UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)

e-Participation:
From e-Government to e-Governance

Facilitation Meeting on the Implementing WSIS Outcomes
Related to Action Lines C1, C7eGov and C11 (UNDESA)

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Institute of the Information Society

Citizen Participation

UN Public Administration Glossary:

" ...implies the **involvement of citizens in** a wide range of **policymaking activities**, including the determination of levels of service, budget priorities, and the acceptability of physical construction projects **in order to orient government programs toward community needs**, **build public support**, **and encourage a sense of cohesiveness** within neighborhoods.

UN Conference on Sustainable Development

☑ stressed <u>effective governance</u> at local, national, regional and global levels as **representing the voices and interests of all**

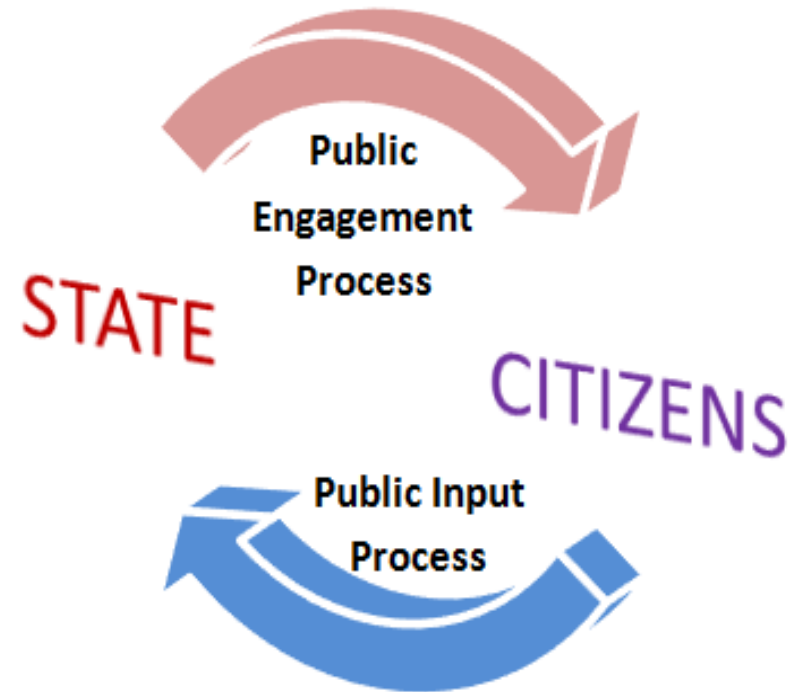☑ **resolved to enhance** <u>participation</u> and effective <u>engagement of civil society</u>

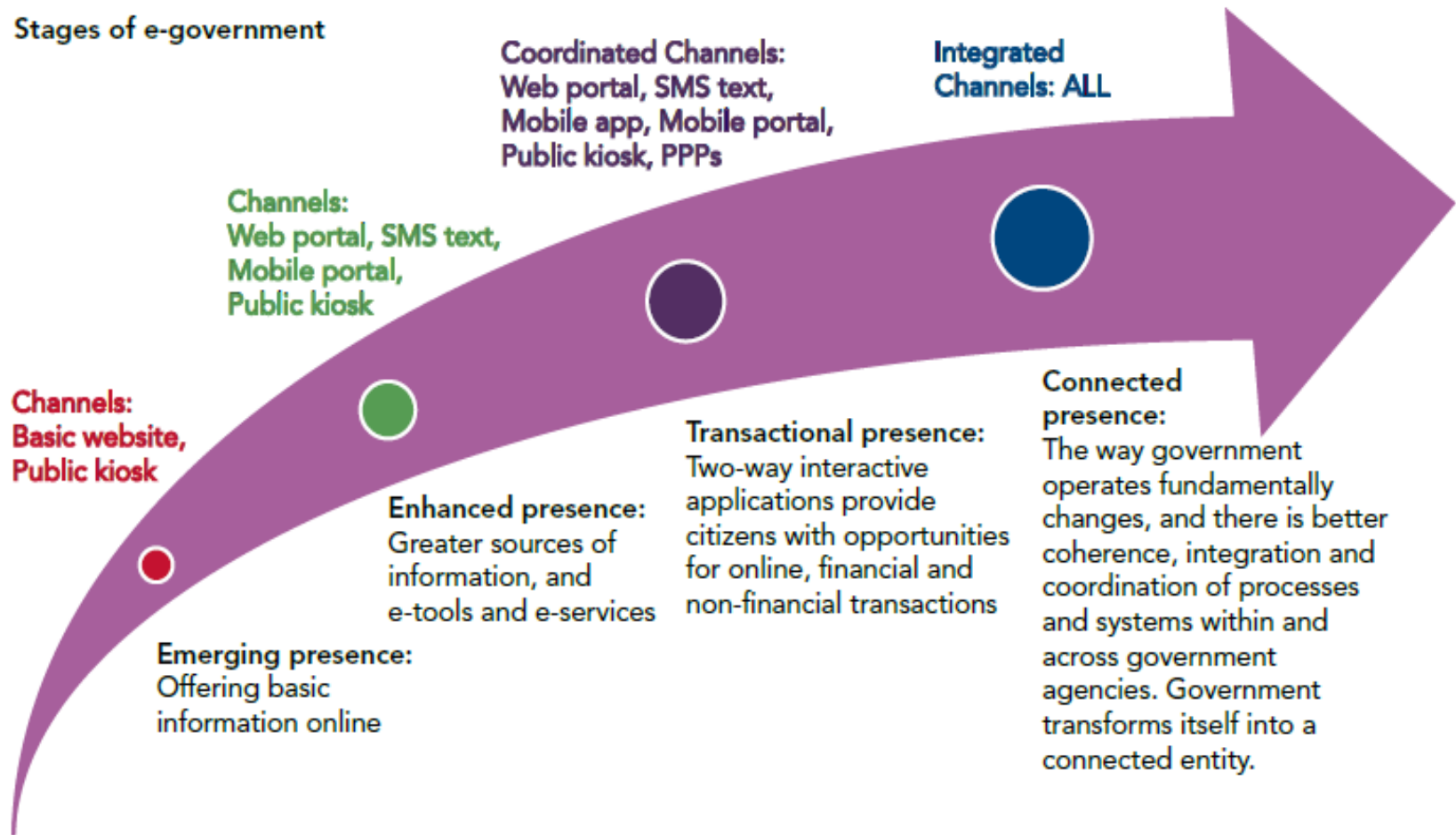*Source: http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/66/288&Lang=E*

Participation

- is the process of engaging citizens in policy and decision-making in order to make it participatory, inclusive and deliberative
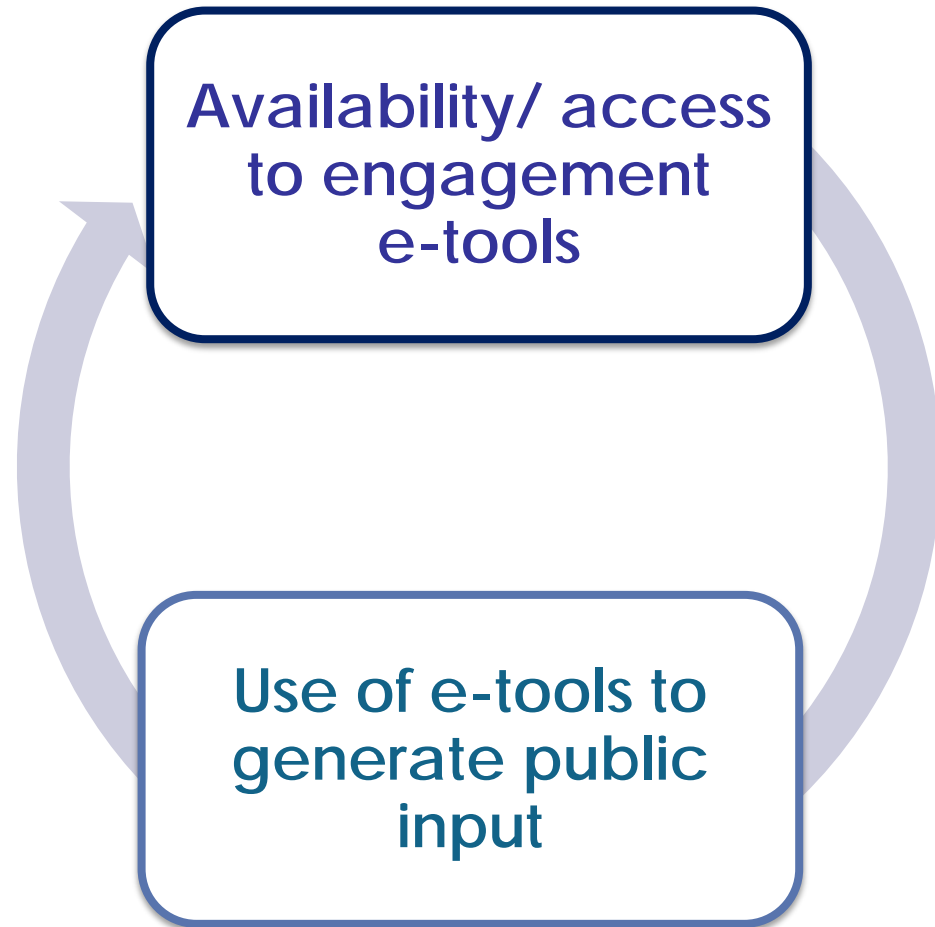
Use ICT for Public Administration

Stages of e-government

Coordinated Channels:
Web portal, SMS text,
Mobile app, Mobile portal,
Public kiosk, PPPs

**Integrated
Channels: ALL**

Channels:
Web portal, SMS text,
Mobile portal,
Public kiosk

Channels:
Basic website,
Public kiosk

Enhanced presence:
Greater sources of
information, and
e-tools and e-services

Transactional presence:
Two-way interactive
applications provide
citizens with opportunities
for online, financial and
non-financial transactions

**Connected
presence:**
The way government
operates fundamentally
changes, and there is better
coherence, integration and
coordination of processes
and systems within and
across government
agencies. Government
transforms itself into a
connected entity.

Emerging presence:
Offering basic
information online

*Source: United Nations e-Government Survey 2014: e-Government for the Future We Want.
United Nations, 2014*

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e-Participation

- is the process of engaging citizens **through ICT** in policy and decision-making in order to make it participatory, inclusive, deliberative

Availability/ access to engagement e-tools

Use of e-tools to generate public input

e-Participation Maturity Model

Three-stage approach

- **e-Decision-making** – evolving citizens directly in decision processes

- **e-Consultation** – organizing public consultations online

- **e-Information** – provision of information via the Internet

e-Decision making

e-Consultation

e-Information

Source: OECD. Citizens as Partners: Information, consultation and public participation in policy-making. Paris: OECD, 2001

What is METEP?

METEP is a policy making support & awareness raising tool for measuring & evaluating citizen participation in public affairs via ICT

METEP =
Measurement and
Evaluation
Tool for
Engagement and
Participation

METEP Project

- Based on UN DESA e-Participation Index
- Project started at 2013 by DPADM
- Discussed at WSIS Forum 2013 in Geneva at the UN DESA Action Lines Facilitators Meeting
- Framework was developed in 2013-2014
- First trials of METEP was in Kazakhstan (October 2014), Azerbaijan (December 2013), Kenya (January 2015) and Iran (March 2015)
- Three initial countries will apply METEP: Kazakhstan Kenya and Indonesia

METEP Goals

- Help identify and eliminate barriers for participatory development strategies
- Help exploit ICT for effective public engagement tools that are accepted by citizens
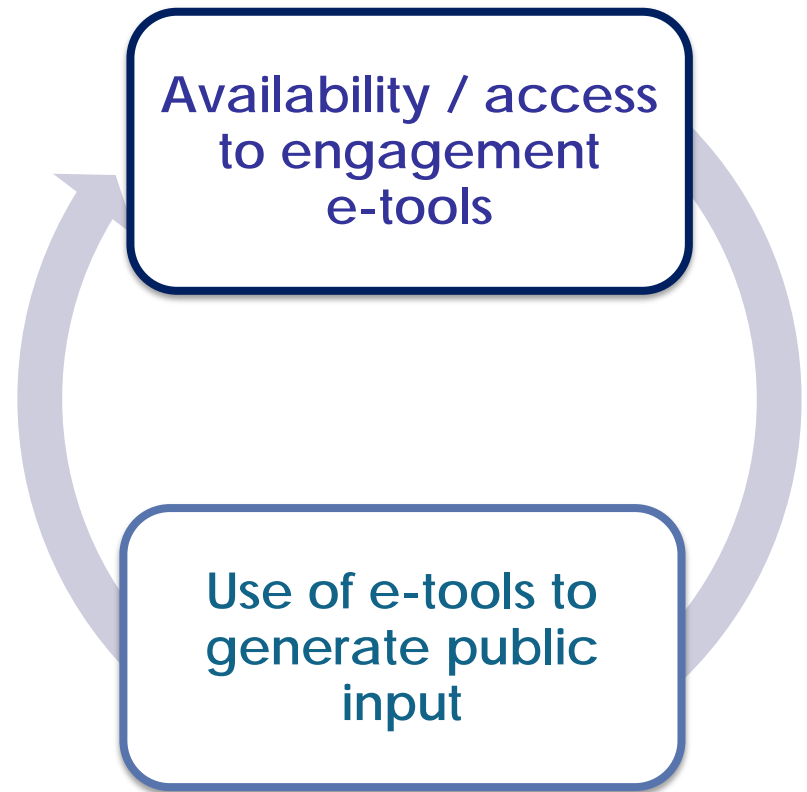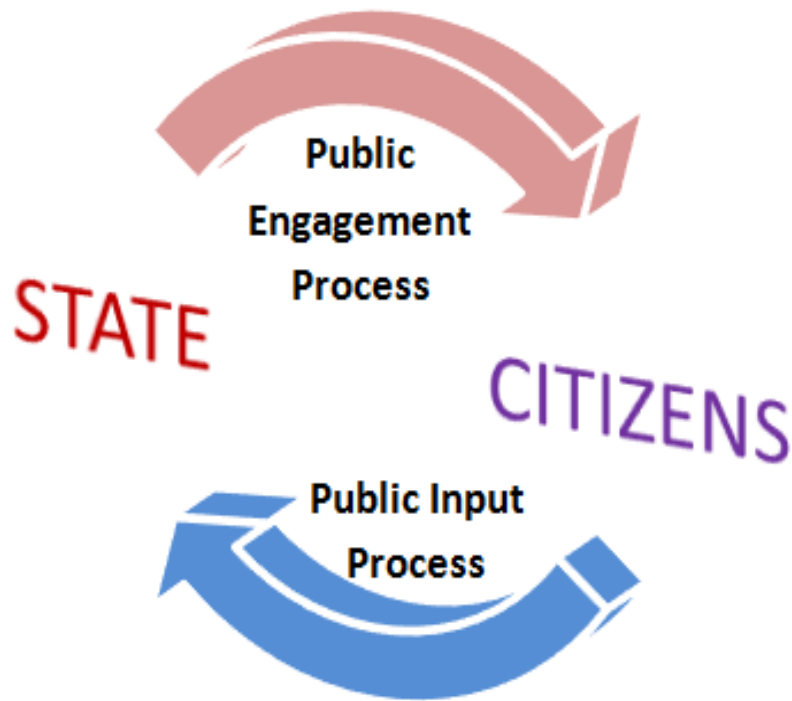- Help develop capacities for evaluating participation progress
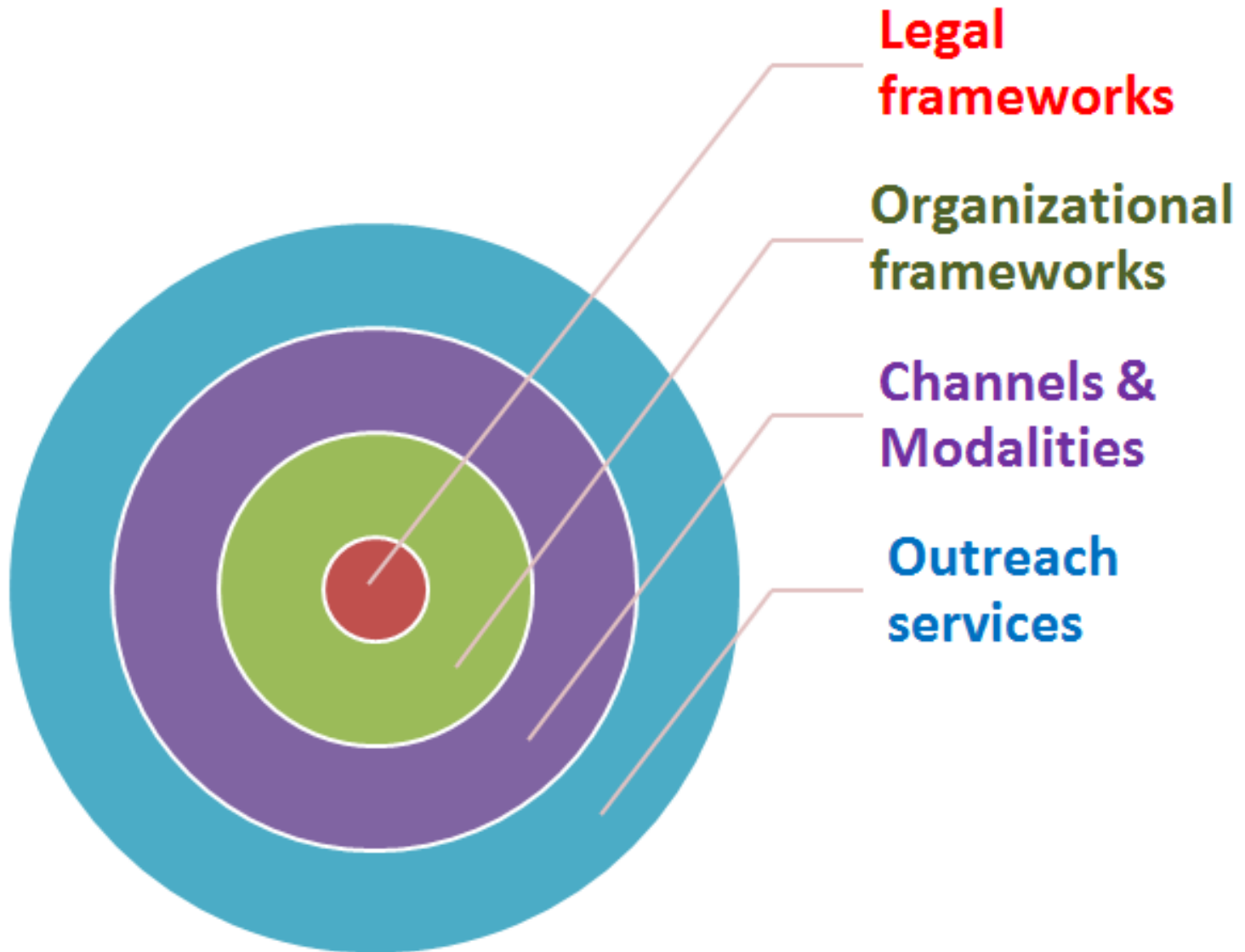
e-Participation Tools

- Campaigning, including e-Petitioning
- Community building
- Collaborative e-environments
- Consultation/ e-Consultations
- Deliberations / Online deliberations
- Information provision via traditional and digital media
- Polling/e-Polling
- Voting/ e-Voting

etc.

Assessment, incl. via e-Tools

Availability / access to engagement e-tools

Use of e-tools to generate public input

METEP Framework (1/2)

Legal
frameworks

Organizational
frameworks

Channels &
Modalities

Outreach
services

METEP Framework (2/2)

Political Block A - Participation policy domains

A1: Legal frameworks

A2: Organisational frameworks

A3: Modalities & channels

A4: Outreach measures

Social Block B -Type of participation actions

B1: e-Decision-making

B2: e-Consultation

B3: e-Information

Technical Block C - Participation technologies of public engagement

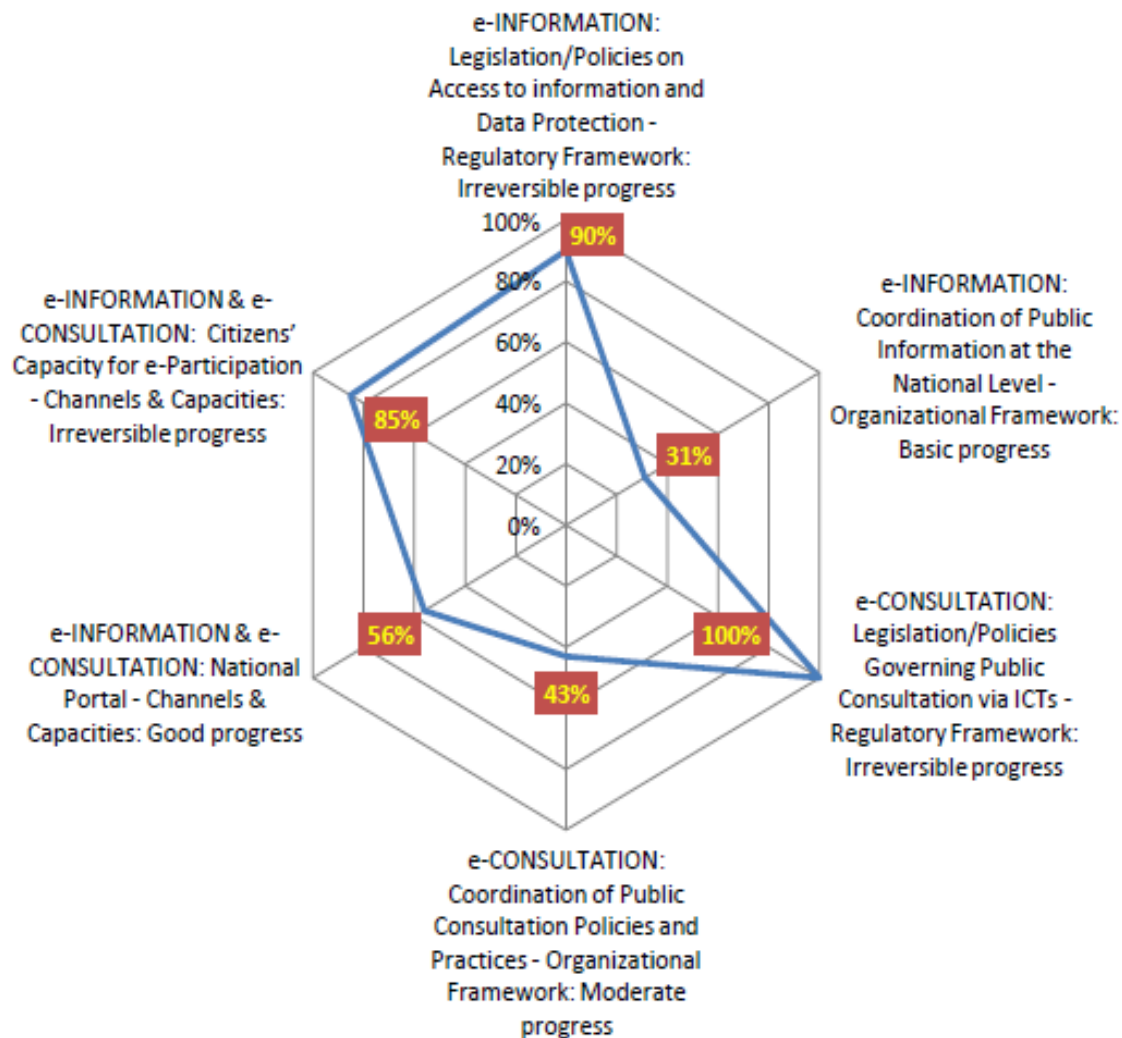**C1**: Open data & government

C2: Social media

C3: Mobility

C4:Other (e.g. dedicated platforms)

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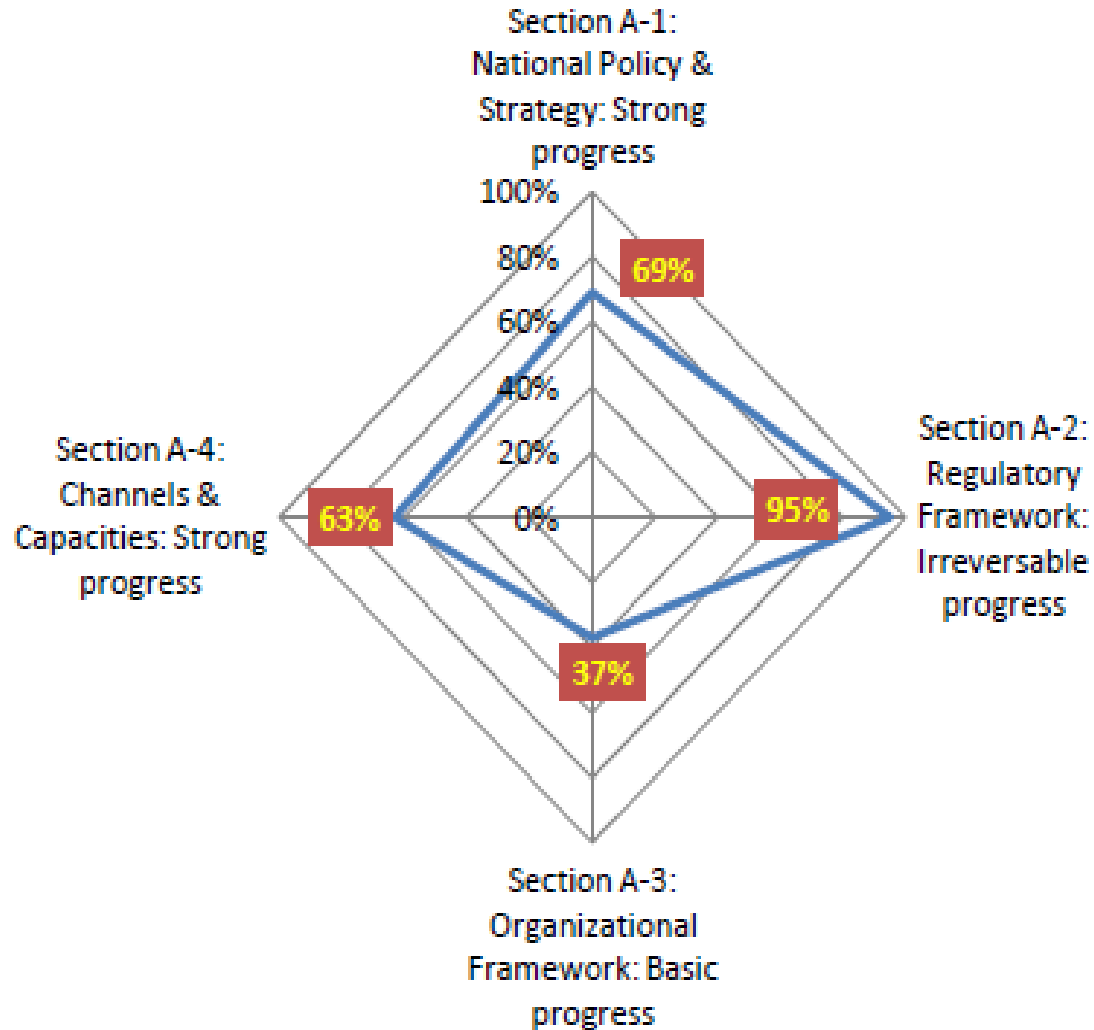UN Department of Economic and Social Affairs (UNDESA)

METEP Data

- **Self-assessment questionnaire** for senior/mid level public managers at various government & institutional levels

- **Official statistics & other data**

- **Perception assessment** by specialists and citizens

All details about METEP see
at the e-Participation section of
the UN PAN web-site:

http://www.unpan.org/DPADM/Themes/EParticipation/tabid/1772/language/en-US/Default.aspx