

Benchmarking Open Government and Citizens Engagement: Newly-fledged Survey of Russian Regions

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Open Government and Citizen Engagement

- Open government is about how government can work with society and individuals to co-create public value

OECD (2010)

- The effective engagement of citizens by governments rests on their recognition of access to information as a basic precondition, consultation as central to policy-making and public participation as a relationship based on partnership

OECD (2003)

Citizen Engagement as a New Wave of Democratic Reform

- New Public Management
- Participatory Democracy
- Deliberative Democracy
- Collaborative Democracy

Citizen Engagement

- By engaging citizens in policy making, governments can better meet the demands and needs of citizens and be more responsive to changes, while also saving costs
- ICT is a tool for increasing citizen engagement for better service delivery, sharing good practices, challenges and lessons learned

Citizen [Pubic] Involvement Spectrum

	Inform	Consult	Engage	Collaborate	Empower
Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions	To obtain public feedback on analysis, alternatives, and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution	To place final decision-making in the hands of the public

*Source: The International Association for Public Participation
<http://www.iap2.org>*

Benchmarking e-Government

- Accenture [eGovernment] Leadership (since 2000)
- Brown University Global e-Government Assessment (since 2001)
- EC / CapGemini Online Availability of Public Services (since 2001)
- UN [Global] e-Government [Readiness Report] / Survey (since 2002)
- Waseda University World e-Government Ranking (since 2004)

Russian Regions e-Readiness Index

- Russian Regions e-Readiness Index since 2004
- 82 Russian Region
- About 80 indicators
- Framework for benchmarking the Information Society development in Russian Federation (approved by the Board of the Presidential Council on the Information Society Development, November 2011)



Benchmarking Open Government: Research & Studies

- Richard Heeks (2006) Understanding and Measuring eGovernment: International Benchmarking Studies
- Daniel Osimo (2008) Benchmarking eGovernment in the Web 2.0 era: what to measure, and how
- Alexander Schellong (2009) General remarks on the future of benchmarking Digital Government in the EU
- Adegboyega Ojo, Tomasz Janowski and Elsa Estevez (2010) Building Theoretical Foundations for Electronic Governance Benchmarking
- Luigi Reggi (2011) Benchmarking Open Data Availability across Europe: The Case of EU Structural Funds
- WEF Global Agenda Council on the Future of Government (2011) Future of Government: Lesson Learned from around the World
- Karen Mossberger, Yonghong Wu (2012) Civic Engagement and Local E-Government: Social Networking Comes of Age

Benchmarking Open Government and Citizens Engagement

- Starting point – UN EGDI Connected Services
- Add more parameters related to social network services, open government data and online collaboration with citizens

UN e-Government Development Index

EGDI =

$\frac{1}{3}$ * online service index

+

$\frac{1}{3}$ * telecommunication index

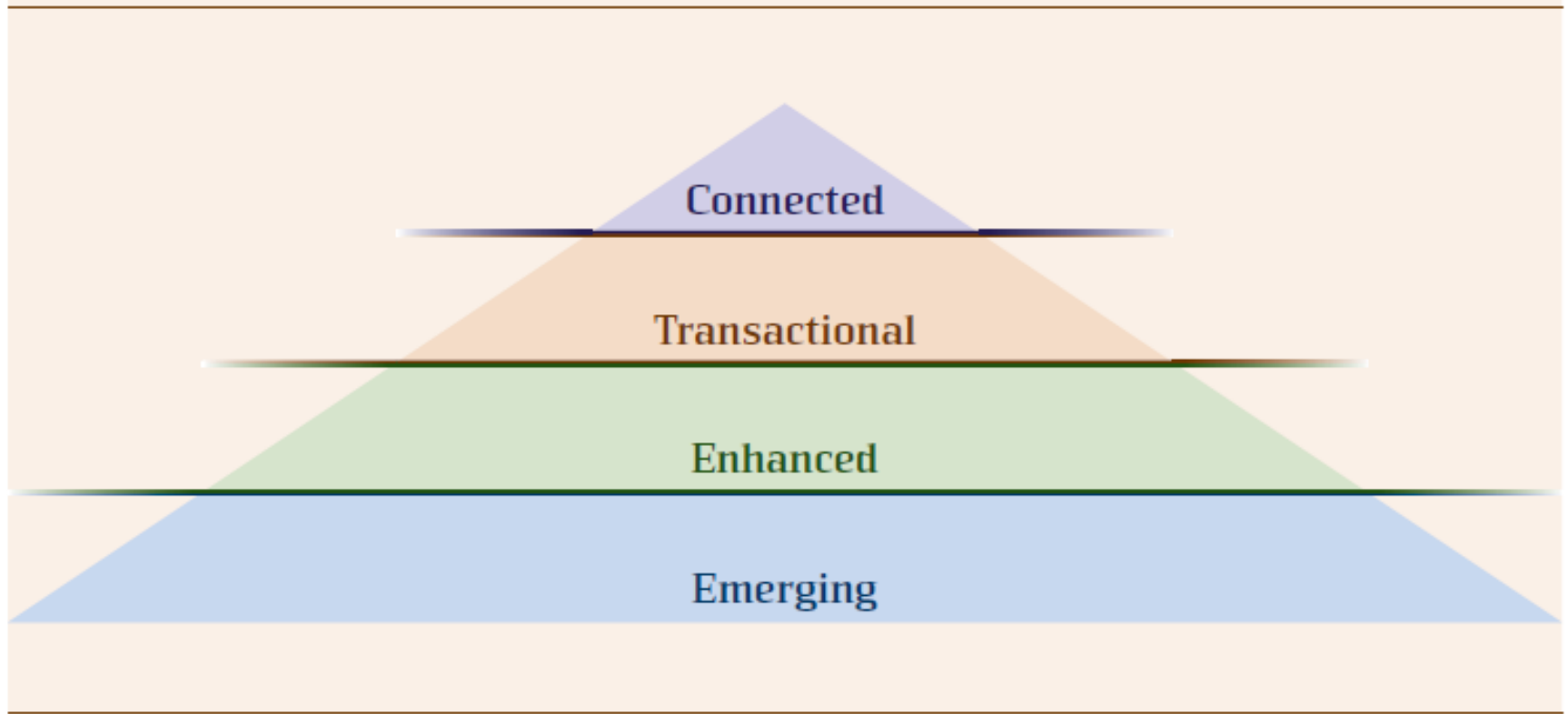
+

$\frac{1}{3}$ * human capital index



EGDI: The four stages of online service development

Box 7.1 The four stages of online service development

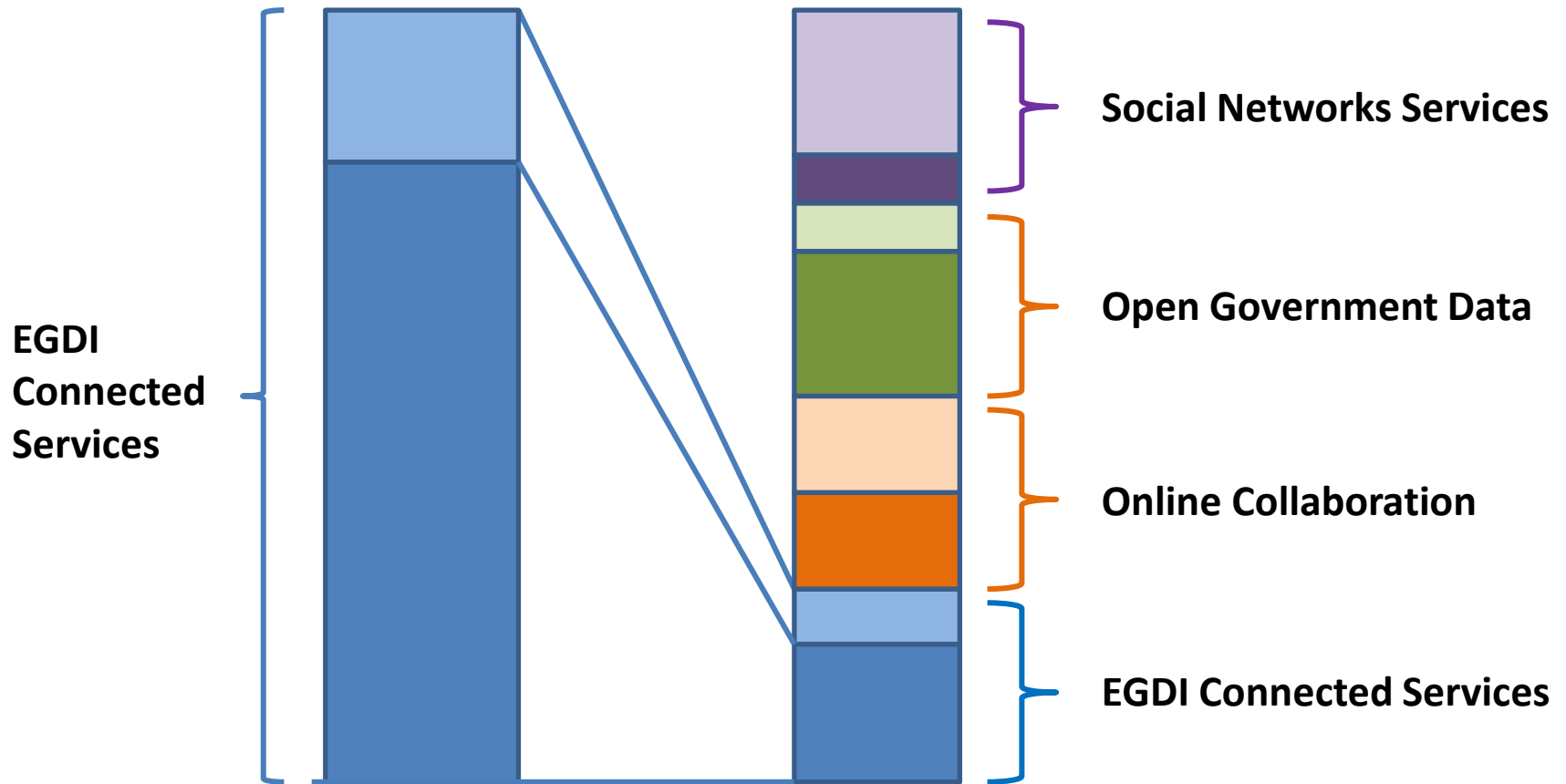


Source: United Nations E-Government Survey 2012

EGDI Online Service Index: Connected Services

- E-participation policy or mission statement (0/1)
- Calendar listings of upcoming e-participation activities (0/1)
- Archived information about e-participation activities (0/1)
- E-participation tools to obtain public opinion (0/1)
- Citizen feedback on the national strategy, policies and e-services (0/1)
- Provision for publishing the results of citizen feedback (0/1)
- Archive on responses by government to citizen's questions, queries and inputs (0/1)

Open Government and Citizens Engagement Index



Additional Indicators for OpenGov: Social Networks Services

- Availability of a blog (or a video-blog) of a regional government top executive in social networks (LiveJournal, Facebook, VKontakte, YouTube, etc.) or on an official web-site (0/1/2)
- Average blogging frequency of a regional government top executive in the last 12 months (0/1/2)
- Interaction of a regional government top executive with citizens via blogs (0/1/2)
- Availability of a micro-blog of a regional government top executive in social networks (Twitter, etc.) (0/1/2)
- Average micro-blogging frequency of a regional government top executive in the last 3 months (0/1/2)

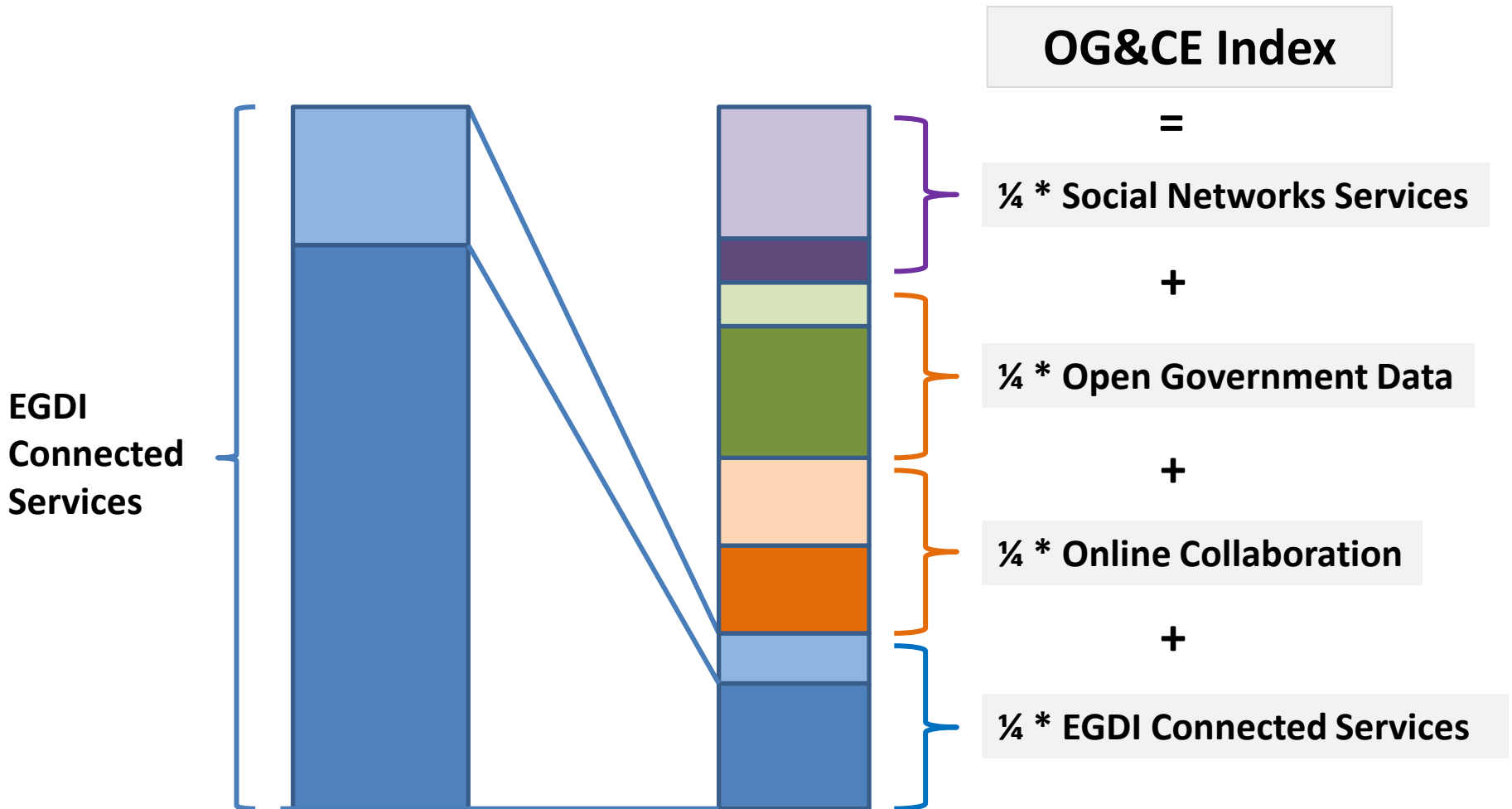
Additional Indicators for OpenGov: Open Government Data

- Government data availability (0/1/2)
- Availability of machine-readable structured government data (1/2/3/4/5)
- Legal openness of government data (0/1)

Additional Indicators for OpenGov: Online Collaboration with Citizens

- Availability of online tools for citizen's **engagement** in policy elaboration and decision making (0/1)
- Availability of online tools for **collaboration** with citizens in the course of policy development and decision making (0/1)
- Availability of online tools for citizen's involvement in **monitoring and evaluation** of government activities (0/1)

Open Government and Citizens Engagement Index



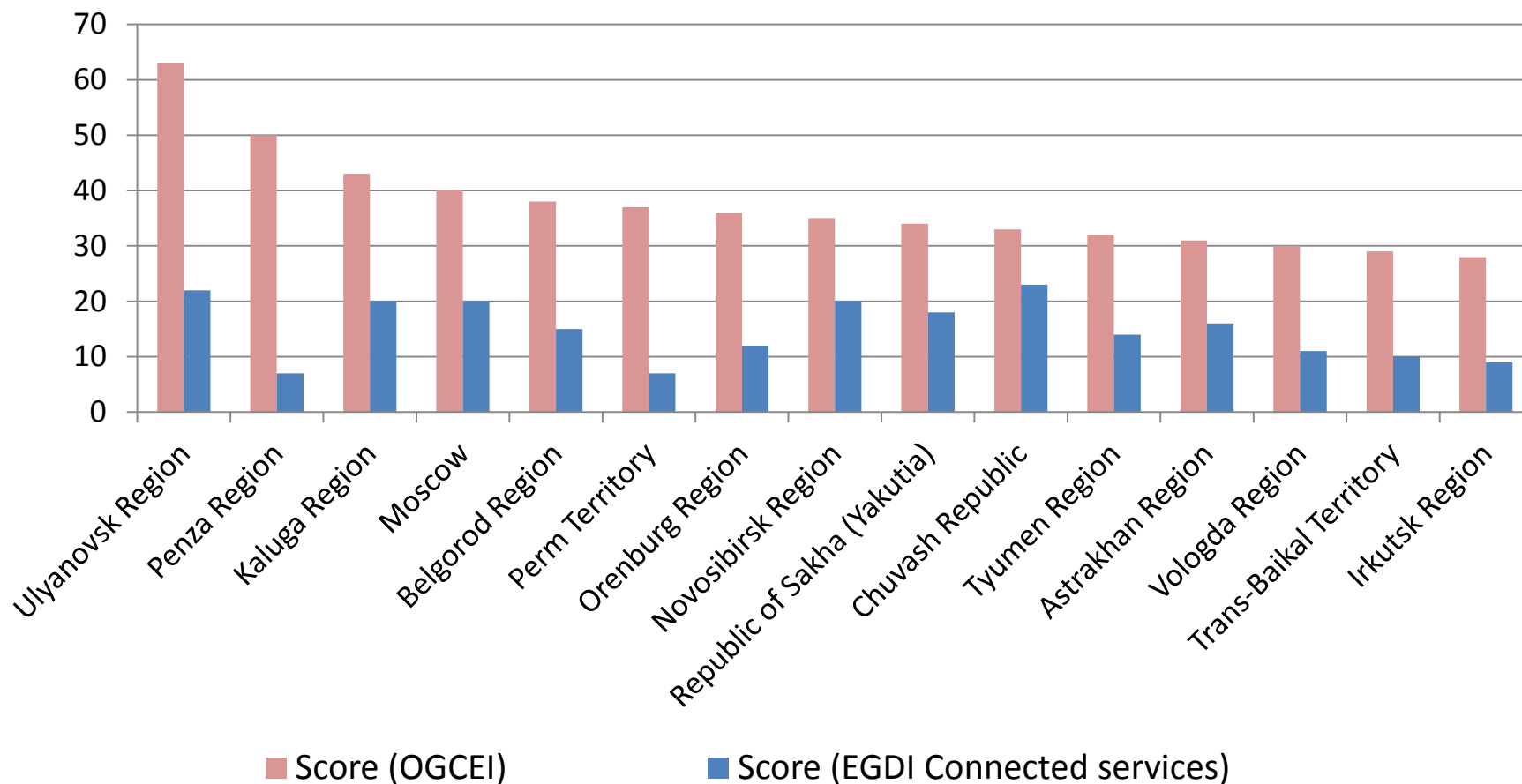
Test-bed: Russian Regions

- 82 regions of Russian Federation
- Regional government website + 5 ministerial websites (education, health, labour, social services, finance) – about 480 websites

Comparison of OGCEI and UN EGDI Connected services

Region	OGCEI		UN EGDI Connected services	
	Score	Rank	Score	Rank
Ulyanovsk Region	63	1	22	3
Penza Region	50	2	7	59..66
Kaluga Region	43	3	20	5..9
Moscow	40	4..5	20	5..9
Republic of Buryatia	40	4..5	25	1
Belgorod Region	38	6..8	15	17..21
Novgorod Region	38	6..8	13	26..29
Ivanovo Region	38	6..8	17	13..14
Republic of Karelia	37	9..10	7	59..66
Perm Territory	37	9..10	18	10..11
Orenburg Region	36	11	12	30..33
Voronezh Region	35	12..14	14	22..25
Vladimir Region	35	12..14	9	45..54
Novosibirsk Region	35	12..14	20	5..9
Nenets Autonomous Area	34	15..16	18	10..11

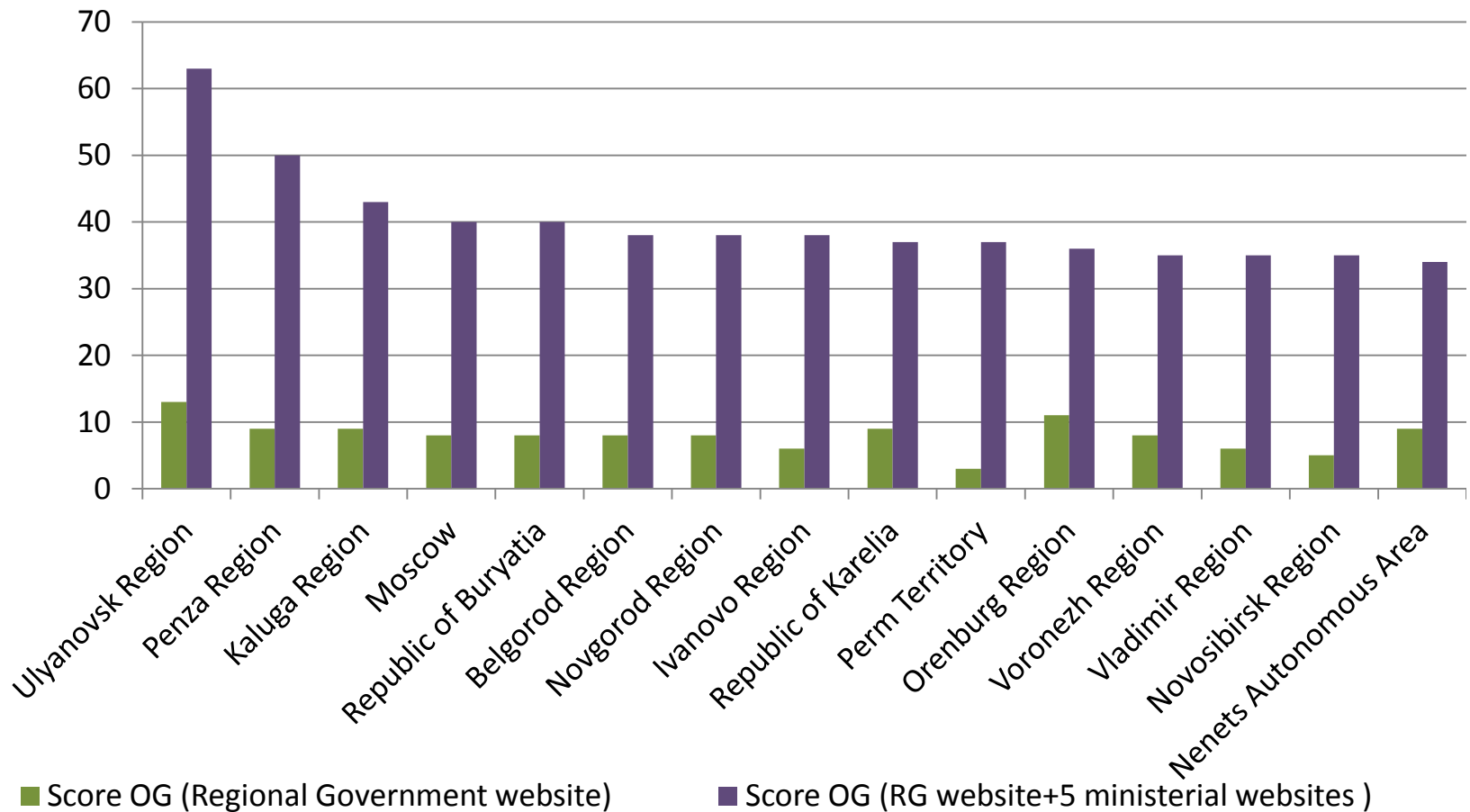
Comparison of OGCEI and UN EGDI Connected services



Open Government and Citizens Engagement Index for Russian Regions

Region	Open Government			
	Regional government website		Regional government website + 5 ministerial websites	
	Score	Rank	Score	Rank
Ulyanovsk Region	13	1..2	63	1
Penza Region	9	10..19	50	2
Kaluga Region	9	10..19	43	3
Moscow	8	20..26	40	4..5
Republic of Buryatia	8	20..26	40	4..5
Belgorod Region	8	20..26	38	6..8
Novgorod Region	8	20..26	38	6..8
Ivanovo Region	6	33..43	38	6..8
Republic of Karelia	9	10..19	37	9..10
Perm Territory	3	65..74	37	9..10
Orenburg Region	11	3..4	36	11
Voronezh Region	8	20..26	35	12..14
Vladimir Region	6	33..43	35	12..14
Novosibirsk Region	5	44..57	35	12..14
Nenets Autonomous Area	9	10..19	34	15..16

Regional Government Website vs Regional Government + 5 Ministerial Websites



Results and Recommendations

- The proposed framework consistent with the citizen [pubic] involvement model
- The proposed approach consistent with e-Government Development Index methodology (UN DESA)
- Our study shows applicability of proposed approach for benchmarking of open government and citizens involvement
- It is possible to build rankings of different governments including mature stages of citizens involvement based on the use of ICT

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