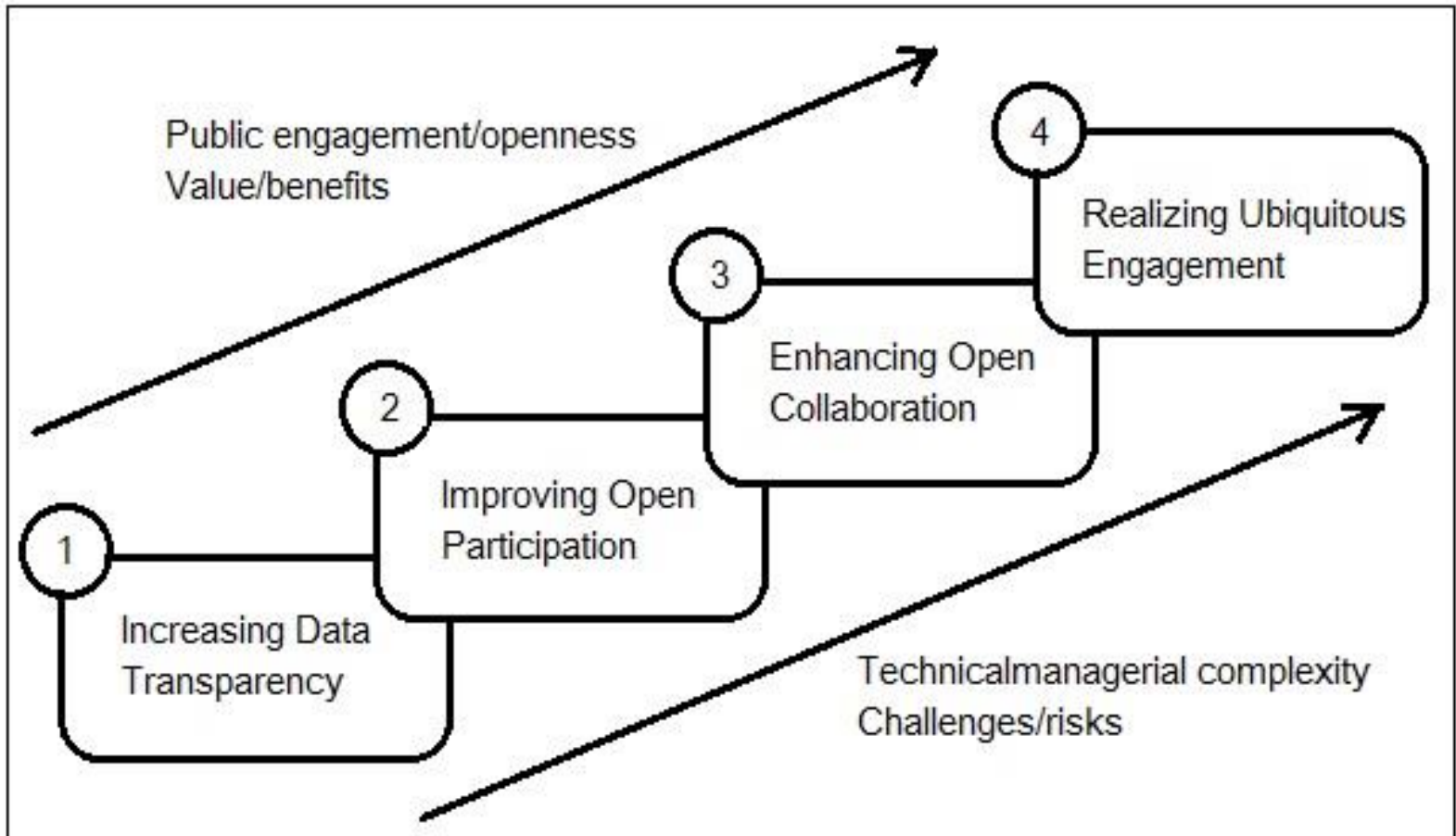
"The town that runs on Twitter"

- Jun in Spain
- Runs work of municipality via the Internet, specifically twitter
- All town officials have accounts & share information
- Began offering basic service – maintenance
- More prolific – act as pressure group to ensure better service
- Reduce some jobs – police officer
- Continued with openness – opening up council meetings and decision-making processes, participate remotely or via messaging.
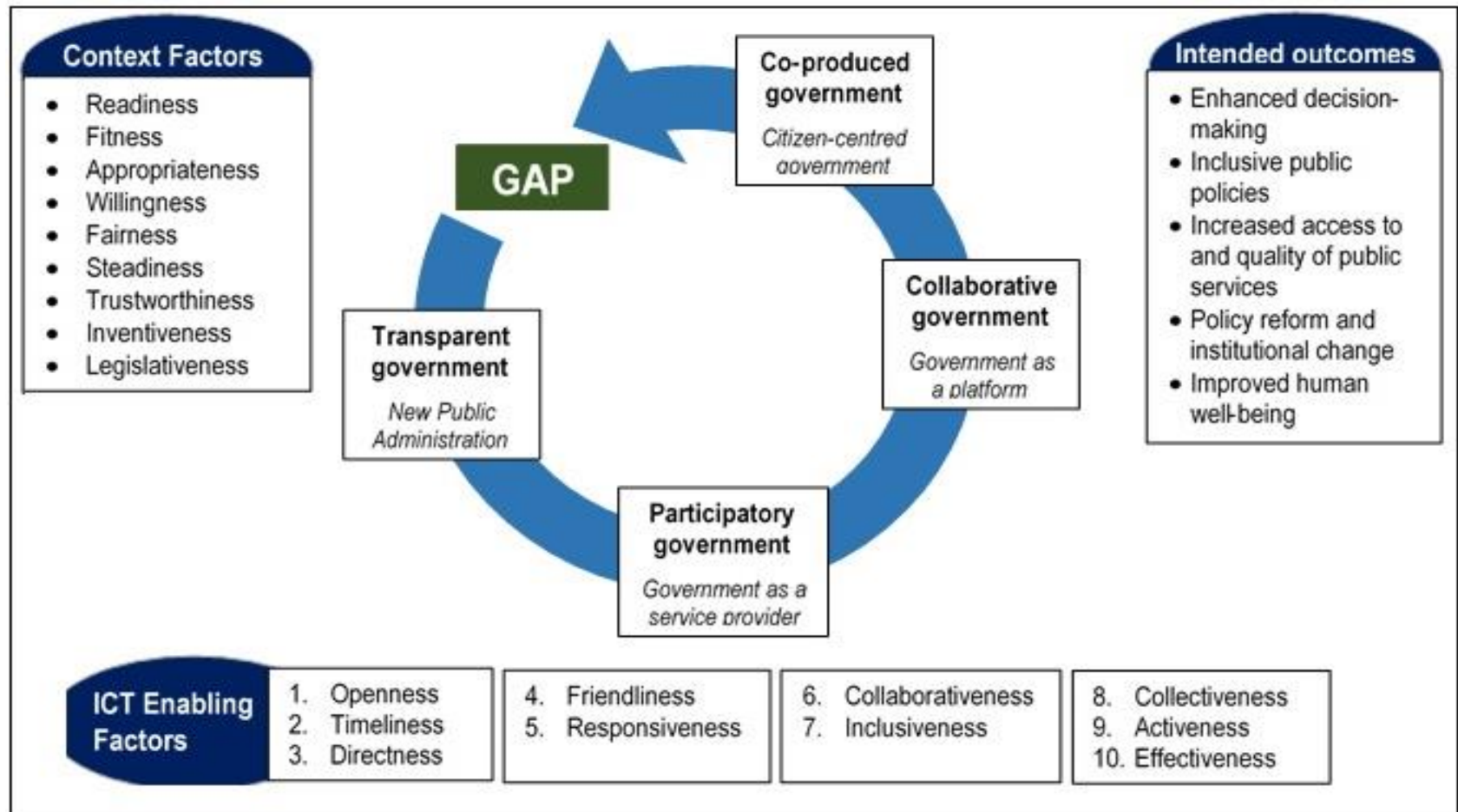
New Public Service (NPS)

- NPS is not an open government model, but promotes the same ideals
- Centered around 7 principles
  - 1. Serve rather than steer
  - 2. Public interest is the aim, not the by product
  - 3. Think strategically, act democratically
  - 4. Serve citizens, not customers
  - 5. Accountability is not simple
  - 6. Value people, not just productivity
  - 7. Value citizenship & public service above entrepreneurship

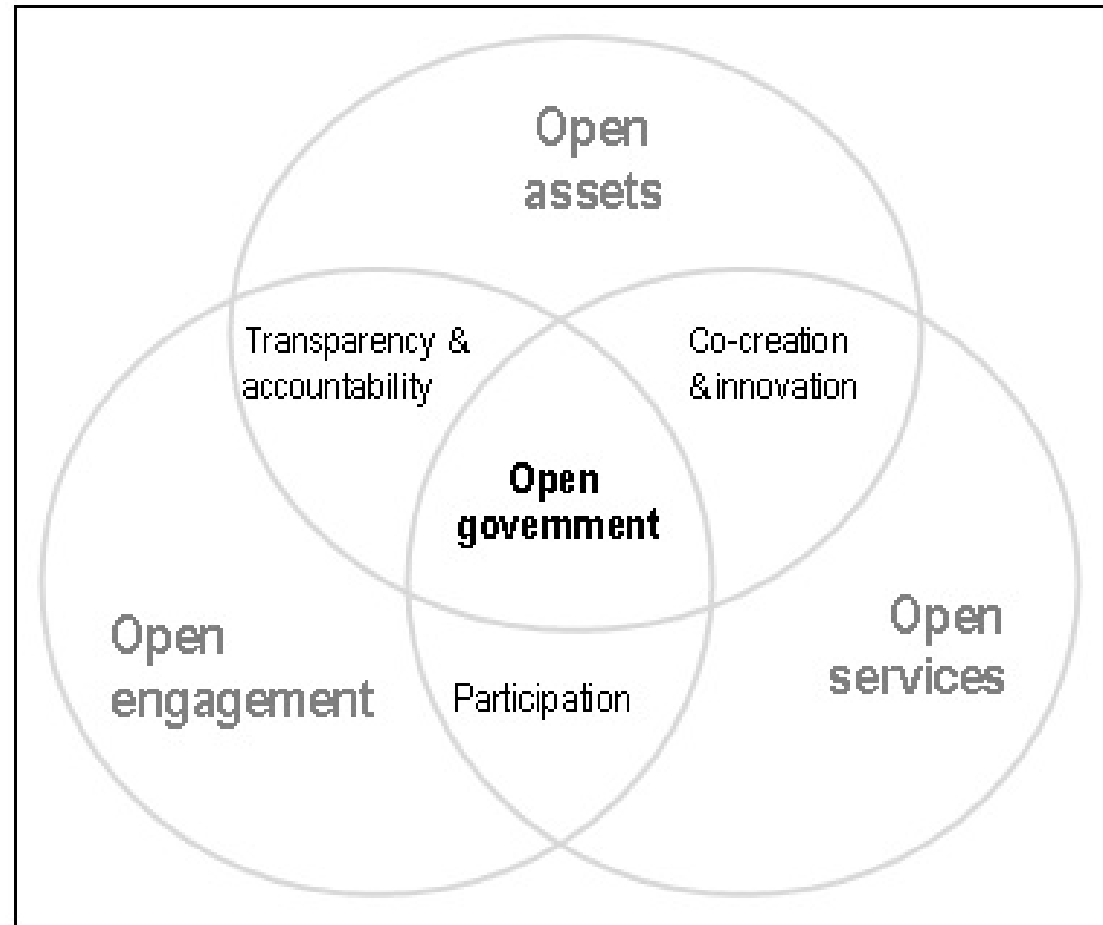# Open Government Implementation Model

The Loch Ness Model

Open governance system

Challenges of implementing open government

- **Organizational challenges**
  - Government commitment and funding
  - Need to change traditional organizational structures
  - Quality and consistency of data collection

- **Technological challenges**
  - Upgrading infrastructure – time consuming and expensive
  - Digital divide
  - Privacy and security of data

- **Organizational challenges**
  - Citizens cannot afford new technologies
  - Lack of or limited social inclusion
  - Limiting government policies and regulations

Thank you