Cultivating Participation

National Workshop on Open Government and Open Data in Palestine
29-30 January 2020

Lize Denner
Associate Programme Management Officer
Innovation Section – Technology for Development Division
Overview: Generic Strategic Objectives

• Developing Policy & Strategy
• Providing institutional frameworks
• Setting up legal and regulatory frameworks
• Upgrading government capacity
• Rolling out technology features and channels
• Improving public capacity
Participation Strategy
Participation Policy

Goals of the Strategy

• Two-way exchange of information, knowledge and opinions
• Active and re-active Government
• Public contribute ideas and expertise
• Government determines the agenda
• Government maintains the leading role
• Activities to be fully open to public participation (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
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
  • Government officials removed due to comments made online.
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
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 Policy

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
Example: eCitizen ideas, Singapore

- 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
  - 2019 – 1,316 ideas, 7,658 contributors, 88 completed challenges
  - Game component – badges and leaderboards for participation

https://www.ideas.gov.sg/home
Thank you