Necessary steps for implementation of e-Democracy solutions

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e-Democracy
What are the Issues?
What is e-Democracy?

- Use of ICTs for communication between Government and the citizen for
  - Information provision (eTransparency - web sites)
  - Public consultation (eParticipation – on-line polling, discussions, fora, petitions, Web 2.0 etc.)
  - Decision-making and elections (eVoting)
  - Providing services (eGovernment)
- Citizens providing online support to each other
  - Web 2.0 services like - online discussion groups, chat-rooms, wikis, blogs, etc.
• Who can access online information and services?
• What is the outreach capacity of online channels?

Source: eSEE Initiative Secretariat – The Status of Implementation of eSEE Agenda Plus, July 2010
Socio-political Issues of e-Democracy

• Social complexity: age, gender, regional and other sources of differences in:
  – Political and social backgrounds
  – Understanding of democratic and political processes
  – Critical skills – computer literacy, critical thinking
  – Expectations

• Legal and administrative aspects:
  – Creating mechanism to manage the process, analyze inputs, respond to them and feed them into the policy process
e-Democracy – Trust and Privacy

• Authenticity
  – Does the citizen have to identify him/her-self?
  – Is online government information authentic / official?

• Trust
  – Do citizens trust the Government?
  – Does the Government trust citizens?

• Personal data protection and privacy vs. Openness, transparency

• Individual citizens' rights vs. Society as a whole
Where We Stand?
UN eGovernment Survey 2010
Benchmarking eParticipation

• A country’s strength in e-participation is measured against three benchmarks:
  – Does the national government publish information on items under consideration?
  – Are there ways for the public to engage in consultations with policy makers, government officials and one another?
  – Can citizens directly influence decisions, for example by voting online or using a mobile telephone?
Top 20 countries in e-participation
10 EU member states

<table>
<thead>
<tr>
<th>Rank</th>
<th>Country</th>
<th>EU Member State</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Republic of Korea</td>
<td>11 Bahrain</td>
</tr>
<tr>
<td>2</td>
<td>Australia</td>
<td>12 Malaysia</td>
</tr>
<tr>
<td>3</td>
<td>Spain</td>
<td>13 Denmark</td>
</tr>
<tr>
<td>4</td>
<td>New Zealand</td>
<td>14 Germany</td>
</tr>
<tr>
<td>4</td>
<td>United Kingdom</td>
<td>15 France</td>
</tr>
<tr>
<td>6</td>
<td>Japan</td>
<td>16 Netherlands</td>
</tr>
<tr>
<td>6</td>
<td>United States</td>
<td>17 Belgium</td>
</tr>
<tr>
<td>8</td>
<td>Canada</td>
<td>18 Kazakhstan</td>
</tr>
<tr>
<td>9</td>
<td>Estonia</td>
<td>19 Lithuania</td>
</tr>
<tr>
<td>9</td>
<td>Singapore</td>
<td>20 Slovenia</td>
</tr>
</tbody>
</table>
### Ranking of eSEE Countries in e-participation (out of 157 countries)

<table>
<thead>
<tr>
<th>Position</th>
<th>Country</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Croatia</td>
<td>55 Italy</td>
</tr>
<tr>
<td>26</td>
<td>Ireland</td>
<td>55 Macedonia</td>
</tr>
<tr>
<td>30</td>
<td>Finland</td>
<td>58 Moldova</td>
</tr>
<tr>
<td>34</td>
<td>Malta</td>
<td>64 Romania</td>
</tr>
<tr>
<td>36</td>
<td>Hungary</td>
<td>68 Luxemburg</td>
</tr>
<tr>
<td>39</td>
<td>Bulgaria</td>
<td>76 Montenegro</td>
</tr>
<tr>
<td>45</td>
<td>Latvia</td>
<td>86 Albania</td>
</tr>
<tr>
<td>45</td>
<td>Portugal</td>
<td>86 Czech Republic</td>
</tr>
<tr>
<td>48</td>
<td>Greece</td>
<td>117 Slovakia</td>
</tr>
<tr>
<td>51</td>
<td>Poland</td>
<td>135 Bosnia and Herzegovina</td>
</tr>
<tr>
<td></td>
<td></td>
<td>135 Serbia</td>
</tr>
</tbody>
</table>
**Web 2.0 tools used in e-Decision making**

<table>
<thead>
<tr>
<th>Feature</th>
<th># countries</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online discussion forums</td>
<td>32</td>
<td>17%</td>
</tr>
<tr>
<td>Archive of past discussion forums</td>
<td>27</td>
<td>14%</td>
</tr>
<tr>
<td>Government officials respond to citizen input</td>
<td>16</td>
<td>8%</td>
</tr>
<tr>
<td>Government officials moderate e-consultations</td>
<td>8</td>
<td>4%</td>
</tr>
<tr>
<td>Online petitions</td>
<td>17</td>
<td>9%</td>
</tr>
<tr>
<td>Online voting</td>
<td>17</td>
<td>9%</td>
</tr>
</tbody>
</table>
E-Democracy in EU
EU activities

• eParticipation preparatory action (2006-2008)
  – 21 projects funded, running until 2011
  – European eParticipation Day 4 March 2009
  – eParticipation community on ePractice.eu

• CIP ICT
  – in 2009: eParticipation Call for proposals
  – eSEE Participation: Romania, Croatia, Serbia
• Network promoting local and regional eParticipation:
  – Distributing information
  – Sharing experiences
  – Fostering the wider use of participatory tools and activities

• Membership:
  – eParticipation experts, researchers, practitioners, public administrations and citizen organisations

• Activities:
  – Blog dedicated to eParticipation and how it is being implemented across Europe
  – Showcasing participatory technologies “in action” and how they can be best exploited through popular Web 2.0 and 3.0 tools (e.g. Facebook, Twitter, YouTube, etc.)

• Source of funding: ICT PSP
Objective: Validate the market perspective of a pan-European service based on existing solutions
   – Electronic Town Meeting
   – DEMOS-Plan application for stakeholders online consultation in spatial planning

Activities:
   – Six pilots in five EU countries
   – enhance direct participation of citizens, stakeholders and civil society in the decision-making processes

Business goal: Provide a complete “turnkey” solution to European public authorities.

Source of funding: ICT PSP
E-Democracy in SouthEast Europe
Regional policy

eSEE Initiative

- Established under the umbrella of the Stability Pact in 2001
- Since 2008 works within the framework of the Regional Cooperation Council (www.rcc.org)
- eSEE Agenda Plus signed in 2007 at the Ministerial Conference in Sarajevo by Albania, Bosnia and Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Romania, Serbia, and Kosovo
eSEE Agenda Plus - Priorities

• Single South East European Information Space
• Innovation and Investment in ICT Research and Education
• Inclusive Information Society
Necessary steps for implementation of e-Democracy solutions

- e-Participation and e-Democracy among the priorities
  - Make all decisions that require public discussion, as well as their drafts, available for online discussion
  - Increase the participation of citizens and business, as a part of e-Government services
  - Adopt Action Plans for implementation of ICT in electoral process and implementation of electronic vote
Best practice cases
• Public participation portal named “Today, I decide”
• Citizens propose and discuss new legislation
• Software will be made available free for non-commercial use to all interested actors in order to increase citizen participation
Presidential campaign of Barack Obama used Web 2.0 tools to reach to general public, seek support and collect feedback from voters

Examples:

- YouTube sponsored Democratic Presidential Debate
- [www.barakobama.com](http://www.barakobama.com) – issues – volunteers – blog
- Web 2.0 tools: Facebook, MySpace, YouTube, Flickr, Digg, Twitter, Eventful, Linkedin, Blackplanet, Faithbase, Eons, Glee, MiGente, MyBatanga, AsianAve and DNC Partybuilder
- blogs, groups (social networking)
- guidelines for the users to organize local events
- after the election focus on key projects like Health Care Reform
• E-participation is not a choice: e-participation will happen whether you like it or not. A government’s only choice is whether to react defensively to it, or to engage pro-actively in ways which create public value.

UNDESA: Towards Participatory and Transparent Governance: Reinventing Government, 2007
### Key Success Factors

1. Political will and awareness (policy, strategy)
2. Building social trust (transparency, accountability)
3. Removing social barriers (access, e-Inclusion)
4. Transformational government (citizen-centricity, skills)
5. E-Government infrastructure (open standards)
Questions?

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