



**e-DEMOCRACY**

ICT - A DRIVER FOR IMPROVING DEMOCRACY

# POLICY AND PROGRAM LIFE-CYCLE MANAGEMENT

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nextsense



A politician needs the ability to foretell what is going to happen tomorrow, next week, next month, and next year. And to have the ability afterwards to explain why it didn't happen.

Winston Churchill



# Expectation from politicians and role in democracy

- Public pressure is greater than ever before
  - What they can do and should deliver;
  - Information and influence in parliamentary work;
    - People concerns - Parliaments - people govern
  - Accountability and responsiveness to public concerns;
  - Service and delivery to meet citizens needs;

# Present situation

- More critical to politicians
- Decrease in affiliation to political party
  - In the past, party work was relatively neglected because it was seen as too political.
  - To promote democracy is necessarily a political act (even NGOs)
  - Parties everywhere recognize that parties are in trouble.
  - There is general agreement that democracy promotion must raise the profile of party work. The key questions, then, concern how to go about addressing the challenge.
- Trends to minimizing the sense of affiliation and responsibility of the individual vis-a-vis society
- Political engagement is more and more ad hoc
- Transition in involvement from Election -> every day



# New constituency...





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Conservatism is the policy of make no change and consult your grandmother when in doubt.

Woodrow Wilson

- How technology interacts with the political process ?
  - Every 2 years
  - Technology isn't strategy
- Beyond technology - response to citizens
- Society elite -> participative society
  - Politics needs to become more participative
- From listening to acting what they hear
- Move away from one-way communication to one-to-many dialogue!

# Technological trends interact with society

- Always online
  - Devices and services available only through Web
- The cloud
- Be mobile
- Triple play convergence
  - Broadband, Voice call, Video
- Outsourcing and crowd sourcing





- Largest challenge for democracy - How to manage the phenomenon of continuous change and the growing interconnectivity of many things!
  - Organization and working methods;
  - Transformation of all stakeholders and institutions;
- The role of political parties is changing
  - Finding balance between public responsiveness and party coherence;
  - Strategic planning for actions (financial implication, influence, voters affect)
- Modern parliament/system of government
  - Unrivaled contact with citizens;
  - Bring the MP's into the process;
- Digital democracy
  - Arab spring, Indignados...

# Making the world and democracy more horizontal

- Society is moving away from its traditional vertical or hierarchical axis;
- Increasing numbers of horizontal interactions
- Democracy and democratic society are changing
- Politics become more multi-dimensional
- New set of policy-making conditions
- Largest challenge for democracy - how to manage the phenomenon of continuous change and growing interconnectivity

- Horizontal approach and success?
  - If the government makes itself open to input from citizens, something needs to be done with this information and there needs to be a response.
  - There is also a strong need for the filtering of information, the presence of information brokers who will make relevant information accessible to various groups.
- Transversal space
  - Social networks in the democratic process, Sharing experience
  - Every voter become a user of technology and a node in a bigger network
- Mass collaboration
  - Collective communities, arrangements are made to consult all interested parties
  - Interactive environment
  - Multiplication of actors and layers -> increase the importance decisions to be discussed
- Participatory democracy
  - Collaboration with public authority

# WHAT DO CITIZENS EXPECT FROM THEIR REPRESENTATIVES?



Source: Global Parliamentary Report, <http://www.ipu.org/dem-e/gpr.htm>



# Program Vs. Project management

- Program create outcomes;
- Program can be endless;
- Strategy in nature
- Horizontal management
- Project deliver outputs;
- Project always have deadline;
- Tactics in nature
- Vertical management

# Persistent gaps

- Knowledge gaps
  - Citizens: over 50% lack of understanding of the legislative process
  - Politicians: almost 50% lack of experience with the technology
- Libraries
  - Lack of access
- Openness and transparency
  - Open data
  - 60% NOT support standards for persons with disabilities
  - Almost 60% NOT have a video archiving
  - Over 59% do NOT offer bulk download of documents
- Strategic planning
  - Almost 2/3 do NOT have a written vision for technology (Finland : Committee for future)
  - 40% do NOT have a strategic plan that is regularly updated

# Parliamentary openness

- Promoting a Culture of Openness;
  - Information belongs to the public;
  - Oversight
  - Engaging citizens and civil society
- Making Parliamentary Information Transparent;
- Easing access to parliamentary information;
- Enabling electronic communication of parliamentary information;
  - Two way communication
- Public sector information can be re-used or integrated into new products and services;

# Innovation: No choice

