Cultivating Participation, Collaboration and Engagement

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Introduction

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Generic Strategic Objectives

Overview: Generic Strategic Objectives

- Developing Policy & Strategy

- Providing institutional frameworks

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- Upgrading government capacity

- Rolling out technology features and channels

- Improving public capacity
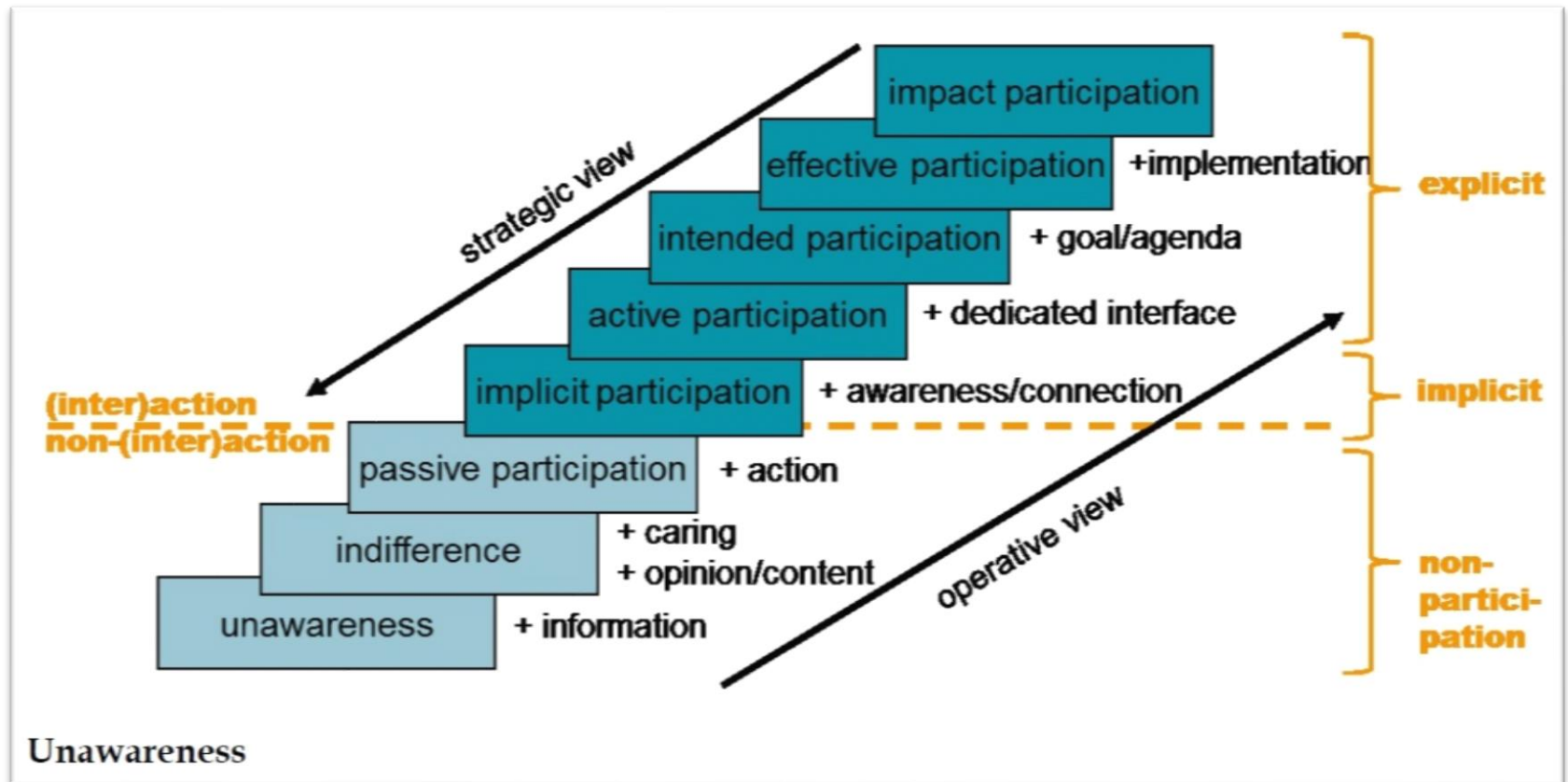
Participation Policy

Goals of the Policy

- Two-way exchange of information, knowledge and opinions

- Active and re-active Government

- Public contribute ideas and expertise

- Government determines the agenda

- Government pertains the leading role

- Activities to be fully open to public engagement (with legally defined exceptions)

Developing Policy and Strategy

- Basic principles
    - Philosophy on participation
    - List of facilities and functions
    - Rules for participation
    - User code of conduct

- User-centered Design
    - Enhance user experience
    - User-service design methodologies
    - UK ministers (2014)

- Process simplification
    - Forms, processes and legal
    - Using ICTs
    - Analyze and benchmarking processes

- Personalization
    - Increased usability
    - Users can choose what they see, based on interest
    - Denmark MyPage

Policy considerations: e-Participation Ladder

Source: Krabina, Bernhard. (2016). The E-Participation Ladder – Advancing from Unawareness to Impact Participation. Paper delivered at International Conference for E-Democracy and Open Government 2016, At Krems, Austria Available from https://www.researchgate.net/publication/303371027_The_E-Participation_Ladder_-_Advancing_from_Unawareness_to_Impact_Participation.

Providing frameworks

- **Institutional frameworks**

  - Institutions
    - State authority that administer participation

  - Governance
    - Who will be responsible for what…
    - Centralization vs decentralization

- **Legal & Regulatory frameworks**

Upgrading government capacity

- Guidance for civil servants

- Civil servants
  - Understanding how to select issues: what issues can you help
  - Framing the debate and linking issues
  - Which processes and which actors

- Security for civil servants

- Example
  - South Africa – government officials removed due to comments made online.

Rolling out technology features & channels

- Tools and features

- Aligning purpose and types of e-participation

- Channels and the digital divide
  - Multi-channel approach
  - Digitally excluded - Gender digital divide

- Social media
  - Networks, platforms, content, feedback, publish

Rolling out technology features & channels
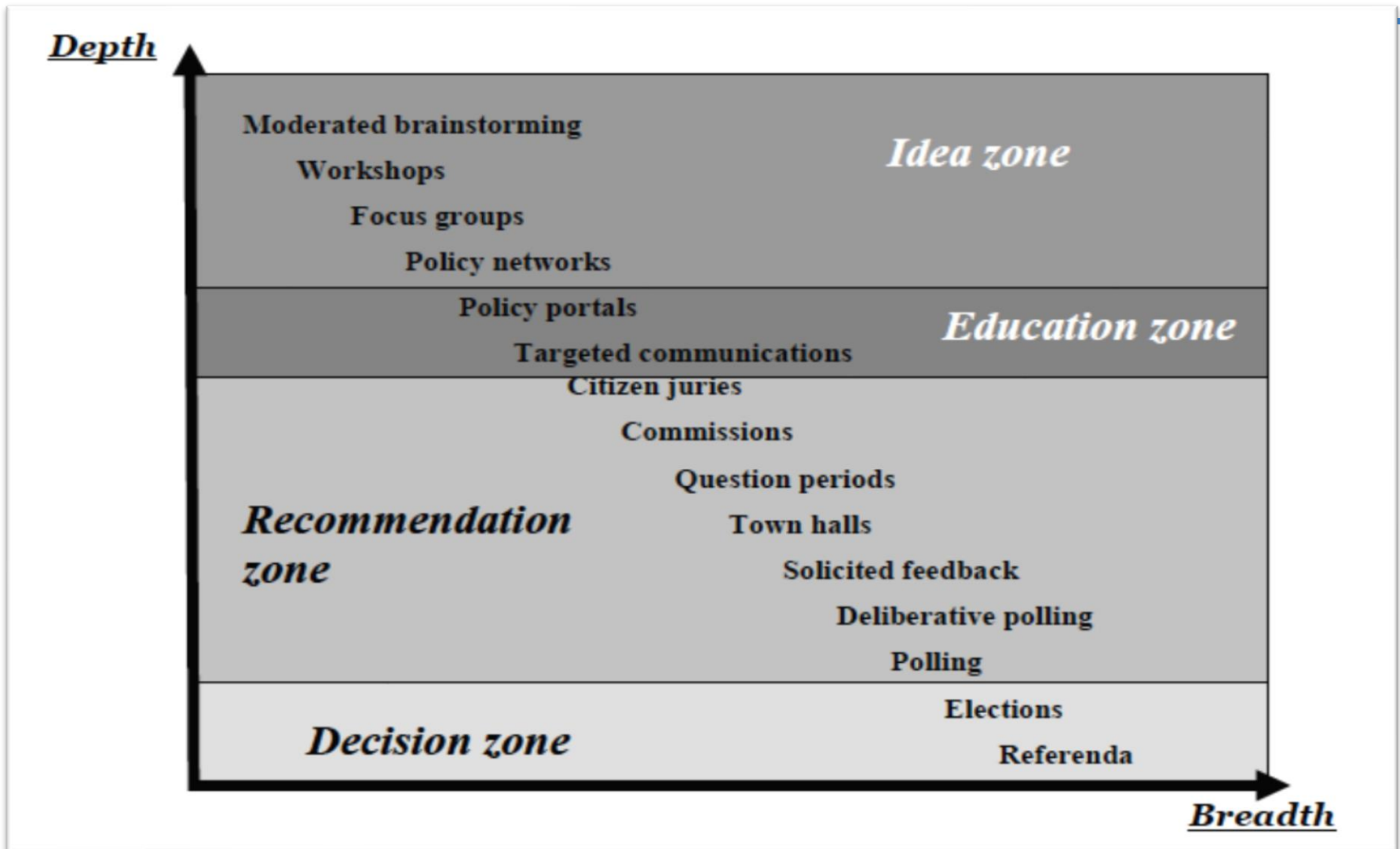
Case study: Fix2Go, Bahrain

- Citizen feedback with direct communication channels

  - Cooperation between different governmental entities
  - Fix2Go a direct and easy channel
  - Communication between the public and government
  - Topics:
    - suggestions and complaints aimed
    - Improve efficiency and transparency.

  - accessible channel available 24/7,
  - resulting in high levels of customer satisfaction

Improving public capacity

- Bottom-up citizen participation
  - People are interested in that which affects them directly
  - Some – broader public impact
  - Show local debates can have wider impact
  - Connect localities, share ideas

- Digital and political literacy
  - Elites – dominate discourse
  - Using technology carefully could mitigate this
  - Build digital and political literacy skills of those excluded
  - New interfaces, training programs, and complimentary channels

Case study in Participation: eCitizen ideas

- Singapore
- pioneer in e-services (1999)
- Currently 680 services online from 120 agencies

- eCitizens Idea Portal
  - Government voice certain challenges that citizens can then respond to by sending their ideas
  - Financial awards are given in this regard
  - 2017 – 900 ideas, 6400 contributors, 90 completed challenges
  - Game component – badges and leaderboards for participation

Collaboration Policy

Goals of the Policy

- Government activities open for collaboration with all legitimate actors

- All legitimate actors have a say in what they find it important to collaborate on

- Move from more 'passive' to 'active' engagement -> partnership of citizens and government in defining the process and content of policy-making

- Non-government actors can take the initiative.

Example: Jordan OGP 2018-2020 Action plan

Engagement Policy

Goals and Focus of the Policy

- Enable full involvement of all legitimate actors

- Total engagement of citizens and non-government actors in government work

- Government on its own does not have monopoly of knowledge, resources or power to tackle most societal challenges

- Non-government actors can take the initiative and lead in creating public value

- Citizens can directly engage with and influence government policies and decisions

- Government can tap into collective knowledge of society

- Shift from a purely individual actor focus to prioritizing the societal level

Example: Mapping of Kibera, Nairobi (Kenya)

Conclusion

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Remember:

Open Government is not a goal in itself

It is a tool to achieve wider societal goals

Forms cornerstone for effective and efficient government

Should be visible both politically and strategically

Thank you