



e-DEMOCRACY

ICT - A DRIVER FOR IMPROVING DEMOCRACY

12-14 September 2010, Ohrid, Republic of Macedonia

Necessary steps for implementation of e-Democracy solutions

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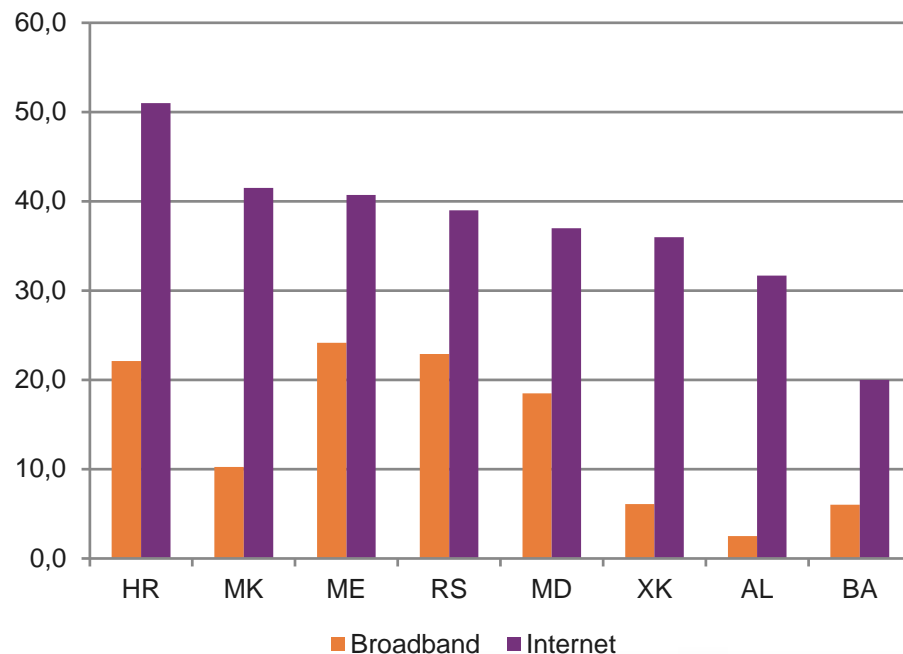
e-Democracy What are the Issues?

What is e-Democracy?

- Use of ICTs for communication between Government and the citizen for
 - Information provision (eTransparency - web sites)
 - Public consultation (eParticipation – on-line polling, discussions, fora, petitions, Web 2.0 etc.)
 - Decision-making and elections (eVoting)
 - Providing services (eGovernment)
- Citizens providing online support to each other
 - Web 2.0 services like - online discussion groups, chat-rooms, wikis, blogs, etc.

Issues of e-Democracy - Access

- Who can access online information and services?
- What is the outreach capacity of online channels?



Source: eSEE Initiative Secretariat – The Status of Implementation of eSEE Agenda Plus, July 2010

Socio-political Issues of e-Democracy

- Social complexity: age, gender, regional and other sources of differences in:
 - Political and social backgrounds
 - Understanding of democratic and political processes
 - Critical skills – computer literacy, critical thinking
 - Expectations
- Legal and administrative aspects:
 - Creating mechanism to manage the process, analyze inputs, respond to them and feed them into the policy process

e-Democracy – Trust and Privacy

- Authenticity
 - Does the citizen have to identify him/her-self?
 - Is online government information authentic / official?
- Trust
 - Do citizens trust the Government?
 - Does the Government trust citizens?
- Personal data protection and privacy vs. Openness, transparency
- Individual citizens' rights vs. Society as a whole



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Where We Stand? UN eGovernment Survey 2010

Benchmarking eParticipation

- A country's strength in e-participation is measured against three benchmarks:
 - Does the national government publish information on items under consideration?
 - Are there ways for the public to engage in consultations with policy makers, government officials and one another?
 - Can citizens directly influence decisions, for example by voting online or using a mobile telephone?

Top 20 countries in e-participation

10 EU member states

1 Republic of Korea

2 Australia

3 Spain

4 New Zealand

4 United Kingdom

6 Japan

6 United States

8 Canada

9 Estonia

9 Singapore

11 Bahrain

12 Malaysia

13 Denmark

14 Germany

15 France

16 Netherlands

17 Belgium

18 Kazakhstan

19 Lithuania

20 Slovenia

Ranking of eSEE Countries in e-participation (out of 157 countries)

| | |
|-------------------|-----------------------------------|
| 25 Croatia | 55 Italy |
| 26 Ireland | 55 Macedonia |
| 30 Finland | 58 Moldova |
| 34 Malta | 64 Romania |
| 36 Hungary | 68 Luxemburg |
| 39 Bulgaria | 76 Montenegro |
| 45 Latvia | 86 Albania |
| 45 Portugal | 86 Czech Republic |
| 48 Greece | 117 Slovakia |
| 51 Poland | 135 Bosnia and Herzegovina |
| | 135 Serbia |

Web 2.0 tools used in e-Decision making

| Feature | # countries | % |
|---|-------------|-----|
| Online discussion forums | 32 | 17% |
| Archive of past discussion forums | 27 | 14% |
| Government officials respond to citizen input | 16 | 8% |
| Government officials moderate e-consultations | 8 | 4% |
| Online petitions | 17 | 9% |
| Online voting | 17 | 9% |



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E-Democracy in EU

EU activities

- eParticipation preparatory action (2006-2008)
 - 21 projects funded, running until 2011
 - European eParticipation Day 4 March 2009
 - eParticipation community on ePractice.eu
- CIP ICT
 - in 2009: eParticipation Call for proposals
 - eSEE Participation: Romania, Croatia, Serbia

- Network promoting local and regional eParticipation:
 - Distributing information
 - Sharing experiences
 - Fostering the wider use of participatory tools and activities
- Membership:
 - eParticipation experts, researchers, practitioners, public administrations and citizen organisations
- Activities:
 - Blog dedicated to eParticipation and how it is being implemented across Europe
 - Showcasing participatory technologies “in action” and how they can be best exploited through popular Web 2.0 and 3.0 tools (e.g. Facebook, Twitter, YouTube, etc.)
- Source of funding: ICT PSP

PARTERRE: Electronic Participation Tools for Spatial Planning and Territorial Development

- Objective: Validate the market perspective of a pan-European service based on existing solutions
 - Electronic Town Meeting
 - DEMOS-Plan application for stakeholders online consultation in spatial planning
- Activities:
 - Six pilots in five EU countries
 - enhance direct participation of citizens, stakeholders and civil society in the decision-making processes
- Business goal: Provide a complete “turnkey” solution to European public authorities.
- Source of funding: ICT PSP



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E-Democracy in SuthEast Europe

Regional policy eSEE Initiative

- Established under the umbrella of the Stability Pact in 2001
- Since 2008 works within the framework of the Regional Cooperation Council (www.rcc.org)
- eSEE Agenda Plus signed in 2007 at the Ministerial Conference in Sarajevo by Albania, Bosnia and Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Romania, Serbia, and Kosovo

eSEE Agenda Plus - Priorities

- Single South East European Information Space
- Innovation and Investment in ICT Research and Education
- Inclusive Information Society

- e-Participation and e-Democracy among the priorities
 - Make all decisions that require public discussion, as well as their drafts, available for online discussion
 - Increase the participation of citizens and business, as a part of e-Government services
 - Adopt Action Plans for implementation of ICT in electoral process and implementation of electronic vote



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Best practice cases

Estonia – TID: Today I Decide

- Public participation portal named “Today, I decide”
- Citizens propose and discuss new legislation
- Software will be made available free for non-commercial use to all interested actors in order to increase citizen participation

USA 2008 election

Project Organize for America

- Presidential campaign of Barack Obama used Web 2.0 tools to reach to general public, seek support and collect feedback from voters
- Examples:
 - YouTube sponsored Democratic Presidential Debate
 - www.barakobama.com – issues – volunteers – blog
 - Web 2.0 tools: Facebook, MySpace, YouTube, Flickr, Digg, Twitter, Eventful, Linkedin, Blackplanet, Faithbase, Eons, Glee, MiGente, MyBatanga, AsianAve and DNC Partybuilder
 - blogs, groups (social networking)
 - guidelines for the users to organize local events
 - after the election focus on key projects like Health Care Reform

- “ • E-participation is not a choice: e-participation will happen whether you like it or not. A government’s only choice is whether to react defensively to it, or to engage pro-actively in ways which create public value. ”

UNDESA: Towards Participatory and Transparent Governance: Reinventing Government, 2007

Key Success Factors

- 1 Political will and awareness (policy, strategy)
- 2 Building social trust (transparency, accountability)
- 3 Removing social barriers (access, e-Inclusion)
- 4 Transformational government (citizen-centricity, skills)
- 5 E-Government infrastructure (open standards)



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Questions?

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