

ECONOMIC AND SOCIAL COMMISSION FOR WESTERN ASIA (ESCWA)

**GUIDELINE ON FOSTERING INNOVATION IN  
THE PUBLIC SECTOR OF THE ARAB REGION**

**Annex 2: Detailed Information and  
References Related to the Examples  
Provided in the Report**



**UNITED NATIONS**  
Beirut

## ANNEX 2. DETAILED INFORMATION AND REFERENCES RELATED TO THE PROVIDED EXAMPLES IN THE REPORT

### A. BOTTOM-UP INNOVATION

#### 1. *Solar Sister – Eradicating energy poverty through social enterprise*

##### (b) *Liveness information (for solarsister.org website)*

- Google Search 1y.o. content from website [1], [4]: within 100 results
- Alexa traffic rank [2], [3], [4]: within 6,189K globally

##### (c) *Academic reference information*

- Google Scholar reference search [4]: within 100 results

##### (d) *Further Sources*

- Misra, Neha (2011). Solar Sister: Bringing a market based, gender inclusive, bottom up clean energy revolution to Africa. *The World Bank Social Enterprise Innovations*. 17 June. Available from <http://blogs.worldbank.org/dmblog/solar-sister-bringing-a-market-based-gender-inclusive-bottom-up-clean-energy-revolution-to-africa>.
- Pascale, A. and others (2017). Examining the potential for developing women-led solar PV enterprises in rural Myanmar. *Renewable and Sustainable Energy Reviews*, vol.57 (May 2016). pp.576-583. DOI: 10.1016/j.rser.2015.12.077.
- Sarabhai, Kartikeya and Vyas, Purvi (2017). The leapfrogging opportunity: The role of education in sustainable development and climate change mitigation. *European Journal of Education Research, Development and Policy*, vol.52, No.4 (December 2017), pp.427–436. DOI: 10.1111/ejed.12243.

#### 2. *Project Isizwe – Free Wi-Fi for South Africa*

##### (a) *Liveness information (for projectisizwe.org website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 100 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 97K globally, within 1K in South Africa

##### (b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

##### (c) *Further Sources*

- Chigona, Wallace and others (2016). Domestication of Free Wi-Fi Amongst People Living in Disadvantaged Communities in the Western Cape Province of South Africa. In *Proceedings SAICSIT '16 Proceedings of the Annual Conference of the South African Institute of Computer Scientists and Information Technologists*, Johannesburg, South Africa, 26-28 September 2016. DOI: 10.1145/2987491.2987500.
- Deutsche Welle (2016). Project Isizwe Project Factsheet. *Digital Innovation Library – Fostering Article 19 in the Global South*. Available from <http://akademie.dw.com/innovationlibrary/>.
- Diga, Kathleen (2017). *Participatory mapping in e-Thekwini Municipality, South Africa. Voice or Chatter Project Case Study*. IT for Change. Available from <http://opendocs.ids.ac.uk/opendocs/handle/123456789/13271>.
- Friederici, N. and others (2016). The impact of connectivity in Africa: Grand visions and the mirage of inclusive digital development. *The Electronic Journal of Information Systems in Developing Countries*, vol.79, No.2, pp.1-20. Available from <https://ora.ox.ac.uk/objects/uuid:60c1bef4-9f98-4d8b-a699-f823325d4b30/datastreams/ATTACHMENT01>.
- Geerdts, Christopher and Gillwald, Alison N. (2017). *Developing Smart Free Public Wi-Fi in South Africa: Can Public Wi-Fi Help Redress Digital Inequality, and If So, How? Emerging Lessons from*

*South Africa's Diverse Implementations*. Social Science Research Network. September 27. Available from <https://ssrn.com/abstract=3043690>.

- Seifert, Natalie (2017). *Bridging the digital divide: a case study of a collaboration between a metropolitan municipality and a non-profit organization*. Thesis (MCom)(MPA), Stellenbosch University, 2017. Available from <http://hdl.handle.net/10019.1/100879>.

## B. COLLABORATIVE INNOVATION

### 1. TAXISnet services

#### (a) Liveness information (for [gsis.gr](http://gsis.gr) website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 300 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 5K globally, within 1K in Greece

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 200 results

#### (c) Further Resources

- Floropoulos, Jordan and others (2010). Measuring the success of the Greek Taxation Information System. *International Journal of Information Management*, vol.30, No.1 (February), pp.47-56. DOI: 10.1016/j.ijinfomgt.2009.03.013.
- Gouscos, Dimitris and others (2000). From Introvert IT Systems to Extrovert e-Services: e-Government as an enabler for e-Citizens and e-Business A Framework of Principles. In *Proceedings Electronic Business and Electronic Work Conference (EBEW)*, Madrid, Spain, 18-20 October 2000, IOS Press, pp.866-872. Available from <http://www.cheshirehenbury.com/ebew/virtulahtml/gouscos.html>.
- Skordoulis, Michalis and others (2017). E-government services quality and citizens' satisfaction: a multi-criteria satisfaction analysis of TAXISnet information system in Greece. *International Journal of Productivity and Quality Management*, vol.22, No.1, pp.82-100. DOI: 10.1504/IJPQM.2017.085848.
- Stamoulis, D. and others (2001). Revisiting public information management for effective e-government services. *Information Management & Computer Security*, vol.9, No.4, pp.146-153. DOI: 10.1108/09685220110400327.
- Terpsiadou, Marianthi H. and Economides, Anastasios A. (2009). The use of information systems in the Greek public financial services: The case of TAXIS. *Government Information Quarterly*, vol.26, No.3 (July), pp.468-476. DOI: 10.1016/j.giq.2009.02.004.
- Tsiavos, Prodromos and others (2002). A Path of Discontinuity: The TAXIS Case as a Transition from e-Government to e-Regulation. In Bench-Capon, T.J.M. and others (Eds.), *Legal Knowledge and Information Systems. Jurix 2002: The Fifteenth Annual Conference*. Amsterdam: IOS Press, pp. 53-62. Available from <http://jurix.nl/pdf/j02-06.pdf>.

### 2. The Humanitarian Data Exchange (HDX)

#### (a) Liveness information (for [humdata.org](http://humdata.org) website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 500 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 290K globally, within 71K in the United Kingdom

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

(c) *Further Resources*

- Caniato, Marco and others (2017). Challenges and opportunities of new energy schemes for food security in humanitarian contexts: A selective review. *Sustainable Energy Technologies and Assessments*, vol.22 (August), pp.208-219. DOI: 10.1016/j.seta.2017.02.006.
- Deluca, Lisa (2017). United Nations: Online data repositories and resources. *College & Research Libraries News*, [S.l.], vol.78, No.1 (January), pp.41-45. Available from <http://crln.acrl.org/index.php/crlnews/article/view/9607/11002>.
- Fast, Larissa (2017). Diverging Data: Exploring the Epistemologies of Data Collection and Use among Those Working on and in Conflict. *International Peacekeeping*, vol.24, No.5, pp.706-732. DOI: 10.1080/13533312.2017.1383562.
- Feeny, Emma (2017). From Early Warning to Early Action in Somalia: What can we learn to support early action to mitigate humanitarian crises? *Oxfam Discussion Papers*, 2 October 2017. Available from <http://hdl.handle.net/10546/620345>.
- Macharia, P.M. and others (2017). Spatial accessibility to basic public health services in South Sudan. *Geospatial Health – Health Applications in Geospatial Science*, vol.12, No.1, pp.105-113. DOI: 10.4081/gh.2017.510.
- Su, Yue and others (2016). Tracking Disaster Response and Relief Following the 2015 Nepal Earthquake. In *Proceedings of the 2nd International Conference on Collaboration and Internet Computing (CIC)*, Pittsburgh, PA, USA, 1-3 November 2016. DOI: 10.1109/CIC.2016.075.

## C. CONTINUOUS INNOVATION

### 1. *Government Service Insurance System*

(a) *Liveness information (for gsis.gov.ph website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 500 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 115K globally, within 1K in Philippines

(b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

(c) *Further Resources*

- De la Rama, Marie (2009). Pension funds in a highly-politicised environment: The case of the Philippines. *Pensions: An International Journal*, vol.14, No.4 (November), pp.242-258. DOI: 10.1057/pm.2009.23.
- Fresnoza-Flot, Asuncion (2017). Betwixt care regimes: migrant Filipinas in Europe and their socio-spatial (im)mobilities. *e-Revista Internacional de la Protección Social*, vol.II, No.2. Available from <https://institucional.us.es/revistapsocial/index.php/erips/article/download/129/144>.
- Lavado, Rouselle F. (2006). *Effects of pension payments on savings in the Philippines*. East-West Centre working papers. International Graduate Student Conference Series, No.23. Available from <http://hdl.handle.net/10125/3300>.
- Pantig, Ida Marie (2014). Capturing the Demographic Dividend in the Philippines: What needs to be done? *Asian Journal of Public Affairs*, vol.7, no.1 (June), pp.117-146.
- Valderrama, Helena Agnes S. (2017). The Quality of Financial Reporting of the Social Security System. *Philippine Management Review*, vol.2, No.4, pp.1-16. Available from <https://search.proquest.com/docview/1957114011?accountid=36196>.
- Villacin, Deanna T. (2017). A Review of Philippine Government Disaster Financing for Recovery and Reconstruction. *Philippine Institute for Development Studies Discussion Paper Series*, No.2017-21 (June). Available from <https://think-asia.org/bitstream/handle/11540/7149/pidsdps1721.pdf?sequence=1>.

## D. DISRUPTIVE INNOVATION

### 1. *Diavgeia Transparency Portal*

(a) *Liveness information (for diavgeia.gov.gr website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 4,500 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 31K globally, within 1K in Greece

(b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 400 results

(c) *Further Resources*

- Karamagioli, Evika and others (2014). Government spending transparency on the Internet. An assessment of Greek bottom-up initiatives over the Diavgeia project. In Reddick, C. (Ed.), Special Inaugural Issue on “Public Administration and Information Technology: Emerging Issues and Innovations”, *International Journal of Public Administration in the Digital Age*, vol.1, No.1, pp.39-55. DOI: 10.4018/ijpada.2014010103.
- Sarantis, Demetrios (2017). Modernization of Greek Public Sector: Results from eGovernment Law Application and Next Step. In: Borges, Vieira and Rouco, José Carlos Dias (Eds.), *Proceedings of the 17<sup>th</sup> European Conference on Digital Government*, Lisbon, Portugal, 12-13 June 2017, pp.179-187.
- Theocharis, Stamatis A. and Tsihrintzis, George A. (2013). Open data for e-government the Greek case. In: *Proceedings of Fourth International Conference on Information, Intelligence, Systems and Applications (IISA)*, Piraeus, Greece, 10-12 July 2013. DOI: 10.1109/IISA.2013.6623722.

### 2. *vTaiwan*

(a) *Liveness information (for vtaiwan.tw website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 100 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 2,612K globally

(b) *academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

(c) *Further Resources*

- Apolitical (2017). *Taiwan is using social media to crowdsource legislation*. Case study, 1 June 2017. Available from [https://apolitical.co/solution\\_article/taiwan-using-social-media-crowdsource-legislation/](https://apolitical.co/solution_article/taiwan-using-social-media-crowdsource-legislation/).
- Barry, Liz (2016). *vTaiwan: Public participation methods on the cyberpunk frontier of democracy*. 11 August. Available from <https://civichall.org/civicist/vtaiwan-democracy-frontier/>.
- Berman, Paula (2017). *Hacking ideology: pol.is and vTaiwan*. 18 August. Available from <https://words.democracy.earth/hacking-ideology-pol-is-and-vtaiwan-570d36442ee5>.
- Feng, Joyce Yen (2016). Building a Thriving Ecosystem for Young Entrepreneurs in Taiwan. *Innovations*, vol.11, No.1/2 (Winter-Spring 2016). Available from [http://www.mitpressjournals.org/doi/pdf/10.1162/inov\\_a\\_00242/](http://www.mitpressjournals.org/doi/pdf/10.1162/inov_a_00242/).
- Megill, Colin (2016). *pol.is in Taiwan*. pol.is blog, 25 May 2016. Available from <https://blog.pol.is/pol-is-in-taiwan-da7570d372b5>.
- Nesta (2017). *Six pioneers in digital democracy*. Available from <https://www.nesta.org.uk/news/six-pioneers-digital-democracy>.

## E. FRUGAL INNOVATION

### 1. Volunteering Queensland

#### (a) Liveness information (for [volunteeringqld.org.au](http://volunteeringqld.org.au) website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 800 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 1,293K globally, within 38K in Australia

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

#### (c) Further Resources

- Chan, Vincent and others (2015). Is there a role for pharmacists in multidisciplinary health-care teams at community outreach events for the homeless? *Australian Journal of Primary Health*, vol.21, pp.379-383. DOI: 10.1071/PY14158.
- Fitzpatrick, Tal and Molloy, Julie (2014). The role of NGOs in building sustainable community resilience. *International Journal of Disaster Resilience in the Built Environment*, vol.5, No.3, pp.292-304. DOI: 10.1108/IJDRBE-01-2014-0008.
- McFadden, Amanda & Smeaton, Kathleen (2016). Amplifying student learning through volunteering: The experiences of students volunteering in a community literature festival. In *STARS: Students, Transitions, Achievements, Retention and Success*, 29 June - 2 July 2016, Perth, WA. Available from <http://unistars.org/proceedings/>.
- Volunteering Qld (2010 onwards). @Volunteering Qld Twitter account. Available from <https://twitter.com/volunteeringqld?lang=en>.
- Volunteering Qld (2010). *Youth leading Youth: a look at organisations led by young people*. Available from [https://www.volunteeringqld.org.au/docs/Publication\\_Youth\\_Leading\\_Youth.pdf](https://www.volunteeringqld.org.au/docs/Publication_Youth_Leading_Youth.pdf).
- Volunteering Qld (2015). *Channelling enthusiasm into sustained action: fostering the changemakers journey*. Available from [https://www.volunteeringqld.org.au/docs/Publication\\_Channeling\\_Enthusiasm\\_into\\_Sustained\\_Action.pdf](https://www.volunteeringqld.org.au/docs/Publication_Channeling_Enthusiasm_into_Sustained_Action.pdf).

### 2. Twitter account of the Disaster Management Unit of Municipal Corporation of Greater Mumbai

#### (a) liveness information (for [mcgm.gov.in](http://mcgm.gov.in) website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 1,000 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 69K globally, within 5K in India

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

#### (c) Further Resources

- Disaster Management Unit of Municipal Corporation of Greater Mumbai (2017). *About Disaster Management*. Available from <http://dm.mcgm.gov.in/aboutdm>.
- Singh P.D. and Kambekar A.R. (2017) Assessing Impact of Sea Level Rise Along the Coastline of Mumbai City Using Geographic Information System. In: Seta F. and others (Eds) *Understanding Built Environment*. Springer Transactions in Civil and Environmental Engineering. Springer, Singapore. DOI: 10.1007/978-981-10-2138-1\_9.
- Topno, P.N. (2018) Multi-stakeholder Support in Disaster Risk Governance in India. In: Pal, I. and Shaw, R. (Eds) *Disaster Risk Governance in India and Cross Cutting Issues. Disaster Risk Reduction (Methods, Approaches and Practices)*. Springer, Singapore. DOI: 10.1007/978-981-10-3310-0\_7.

## F. INCREMENTAL INNOVATION

### 1. Resilient City Strategy of the City of Byblos

#### (a) Liveness information (for 100 resilientcities.org website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 400 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 333K globally, within 135K in USA

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

#### (c) Further Resources

- ResilientByblos.org (2016). *Byblos City Profile*. Available from [http://www.resilientbyblos.org/pdf/Byblos\\_City\\_Profile.pdf](http://www.resilientbyblos.org/pdf/Byblos_City_Profile.pdf).
- 100 Resilient Cities (2016). *Resilient Byblos – Connecting With our Past, Creating our Future*. Available from <http://100resilientcities.org/strategies/byblos/>.
- Makhoul, N. and others (2016). Assessment of seismic damage to buildings in resilient Byblos City. *International Journal of Disaster Risk Reduction*, vol.18 (September), pp.12-22. DOI: 10.1016/j.ijdrr.2016.05.007.

### 2. Estonia Digital ID Card

#### (a) Liveness information (for e-estonia.com website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 200 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 292K globally, within 334K in the United States

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 200 results

#### (c) Further Resources

- Björklund, Fredrika (2016). E-government and moral citizenship: the case of Estonia. *Citizenship Studies*, vol.20, No.6-7, pp. 914-931. DOI: 10.1080/13621025.2016.1213222.
- Hammersley, Ben (2017). *Concerned about Brexit? Why not become an e-resident of Estonia?* WIRED UK – Future Science, Culture and Technology News and Reviews. 27 March. Available from <http://www.wired.co.uk/article/estonia-e-resident>.
- Kotka, Taavi and others (2015). Estonian e-Residency: Redefining the Nation-State in the Digital Era. Oxford Internet Institute Cyber Studies Programme Working Paper Series, No. 3 (September). Publication funded by the European Social Fund and the Estonian Government. Available from <https://www.politics.ox.ac.uk/materials/publications/14883/workingpaperno3kotkavargaskorjus.pdf>.
- Margetts, H. and Naumann, A. (2017). *Government as a Platform: What can Estonia show the world?* Oxford Internet Institute, University of Oxford. Publication funded by the European Social Fund and the Estonian Government. Available from <https://www.politics.ox.ac.uk/materials/publications/16061/government-as-a-platform.pdf>.
- Särav, Sandra and Kerikmäe, Tanel (2016). E-Residency: A Cyber-dream Embodied in a Digital Identity Card? In Kerikmäe, T. and Rull, A. (Eds.), *The Future of Law and eTechnologies*. Springer International Publishing, Switzerland. DOI: 10.1007/978-3-319-26896-5\_4.
- Sullivan, Clare (2016). Digital citizenship and the right to digital identity under international law. *Computer Law & Security Review*, vol.32, No.3 (June), pp.474-481. DOI: 10.1016/j.clsr.2016.02.001.

## G. LOCAL INNOVATION

### 1. City of Boston Citizen Connect Apps

#### (a) Liveness information (for boston.gov website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 3,000 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 50K globally, within 10K in USA

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

#### (c) Further Resources

- Ayre, Lori Bowen and Craner, Jim (2017). Open Data: What It Is and Why You Should Care. *Public Library Quarterly*, vol.36, No.2, pp.173-184. DOI: 10.1080/01616846.2017.1313045.
- Hartmann, S. and others (2017). Citizen Relationship Management in Local Governments: The Potential of 311 for Public Service Delivery. In: Paulin, A. and others (Eds) *Beyond Bureaucracy. Public Administration and Information Technology*, vol 25. Springer, Cham. DOI: 10.1007/978-3-319-54142-6\_18.
- Nesti, Giorgia (2017). Co-production for innovation: the urban living lab experience. *Policy and Society*, published online 08 Sep 2017. Available from <http://www.tandfonline.com/doi/abs/10.1080/14494035.2017.1374692>.

## H. OPEN INNOVATION

### 1. Porto Alegre Prefecture Participatory Budgeting

#### (a) Liveness information (for portoalegre.rs.gov.br website)

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 3,400 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: not available

#### (b) Academic reference information

- [Google Scholar reference search](#)<sup>[4]</sup>: within 300 results

#### (c) Further Resources

- Goldfrank, Benjamin and Schneider, Aaron (2006). Competitive Institution Building: The PT and Participatory Budgeting in Rio Grande do Sul. *Latin American Politics and Society*, vol.48, No.3 (September), pp.1-31. DOI: 10.1111/j.1548-2456.2006.tb00354.x.
- Maciel, C. and others (2016). Technologies for popular participation: a research agenda. In *dg.o'16 Proceedings of the 17th International Digital Government Research Conference on Digital Government Research*, Shanghai, China, June 08-10, 2016. DOI: 10.1145/2912160.2912191.
- Novy, Andreas and Leubolt, Bernhard (2005). Participatory Budgeting in Porto Alegre: Social Innovation and the Dialectical Relationship of State and Civil Society. *Urban Studies*, vol.42, No.11 (October), pp. 2023-2036. DOI: 10.1080/00420980500279828.
- Participatory Budgeting Project (n.d.). *PB Map & Process List*. Available from <https://www.participatorybudgeting.org/pb-map/>.
- Souza, Celina (2001). Participatory budgeting in Brazilian cities: limits and possibilities in building democratic institutions. *Environment & Urbanization*, vol.13, No.1 (April), pp.159-184. DOI: 10.1177/095624780101300112.
- Spada, P. and others (2016). Effects of the internet on participation: Study of a public policy referendum in Brazil. *Journal of Information Technology & Politics*, vol.13, No.3, pp.187-207. DOI: 10.1080/19331681.2016.1162250.



## 2.

### 3. *eCitizen ideas! Your Gateway to All Government Services*

#### (a) *Liveness information (for ecitizen.gov.sg website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 200 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 234K globally, within 2K in Singapore

#### (b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 300 results

#### (c) *Further Resources*

- Ben Abdrabbah, Sabine and others (2016). A Dynamic Community-Based Personalization for e-Government Services. In Bertot, John and others (Eds.), *ICEGOV '15-16 Proceedings of the 9th International Conference on Theory and Practice of Electronic Governance*, Montevideo, Uruguay, 01-03 March 2016, pp.258-265. DOI: 10.1145/2910019.2910050.
- Hartmann, Sarah and others (2016). Opportunities and Challenges for Civic Engagement: A Global Investigation of Innovation Competitions. *International Journal of Knowledge Society Research*, vol.7, No.3 (July-September). DOI: 10.4018/IJKSR.2016070101.
- Lim, Siew and Low, Yin Leng (2003). E-Government in Action. Singapore Case Study. *Journal of Political Marketing*, vol.2, No.3-4, pp.18-30. DOI: 10.1300/J199v02n03\_02.
- Mađarić, Miroslav (2017). Idea Crowdsourcing in Public Sector – Proof-of-Concept Study. *International Journal of Digital Technology & Economy*, vol.2, No.1, pp.13-26. Available from [https://hrcak.srce.hr/index.php?show=clanak&id\\_clanak\\_jezik=277221](https://hrcak.srce.hr/index.php?show=clanak&id_clanak_jezik=277221).
- Martins, T.C.M. and others (2015). Open Innovation for Citizen Coproduction. In: Kő, A. and Francesconi, E. (Eds.), *Electronic Government and the Information Systems Perspective. EGOVIS 2015*. Lecture Notes in Computer Science, vol.9265. Springer, Cham. DOI: 10.1007/978-3-319-22389-6\_13.
- Munoo, Rajen and Narayanan, Rakunathan (2008). The challenge of creating and sustaining a socially inclusive e-citizenry: the proactive advocacy role of the National Library Board, Singapore. In Lynden, Irina and Wu, Jane (Eds.) *Best Practices in Government Information: A Global Perspective*. K.G.Saur, Munich, pp.215-228.

## I. SUSTAINABLE INNOVATION

### 1. *Participation Cymru*

#### (a) *Liveness information (for participation.cymru website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 100 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 16,046K globally (supporting website wcva.org.uk: within 2,207K globally, 116K in the United Kingdom)

#### (b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 100 results

#### (c) *Further Resources*

- Participation Cymru (2011 onwards). @PartCymru Twitter account. Available from <https://twitter.com/partcymru?lang=en>.
- Participation Cymru (2011). *National Principles of Public Engagement in Wales*. March. Available from [http://www.velindre-tr.wales.nhs.uk/sitesplus/documents/1137/Guidance per cent5Fnotes per cent5Ffor per cent5FNational per cent5FPrinciples per cent5Ffor per cent5FPublic per cent5FEngagement.pdf](http://www.velindre-tr.wales.nhs.uk/sitesplus/documents/1137/Guidance%20per%20cent5Fnotes%20per%20cent5Ffor%20per%20cent5FNational%20per%20cent5FPrinciples%20per%20cent5Ffor%20per%20cent5FPublic%20per%20cent5FEngagement.pdf).
- Wales Council for Voluntary Action (n.d.). *Participation Cymru*. Available from <https://www.wcva.org.uk/what-we-do/participation-cymru>.

## 2. *The Hunger Project: Empowering Women and Men to End Their Own Hunger*

### (a) *Liveness information (for thp.org website)*

- [Google Search 1y.o. content from website](#)<sup>[1], [4]</sup>: within 200 results
- [Alexa traffic rank](#)<sup>[2], [3], [4]</sup>: within 273K globally, within 53K in India

### (b) *Academic reference information*

- [Google Scholar reference search](#)<sup>[4]</sup>: within 400 results

### (c) *Further Resources*

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## J. NOTES ON THE MEANING AND VALUATION OF CATALOGUED METADATA

<sup>[1]</sup> using the Google Search "site:" and "tbs=qdr:y" operators, Google Search itself within 233000K

<sup>[2]</sup> using the Alexa siteinfo function available on <http://www.alexa.com/siteinfo>, Alexa itself within 2K

<sup>[3]</sup> more information on the Alexa ranking algorithm available on <https://support.alexa.com/hc/en-us/articles/200449744-How-are-Alexa-s-traffic-rankings-determined->, n.b. that for subdomains (subsite.site.tld) only the corresponding domains (site.tld) are measured

<sup>[4]</sup> data collected during November 2017, more recent values may vary due to the dynamic nature of these metrics