Necessary steps for implementation of e-Democracy solutions

Prof.dr.sc. Diana Šimić
University of Zagreb
Faculty of Organisation and Informatics
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.
Issues of e-Democracy - Access

- 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
Necessary steps for implementation of e-Democracy solutions

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

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<thead>
<tr>
<th>Rank</th>
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<th>Country</th>
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<tbody>
<tr>
<td>25</td>
<td>Croatia</td>
<td>55</td>
<td>Italy</td>
</tr>
<tr>
<td>26</td>
<td>Ireland</td>
<td>55</td>
<td>Macedonia</td>
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<tr>
<td>30</td>
<td>Finland</td>
<td>58</td>
<td>Moldova</td>
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<tr>
<td>34</td>
<td>Malta</td>
<td>64</td>
<td>Romania</td>
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<td>36</td>
<td>Hungary</td>
<td>68</td>
<td>Luxemburg</td>
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<tr>
<td>39</td>
<td>Bulgaria</td>
<td>76</td>
<td>Montenegro</td>
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<td>45</td>
<td>Latvia</td>
<td>86</td>
<td>Albania</td>
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<tr>
<td>45</td>
<td>Portugal</td>
<td>86</td>
<td>Czech Republic</td>
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<td>48</td>
<td>Greece</td>
<td>117</td>
<td>Slovakia</td>
</tr>
<tr>
<td>51</td>
<td>Poland</td>
<td>135</td>
<td>Bosnia and Herzegovina</td>
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<tr>
<td></td>
<td></td>
<td>135</td>
<td>Serbia</td>
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</tbody>
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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
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
Estonia – TID: Today I Decide

- 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?

Diana Šimić
Diana.Simic@foi.hr
+385 91 3390 978

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