Cultivating Participation, Collaboration and Engagement
National Workshop on Open Government and Open Data in Jordan
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Generic Strategic Objectives
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Participation Policy
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)
Participation Policy

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
Participation Policy

Policy considerations: e-Participation Ladder

Providing frameworks

- **Institutional frameworks**
  - **Institutions**
    - State authority that administer participation
  - **Governance**
    - Who will be responsible for what…
    - Centralization vs decentralization

- **Legal & Regulatory frameworks**
Participation Policy

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.
Participation Policy

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
Participation Policy

Rolling out technology features & channels

[Diagram showing Depth and Breadth with various participation methods]

- **Idea zone**
  - Moderated brainstorming
  - Workshops
  - Focus groups
  - Policy networks

- **Education zone**
  - Policy portals
  - Targeted communications
  - Citizen juries
  - Commissions
  - Question periods
  - Town halls
  - Solicited feedback
  - Deliberative polling
  - Polling

- **Recommendation zone**
  - Commission process

- **Decision zone**
  - Elections
  - Referenda
Participation Policy

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
Participation Policy

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
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
Conclusion

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