# e-Participation & e-People in Korea

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# e-Participation & e-People in Korea

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**<Educational Background>**

- Indiana University at Bloomington, Ph.D. in Public Policy

- University of Texas at Austin, MPA

-**<Research>**

- e-Government and national ICT policy

# Topics to be addressed

- ➢ e-Participation

  - ✓ e-Government and e-Participation
  - ✓ Definition of  e-Participation
  - ✓ Reasons for e-Participation
  - ✓ Objectives of e-Participation
  - ✓ Stages of e-Participation
  - ✓ Framework of e-Participation
  - ✓ Best Practices in e-Participation
  - ✓ e-People in Korea

# What is e-Government

➢ ICT and Government

   ✓ Government is the largest owner/processor of information and the largest user of ICT in society.
   ✓ Public administration is virtually a process of data processing.

➢ The use of ICTs in governments can be divided into two eras: before the Internet and after the Internet.

   ✓ Before the Internet, early computers were only allowed point-to-point communication with a physical link. Mainframe systems and PC + LANs for record keeping or automating the same old business process.
   ✓ The Internet allows for direct communication between any two arbitrary systems. Governments could reach citizens and businesses, providing online services to them.

# What is e-Government

➢ Definition of e-Government

e-Government is defined as utilizing the internet and world-wide-web for delivering government information and services to citizens.
−United Nations

The term 'e-Government' focuses on the use of new information and communication technologies (ICTs) by governments as applied to the full range of government functions.
−OECD

e-Government refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government.
−World Bank

# What is e-Government

OECD — e-Government is **more** about "**government**" than about "e".

- ➢ e-Government refers to the use of ICT as a tool to achieve better government.

  - ✓ e-Government is not an end itself.

- ➢ e-Government leverages ICTs to help the public sector operate more efficiently and provide better services & good governance to citizens and businesses.

- ➢ e-Government can be broadly defined as the application of ICTs to enhance the performance of government functions, services, and engagement and empowerment of people.

# What is e-Participation?

➢ A wide variety of terms are being used to describe this emerging field of e-Participation.

- **e**

- **i**

- **digital**

- **online**

- **PARTICIPATION**

- ENGAGEMENT

- **DEMOCRACY**

- INVOLVEMENT

# What is e-Participation?

➢ e, i, digital, online ★ participation, engagement, democracy, involvement

➢ Lack of clarity and consistency

➢ e-democracy: e-Participation + e-voting

➢ Participation is an almost universally accepted foundation of democracy.

  ✓ Political participation refers to activity by private citizens to influence government decision-making or activities that have the intent or effect of influencing government action (Huntington & Nelson, 1976).

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# What is e-Participation?

➢ e-Participation is a hybrid term related to democratic theory, political science, communication studies, and information technology.

➢ e-Participation is existing in a complex political and social environment and the concept of e-Participation has been widely discussed over the past decade in different fields, relating to:

   ✓ democratic theory which is concerned with normative arguments or political participation

   ✓ political science which studies participation empirically

   ✓ communication studies which relate to channels and patterns of mediation, technology studies, and information science

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# What is e-Participation?: e-Gov. vs e-Participation

➢ e-Participation is inherently a part of the wider field of e-Government.

✓ e-Government is the use of ICTs in public administration combined with organizational change and new skills in order to improve public services and democratic processes (EU, 2009).

✓ The UN has included a qualitative study on e-Participation within the e-Government context since 2003.

➢ e-Government and e-Participation are complementary to each other.

✓ e-Participation is a kind of knowledge intensive process requiring provision of meaningful information, which provides the basis for participation.

# What is e-Participation?: e-Gov. vs e-Participation

✓ By making meaningful information available, e-Government can increase participation.

✓ Online provision of information is an essential precondition for e-Participation and contributes to increase participation.

➢ e-Participation is an addition, not a replacement for traditional ways of participation.

✓ Enhancing the influence and participation of citizens through the use of ICTs is not intended to replace the system of formal rules and principles, but to respond to citizens' demands of greater openness and transparency in a democracy.

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# What is e-Participation?

- ➤ The use of ICTs to engage citizens, support the democratic decision-making processes and strengthen representative democracy (Macintosh, 2004)

- ➤ The use of ICTs for enabling and strengthening citizen participation in democratic decision-making processes (UNDP, 2006)

- ➤ e-Participation is the process of engaging citizens through ICTs in policy, decision-making, and service design and delivery to make them participatory, inclusive, and deliberative (UNDESA, 2013).

- ➤ Top-down engagement(government-led initiatives) vs ground-up participation

# Why e-Participation?: Participation Problem

- ➤ Civil society disengages from formal political processes (such as voting and joining parties) – democratic deficit.

- ➤ Political practices divergent from the electorate

  - ✓ The needs and preferences of citizens are mainly translated into the government policies through elections under representative democracy.

  - ✓ The people, however, are growing even more dissatisfied with politics as their elected representatives tend to put their individual or party interests before needs and preferences of the citizens.

# Why e-Participation?: Participation Problem

➢ The gap between citizens and their governments is growing, leading to a decline in voter turnout and a loss of interest in politics.

- ✓ As a reaction to this public discontent, many countries have started exploring the potential of ICT to regain citizens' trust and revitalize democracy by developing a more responsive, transparent, and participatory decision-making process.

➢ Enhanced involvement of citizens is required to better reflect the citizens' requirements and expectations with regard to policies.

- ✓ Citizen participation has become important in making policy decisions that reflect citizens' preferences and requirements.

- ✓ Involving citizens actively in decision-making processes actually leads to more effective decisions.

# Why e-Participation?: Participation Problem

➢ Effective citizen participation is needed to induce the government to implement policies in a way that is suitable or appropriate for their original purposes.

    ✓ Citizens would be discontent and resistant if the public servants implement policies in a way that deviates from their original intent in their implementation processes.

    ✓ Since citizens today are less inclined to engage in traditional 'offline' forms of participation, the Internet may offer the potential to change the scope of citizens' engagement and new possibilities for reaching out to a broader audience.

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# Why e-Participation?: Participation Problem

Engaging citizens in policy-making is a sound investment and a core element of good governance.

However,

➢ Political problems cannot easily be solved by ICT.

➢ Nothing inherently democratic about technology

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# Objectives of e-Participation?

➢ To attain more democratic governance by harnessing potential of ICT to empower citizens

- ✓ Reaching a wider audience to enable broader participation: reaching and informing a wider community including supporting those who were excluded in policy making processes

- ✓ Supporting participation through a range of technologies to cater for the diverse technical and communicative skills of citizens

- ✓ Providing relevant information in a format that is both more accessible and more understandable to the target audience to enable more informed contributions

- ✓ Engaging with a wider audience to enable deeper contributions and supporting deliberative debate    (Macintosh, 2004)

## Stages of e-Participation(OECD)

Information

**Government** ➡ **Citizens**

Consultation

**Government** ⇄ **Citizens**

Active participation

**Government** ⬌ **Citizens**

(OECD, 2001)

# Stages of e-Participation(OECD)

➢ The OECD identifies three key relationships.

➢ Information: one-way relationship where government produces and delivers information for citizens

➢ Consultation: two-way relationship where citizens provide feedback from government.  Government sets the agenda and manages the process.

➢ Active participation: partnership with government in which citizens actively engage in defining process and content of decision making

   ✓ Active participation acknowledges equal standing for citizens in setting the agenda, although the responsibility for the final decision rests with government.

# e-Participation Framework by UN

| Stage of e-Participation | Dimension of Participation |
|---|---|
| E-information | • Enabling participation by providing citizen with public information and access to information without or upon demand |
| E-consultation | • Engaging citizens in contributions to and deliberation on public policies and services |
| E-decision-making | • Empowering citizens through co-design of policy options and co-production of service components and delivery modalities |

(UN DESA, 2016)

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# Measurement: e-Participation Index

➢ The UN developed an e-Participation index and conducted its first survey on digital participation in 2003, as a supplementary index to the UN e-Government Survey.

✓ The goal of e-Participation initiatives is to "improve citizens' access to information and public services and to promote participation in public decision-making which impacts the well-being of society, in general, and the individual, in particular".

✓ The UN's survey on e-Participation assesses the three different e-Participation features in six defined sectors in countries worldwide: education, health, finance, social welfare, labor information and the environment.

# Measurement: e-Participation Index

➢ Assessment of the quality and usefulness of information and services provided by a country for the purpose of engaging its citizens in public policy making through the use of ICT

- ✓ Only indicative of both the capacity and the willingness of the state (focusing on supply side) by offering insights how different countries are using online tools to promote interaction between citizen and government

- ✓ A qualitative assessment of the websites based on the relevancy of participatory and democratic services available on the government websites (limited to government websites)

- ✓ Analysis of activities and outputs, not on the short and long-term impacts of e-Participation on democracy

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# UN Assessment Details on e-Participation

| Stages of e-Participation | Assessment details |
|---|---|
| E-information | • Online availability of information and datasets on the six sectors<br>• Access to government website in multiple national languages<br>• Availability of open datasets |
| E-consultation | • Existence of e-consultation mechanism for the six sectors.<br>• Presence of online tools to seek and receive public opinion for public policy deliberation<br>• Evidence about engaging citizens in consultation/communication on the six sectors |
| E-decision-making | • Availability of e-decision-making tools for the six sectors<br>• Evidence about collaborative co-production, crowd sourcing |

(UN DESA, 2016)

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# e-Participation Index 2018

| Country | | Group | Rank 2018 | EPART 2018 |
|---|---|---|---|---|
| | Republic of Korea | VHEGDI | 1 | 1.0000 |
| | Denmark | VHEGDI | 1 | 1.0000 |
| | Finland | VHEGDI | 1 | 1.0000 |
| | Netherlands | VHEGDI | 4 | 0.9888 |
| | Japan | VHEGDI | 5 | 0.9831 |
| | New Zealand | VHEGDI | 5 | 0.9831 |
| | Australia | VHEGDI | 5 | 0.9831 |
| | Spain | VHEGDI | 5 | 0.9831 |
| | United Kingdom of Great Britain and Northern Ireland | VHEGDI | 5 | 0.9831 |
| | United States of America | VHEGDI | 5 | 0.9831 |
| | Norway | VHEGDI | 11 | 0.9775 |
| | Brazil | VHEGDI | 12 | 0.9719 |
| | France | VHEGDI | 13 | 0.9663 |
| | Singapore | VHEGDI | 13 | 0.9663 |

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# Nepal e-Participation Index 2018



2018

| | Nepal | 0.7809 |
| World Leader Denmark | 1.0000 |
| Region Leader Republic of Korea | 1.0000 |
| Sub-Region Leader India | 0.9551 |

World Average — Region Average — Sub-Region Average
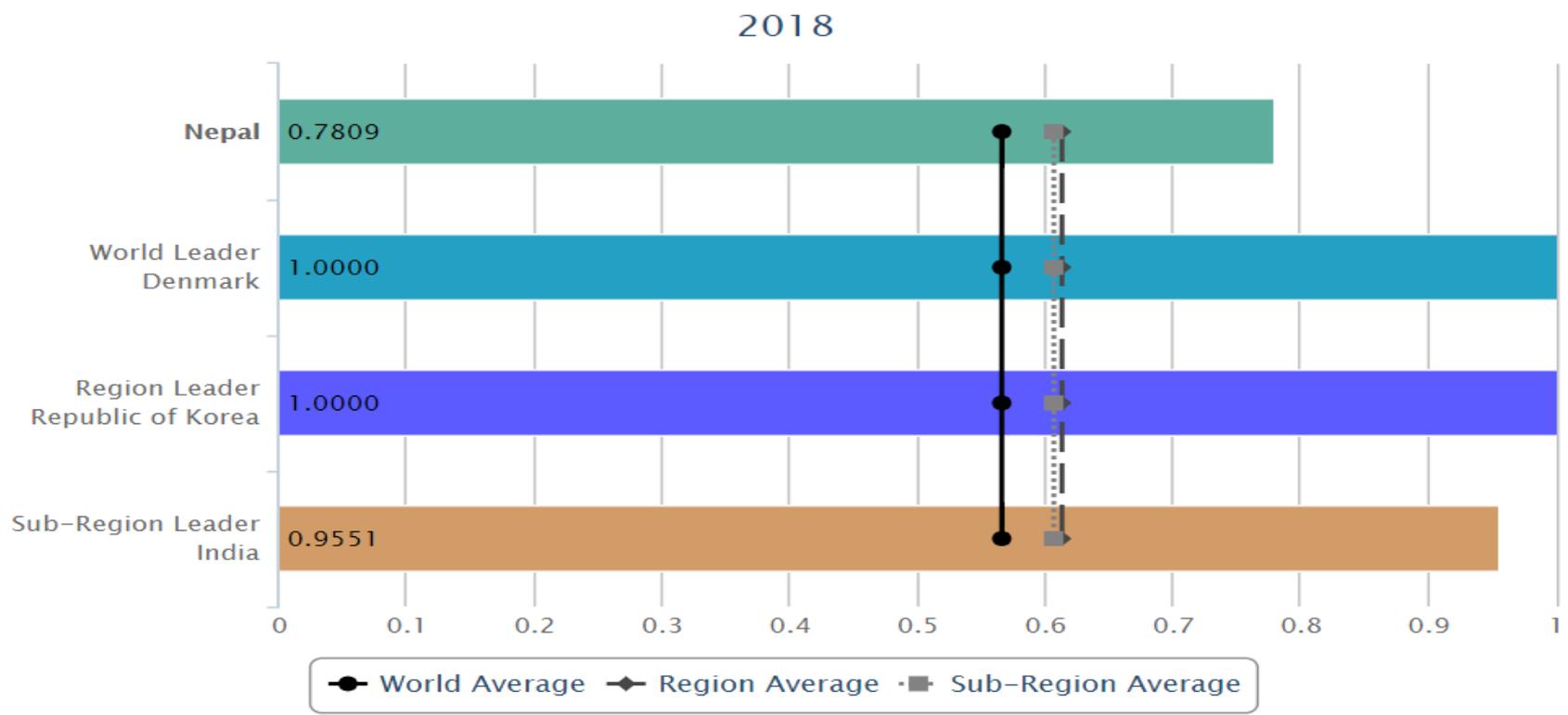
Highcharts.com

| EPART Rank | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 |
|---|---|---|---|---|---|---|
| Nepal | 55 | 89 | 110 | 134 | 127 | 152 |

# e-Participation Index 2018: Nepal

| | | | | | | |
|---|---|---|---|---|---|---|
| 72 | Mauritius | 0.691 | 70.11% | 93.33% | 69.57% | 45.45% |
| 17 | Mexico | 0.9438 | 94.57% | 93.33% | 91.30% | 100.00% |
| 179 | Micronesia | 0.1404 | 16.85% | 26.67% | 21.74% | 0.00% |
| 105 | Monaco | 0.5618 | 57.61% | 80.00% | 47.83% | 45.45% |
| 65 | Mongolia | 0.736 | 74.46% | 73.33% | 69.57% | 81.82% |
| 64 | Montenegro | 0.7416 | 75.00% | 76.67% | 60.87% | 90.91% |
| 56 | Morocco | 0.7753 | 78.26% | 80.00% | 73.91% | 81.82% |
| 122 | Mozambique | 0.4438 | 46.20% | 43.33% | 56.52% | 36.36% |
| 181 | Myanmar | 0.1348 | 16.30% | 26.67% | 13.04% | 9.09% |
| 133 | Namibia | 0.3933 | 41.30% | 63.33% | 47.83% | 9.09% |
| 177 | Nauru | 0.1461 | 17.39% | 20.00% | 21.74% | 9.09% |
| 55 | Nepal | 0.7809 | 78.80% | 80.00% | 82.61% | 72.73% |
| 4 | Netherlands | 0.9888 | 98.91% | 96.67% | 100.00% | 100.00% |
| 5 | New Zealand | 0.9831 | 98.37% | 100.00% | 95.65% | 100.00% |
| 134 | Nicaragua | 0.3876 | 40.76% | 46.67% | 39.13% | 36.36% |
| 163 | Niger | 0.2135 | 23.91% | 30.00% | 30.43% | 9.09% |
| 117 | Nigeria | 0.4831 | 50.00% | 63.33% | 56.52% | 27.27% |
| 11 | Norway | 0.9775 | 97.83% | 93.33% | 100.00% | 100.00% |
| 43 | Oman | 0.8315 | 83.70% | 83.33% | 78.26% | 90.91% |
| 115 | Pakistan | 0.5 | 51.63% | 66.67% | 65.22% | 18.18% |
| 157 | Palau | 0.2528 | 27.72% | 46.67% | 26.09% | 9.09% |

# e-Government Development Index 2018: Nepal
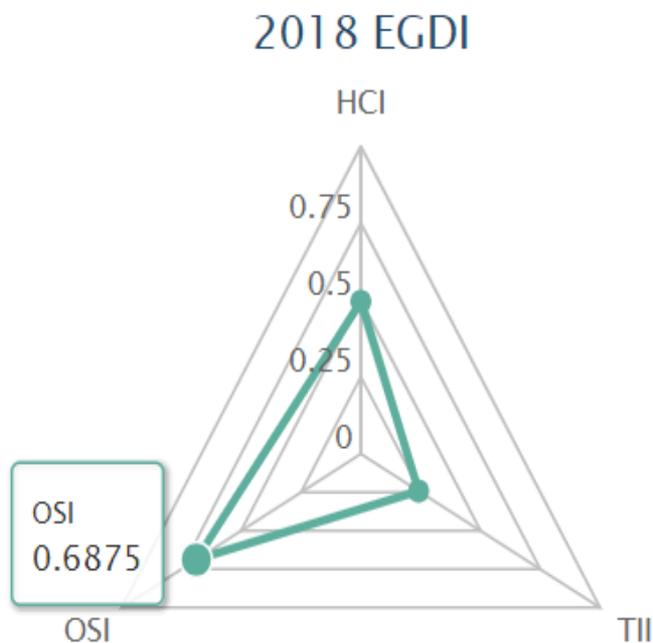
2018 EGDI



| E-Government (2018 EGDI: 0.4748) | |
|---|---|
| 2018 Rank | 117 |
| Group | MEGDI |
| 2016 Rank | 135 |
| Change | -18 |

| E-Participation (2018 EPART: 0.7809) | |
|---|---|
| 2018 Rank | 55 |
| 2016 Rank | 89 |
| Change | -34 |

# Summary of Three Models of e-Participation

- ✓ The three models of e-Participation are basically based on OECD's three-stage model.

- ✓ They start with information provision, followed by consultations, and end at the level of citizens' direct involvement in decision-making.

- ✓ The OECD model shows that the interaction between government and citizens evolve from one-way to two-way as well as the partner relations along with the increased level of participation.

- ✓ The Macintosh model - which presents the purpose of participation in government policies as the core concept – lists the maturity stages of e-Participation based on the extent of citizens' involvement in government policy issues.

## Summary of Three Models of e-Participation

&#10003; The United Nations proposes a three-stage model based on the quality and usefulness of information and services provided by a government for the purpose of engaging its citizens in public policy making.

# Summary of Three Models of e-Participation

➢ These three models do not have distinct differences.

  ✓ They commonly connect the interaction or evolutions in relations between government and citizens to the maturity or development stage of e-Participation.

  ✓ These models are insufficient in presenting specific strategies since they present only the direction of maturity

  ✓ They fail to present specific indices or criteria as to what strategies should be derived or utilized by the government to achieve e-Democracy based on the stages.

  ✓ They should deal with the long-term impact of e-Participation on democratic results.

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# Summary of e-Participation Models

| OECD Government-Citizens Interactions | UN e-Participation Framework | Ann Macintosh Levels of Engagement | Citizens' Role |
|---|---|---|---|
| Information (One-Way) | E-Information | E-Enabling (1 level: accessibility & understandability) | *Passive* |
| Consultation (Two-Way) | E-Consultation | E-Engaging (2 level: Top-Down) | ***Active*** |
| Active Participation (Advanced Two-Way) | E-Decision-Making | E-Empowerment (3 level: Bottom-Up) | ***Active*** |

(EU, 2016)

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# Framework of e-Participation

Government side

Citizen side

- Willingness to ask
- Ability to respond

- Willingness to participate
- Capability to contribute

Institutional
Context
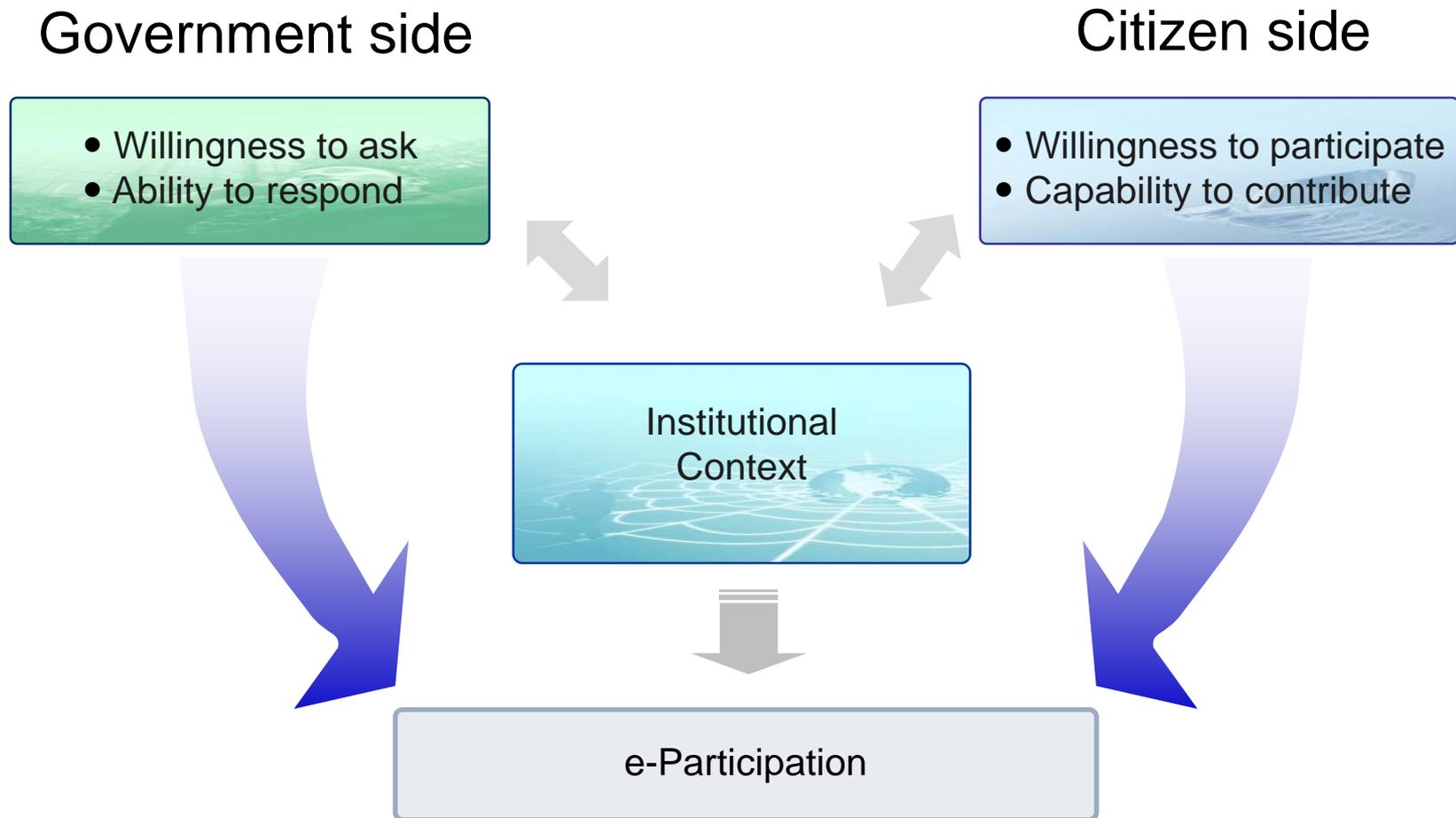
e-Participation

# Framework of e-Participation

➢ e-Participation is heavily influenced by:

  ✓ government's willingness to ask for participation and ability to respond to citizens' views, opinions, and contributions

  ✓ citizen's willingness to participate, ability to contribute

  ✓ institutional context: institutions are the rules of the game that individual action is constrained and enabled. In this regard, institutions shape both citizen's motivation and capacity for e-participation and government officials' willingness and ability.

➢ From the citizens' perspective, ability to contribute depends on the resources and knowledge, and ICT skills to participate.

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# Framework of e-Participation

- ✓ Willingness to participate is associated with a sense of identity or citizenship that reinforces participation.

- ✓ Perceptions of civic identity and citizenship are composed of shared norms, beliefs, experiences, and perceived benefits pertaining to the use of ICTs in political matters.

➢ The government-side "willingness to ask" factor involves public awareness of e-Participation, and therefore further relates to provision of relevant information, along with public education in relation to government policy, and also naturally an online participatory infrastructure.

➢ The "ability to respond" factor means that citizens are more willing to participate when they get a response or see evidence that their views have been heard and considered.

# Best Practices in e-Participation

➢ FixMyStreet: Using Citizens as Fact Finders
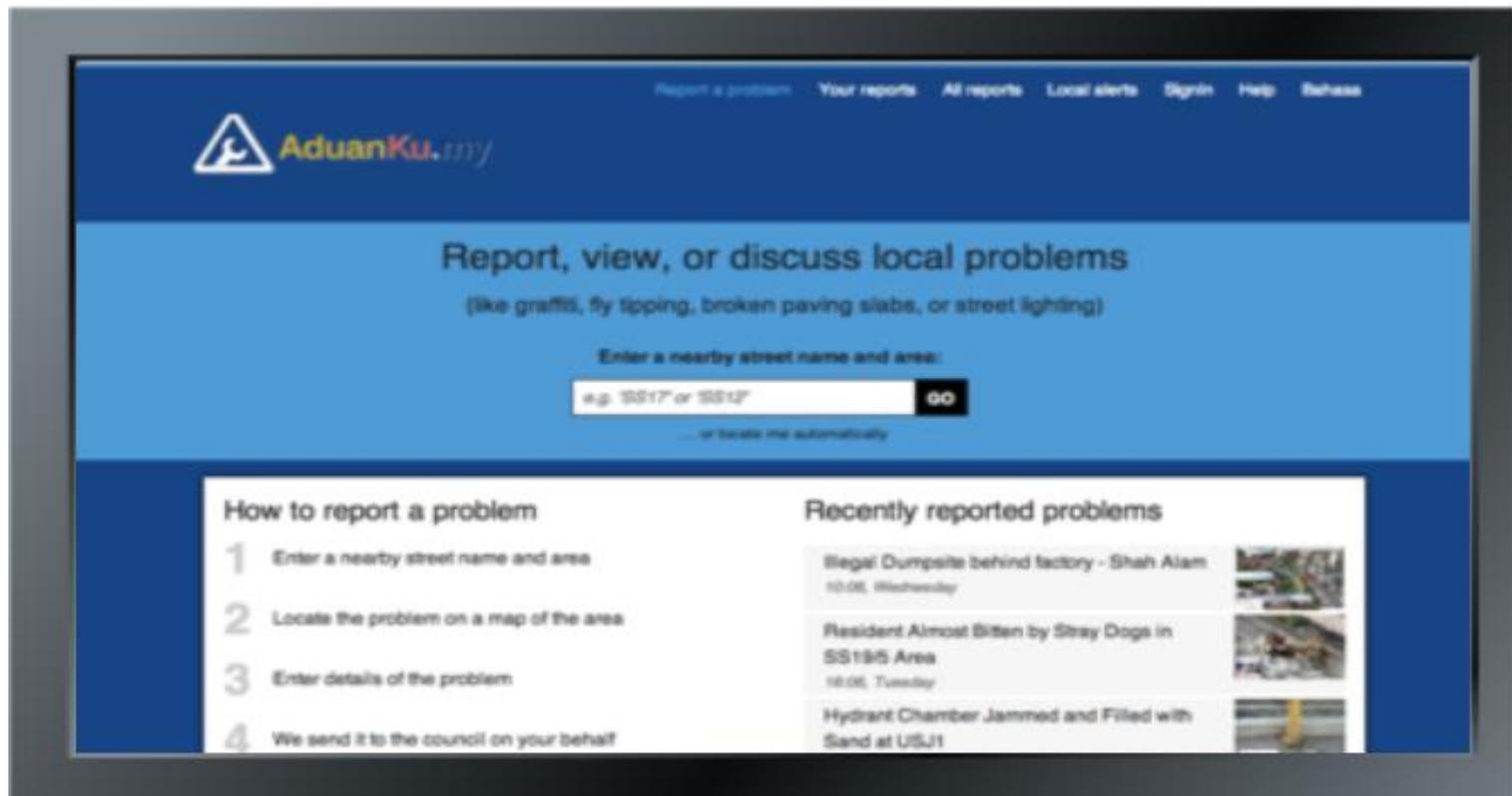
# Best Practices in e-Participation

➢ FixMyStreet: Using Citizens as Fact Finders

- ✓ FixMyStreet is a map based website and app.

- ✓ The platform helps people to report street problems like potholes and broken street lights. Problem reports are then sent to authorities for fixing.

- ✓ FixMyStreet makes it easy for anyone to report a problem without worrying about the correct authority to send it to. FixMyStreet takes care of that using the problem's location and category, and sends a report, by email or using a web service to the department or body responsible for fixing it.

# Best Practices in e-Participation

➢ Allowing Citizens to Set Priorities

# Best Practices in e-Participation

➢ Allowing Citizens to Set Priorities

- ✓ Ordinary people decide how to allocate part of a municipal or public budget.

- ✓ This type of participatory budgeting allows citizens to identify, discuss, and prioritize public spending projects, and gives them the power to make real decisions about how money is spent.

- ✓ The top rated suggestions are reviewed for practicability and costs, and passed on for a decision.

# Best Practices in e-Participation

➢ Fostering Problem Solving

# Best Practices in e-Participation

➢ Challenge.gov

  ✓ In September 2010, the Obama Administration formally launched Challenge.gov.

  ✓ It enables government agencies to solicit ideas from the public to solve issues plaguing the country.

  ✓ The public sector is trying to harness the potential of its citizenry, which could mean a fundamental shift in power.

# Best Practices in e-Participation

➢ Challenge.gov

- ✓ This Challenge.gov engages the American people as co-creators in solving some of the toughest problems the country faces.

- ✓ Federal government agencies are turning to crowd-sourcing in a way to spur innovation.

- ✓ It's the next form of citizen engagement beyond participation to co-creation.

# Open Government Data and Citizen Engagement

➢ How OGD can be useful for citizen engagement

- ✓ OGD can be of interest to a wide range of actors working on particular issues.

- ✓ The opening of data can facilitate cooperation with stakeholders at the local or national level and with partner governments (including donor governments) as well as trans- and multinational institutions.

- ✓ Not all datasets have the same potential to support citizen engagement and government transparency and accountability.

# Open Government Data and Citizen Engagement

➢ Some datasets that are clearly relevant for citizen engagement

- ✓ Parliamentary data and legal data (of use to parliamentarians themselves, watchdog organizations, media covering parliament and voters)

- ✓ Public expenditure and budgeting data (of interest for example to public sector and civil society oversight organizations, media, donor institutions)

- ✓ Environmental data (of interest to affected citizens, research institutions, commercial service providers, environmental CSOs, public health administration)

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# e-People in Korea

## e-People in Korea

➢ In the e-People platform, citizens can file a petition with the Korean Administrative Agencies in regard to the following matters:

✓ Requests to explain or interpret administrative affairs - including laws, institutions and procedures - through inquiry or consulting

✓ Suggestions on improving government policies or administration systems and their operations.

✓ Requests to solve problems like administrative agencies' unlawful acts, unfair or passive measures and unreasonable administrative systems, which infringe on people's rights, cause difficulty or place unnecessary burden on people.

✓ Require administrative agencies to take actions on other matters

# e-People in Korea

> ➢ e-People integrates petition, proposal, and policy discussion services operated by about 900 governmental organizations including central administrative organizations, local autonomous bodies and public institutions.

# e-People in Korea

➢ e-People is provided in 14 different languages.



People's online potal
**Petition Here**

| | | | | |
|---|---|---|---|---|
| English | 中文 | 日本語 | o'zbekcha | ภาษาไทย |
| Монгол хэл | Tiếng Việt | កម្ពុជា | বাংলা ভাষা | Bahasa Indonesia |
| ශ්‍රී ලංකා භාෂාව | नेपाल | Русский | မြန်မာ ဘာသာ | |

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# e-People in Korea

**01. One-Stop Service for Civil Petition and Proposals**

When citizens file civil petitions (or proposals) with the People's Online Petition & Discussion Portal, the civil petition services (or proposals) will be automatically designated to the suitable government agencies. This removes potential inconveniences of visiting government agencies in person.

**02. Improved Efficiency in Administration**

Civil petitions (or proposals) filed with inappropriate agencies are transferred to the relevant agencies online in real-time. Civil petition services involving several government agencies are jointly dealt with in real-time.

**03. Systemic Reform through Civil proposal services**

Civil proposal services are well-reflected in government policies and unreasonable systems are improved. In civil petition services, advancing opinions about systemic reform are filed as civil proposal services in order to review the relevant systems.

**04. Better Policy Discussion**

Citizens can propose an agenda and engage in discussion with the government. The government is open to public comments when making policies by holding internet forums, hearings and surveys.

# e-People in Korea

- ➤ Civil Petition Service

  - ✓ Do you have any complaints or claims to the administrative organizations?

  - ✓ Do you wonder which organization can resolve your complaints?

  - ✓ Do you want to know how long you should wait until complaints resolved?

  - ✓ You no longer need to wander from place to place to file a petition.

# e-People in Korea

- ➢ Civil Proposal Service

  - ✓ Do you have a good idea about an unreasonable system or regulation?

  - ✓ Your creative proposal will be screened and reflected in government policies to modify unreasonable system.

- ➢ Policy Discussion

  - ✓ Do you want to talk about the government's policies and measures?

  - ✓ The public and the government can together make policies that people want through discussions on policies or laws.

# e-People in Korea

➢ Public Interest Whistle-blowing Service

✓ To prevent acts that violate public interest and protect the confidentiality of whisleblowers according to the Whistleblower Protection Act when there are concerns about the possible violation of public interest

➢ Excessive Budget Spending Report Service

✓ To prevent waste of taxpayers' money through improvements in measures or institutions by gathering people's opinions in regard to wrongful budget executions or suggestions for saving budget
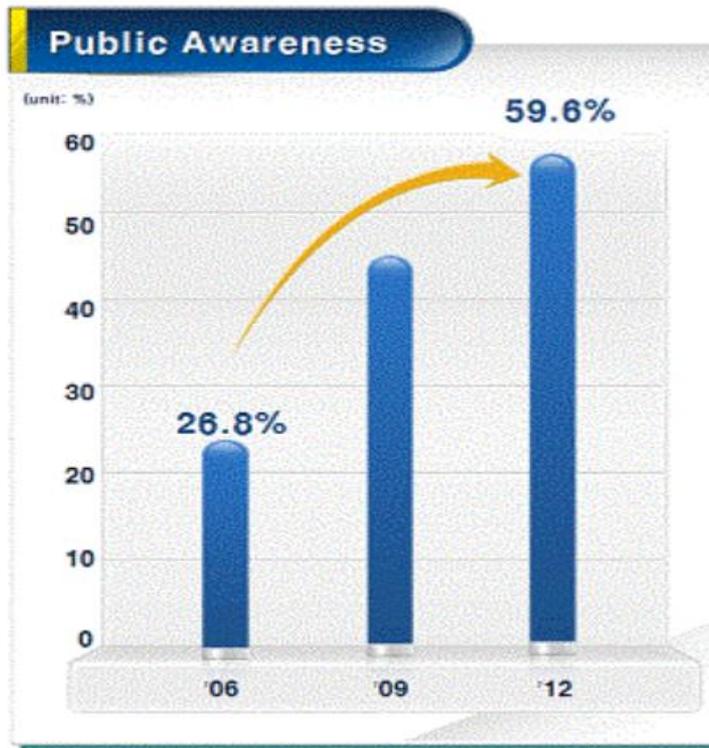
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# e-People in Korea

➤ User Statistics

| Category | complaints | Civil Proposal | Policy discussion |
|----------|-----------|----------------|-------------------|
| 2009 | 696,715 | 84,026 | 669 |
| 2010 | 798,570 | 188,533 | 520 |
| 2011 | 1,073,499 | 107,894 | 703 |
| 2012 | 1,247,711 | 111,239 | 1,007 |

(ACRC, 2018)

# e-People in Korea

- ➢ Outcome

# Global Trends in e-Participation

➢ Exploratory or experimental nature of e-Participation initiatives

➢ Too much focus on local and regional levels

➢ Concentrated on agenda-setting stage and fact finding

➢Low levels of e-decision-making

    ✓ Most countries perform better on e-information and e-consultation than on e-decision making

## Challenges for e-Participation

➢  Most users are information seekers, fewer actually contribute.

  ✓ Adding channels for comments or appeals

➢ Decision makers are interested in e-Participation, not having time to really commit to it.

➢ Major challenge is how to create strong reasons for people to participate and contribute.

# Challenges for e-Participation

➤ Acknowledging that e-Participation development is dependent on various factors

   ✓ How to take into account of the various factors that facilitate motivation and engagement in issues of public importance

➤ Creating environment to engage with e-Participation

   ✓ Embedding e-Participation into policy architecture

   ✓ Overcoming political reluctance and hesitant attitudes

➤ Measuring quality and impact of e-Participation

## Challenges for e-Participation

- ➢ Engaging representative stakeholders from all groups of society in e-Participation (There is nothing inherently democratic about technology.)

  - ✓ e-Participation tends to be dominated by the technological and political elite(usurpation of debate by elites).

  - ✓ Without targeted inclusion, e-Participation tends to be a way of reinforcing existing patterns.

- ➢ The rapid growth of social networks indicates that political discussions and consultations are taking away from formal government web sites.

- ➢ Combining e-Participation and offline participation tools

Thank You!