Case Studies in Participation, Collaboration and Engagement

Regional Workshop on Open Government and Emerging Technologies in the Arab Region
2-4 July 2019
Participation
Participation

Goals

- 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)

- Feedback loops - greater responsiveness
Participation

**Fix2Go, Bahrain**

- Citizen feedback with direct communication channels
- Feature in the Tawasul Mobile App
- Direct and easy channel
- Communication between the public and government
- Select the type of complaint, take a picture and provide the details
- Accessible channel available 24/7
- Actively promote the app on social media
Participation

Fix2Go, Bahrain

• **Build**
  • on existing technologies and infrastructure
  • with cooperation of different governmental entities

• **Results**
  • Increased customer satisfaction
  • Improve efficiency and transparency in government service
  • Collaboration between different government entities
    • Information and eGovernment Authority (iGA),
    • Ministry of Health,
    • the Electricity and Water Authority,
    • the Ministry of Works, and Municipalities Affairs and Urban Planning.
eCitizen ideas, Singapore

- Singapore
- pioneer in e-services (1999)
- By March 2019: 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
  - https://www.ideas.gov.sg/home
Collaboration
Collaboration

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.

Co-creation – greater inclusiveness
Collaboration

Al Moubadara Lakum, Morocco

- 2011 - Economic, Social and Environmental Council (CESE)
- Advisory services to Government and Parliament
- Opinions on national economy & sustainable development

- Online platform: Al Moubadara Lakum
- Establish in June 2011
- Slogan: “Parce que votre avis compte”
- Provides web-based platform for contributions from
  - Citizens
  - Academia, Institutions and Associations
Collaboration

Al Moubadara Lakum, Morocco

• 2012 - Assess access of southern provinces to basic rights
• Preliminary research
  • Input of local populations are essential; and
  • Help shape designs to find solutions to challenges

• Arranged questions around themes:
  • Economic, social and cultural and human development
  • Spatial planning and environment
  • Implementation
  • governance
Collaboration

**Al Moubadara Lakum, Morocco**

- Citizens helped in:
  - Collecting studies, projects and analyses
  - Voicing recommendations and ideas
- Researchers & doctoral students
  - Submit proposals for action

- **Results:**
  - Collaborative report
  - Ability create a tailored development model for provinces,
  - Build on partnership between government and citizenry
OGP 2018-2020 Action plan, Jordan

- Process began mid-May 2018
- Plan submitted end of October 2018
- Ministry of Planning and International Cooperation
  - Invitation to meetings
  - Post results of every stage

- Advanced Consultation Approach
  - Consultation workshop – 136 Government and Non-Government
    - Agree on the consultation design
    - Development Approach of the NAP
OGP 2018-2020 Action plan, Jordan

• Series of consultation events
  • Review ministerial plans and strategies
  • Stakeholder survey on priorities – 106 analyzed
  • 3 session: Government, Civil Society, International Agencies – discuss commitments
  • Multi-stakeholders forum – select 5 topics from 18
  • 6 working groups – drafting one commitment and review gender perspective
  • Public comments – 39 comments
  • Multi-stakeholder forum – discuss comments and prepare final plan for submission
Engagement
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

Shared responsibility – greater effectiveness
Engagement

Map Kibera, Kenya

• 2009 – Young Kiberans decides to map their community
• Using simple GPS and OpenSTreetMap – created the first map
• Core objective: Serve marginalized communities as a local information and media source

• Citizen mapping
  • Volunteers living in the community
  • Survey community features
  • Detail information – opening hours, services offered
  • OpenStreetMap, QGIS and ArcGIS (specialty maps)
Engagement
Map Kibera, Kenya

- **Build on core work by**
  - generating specific local impact and deepen engagement

- **Citizen media**
  - Voice of Kibera – give voice to the community
  - Video – tell the “untold story of the slum”

- **Citizen advocacy**
  - Identify issues: Engage community groups, local government, service providers
  - Collect information and report back, determine targets
  - Lobbying and advocacy – outreach
  - Negotiate between government and consortium achieve impact
Engagement

Map Kibera, Kenya

Presidential elections 2013

• Mappers mapped out
  • poling stations
  • local political boundaries (which was not openly released)

• Printed maps handed out to:
  • Residents,
  • Police, local authorities, local media and those involved in peacebuilding before the election
  • Voice of Kibera – keep people up to date on developments

• Contribute to peaceful elections
Thank you