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UNU-EGOV

Operating Unit on Policy-Driven
Electronic Governance

Knowledge Sharing for Advancing EGOV Research, Policy and Practice

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OVERVIEW



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Operating Unit on Policy-Driven
Electronic Governance



1	DIGITIZATION	What is the policy impact of Digital Technology?
2	EVOLUTION	How is Digital Government evolving?
3	THEORY	How to explain and predict this evolution?
4	AGENDA	Knowledge sharing for EGOV research, policy and practice?
5	CONCLUSIONS	What are the highlights of this lecture?

CORE GOVERNMENT FUNCTIONS



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NO	FUNCTION	PHYSICAL	DIGITAL
1	Providing public services and infrastructure		
2	Formulating and implementing public policies	X	?
3	Maintaining social order and security		

POLICY IMPACT OF DIGITAL TECHNOLOGY



POSITIVE	NEGATIVE
The number of mobile accounts surpasses for the first time the number of humans	E-waste represents 2% of trash in landfills, but 70% of overall toxic waste
Digital natives make 30% of the youth population	Less than one in four young citizens voting, and many will never vote
3 billion people are online	90% of the rest lives in the developing world
Facebook has 1.3 billion active users, YouTube has 1 billion	1 in 10 social media users fall victims to scam or fake links

No government can leave the digital space unattended or ungoverned!

Governments are increasingly adopting the latest in mobile, cloud, social, virtual, etc.

- To establish their presence and authority in the digital world
- To improve their internal operations and impact in the physical world

and transforming themselves into Digital Government in the process.

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EVOLUTION: GOALS



GOALS		CONTEXT	TIME
1	Increasing the quality and efficiency of internal government operations		
2	Delivering better public services across traditional and electronic channels		
3	Facilitating administrative and institutional reform in government		
4	Engaging citizens and non-state actors in policy- and decision-making processes		
5	Supporting policy and development goals in specific sectors and localities		

EVOLUTION: STAGES 1-3

STAGE 1: TECHNOLOGY IN GOVERNMENT

Establishing government portals

Providing online access to public services

STAGE 2: ELECTRONIC GOVERNMENT

Reengineering administrative processes

Enabling collaboration between government agencies

STAGE 3: ELECTRONIC GOVERNANCE

Utilizing social media to engage citizens in government decision-making

Making government data available for businesses to build public services

EVOLUTION: STAGE 4



STAGE 4: POLICY-DRIVEN ELECTRONIC GOVERNANCE (EGOV)

GOAL	From improving relationships between government and its constituencies, to improving conditions of these constituencies to develop themselves
CONTEXT	Focus on specific application contexts: <ul style="list-style-type: none">○ Locations: national, state, local○ Sectors: health, education, economy, etc.
SPECIALIZATION	Tailor responses to this context: <ul style="list-style-type: none">○ choice of locally-relevant and/or sector-specific goals○ locally-acceptable and sectorally-feasible ways of pursuing such goals○ managing the impact of meeting such goals on the context

EGOV EXAMPLES

- 1 Building self-governance capabilities including local authorities, local security forces and local communities to counter specific urban security threats
- 2 Mainstreaming the use of assistive technologies by government organizations and across the society and economy to build elderly-inclusive information society
- 3 Partnering between national and local authorities, the tourism industry and the local community to develop local visitor economies

EVOLUTION: CHARACTERIZATION



STAGES		CHARACTERIZATIONS		
		Transformation of government?	Includes non-state actors?	Location- and sector-specific?
1	Technology in Government	no	no	no
2	Electronic Government	yes	no	no
3	Electronic Governance (EGOV)	yes	yes	no
4	Policy-Driven EGOV	yes	yes	yes

EGOV EVIDENCE



SINGAPORE	KOREA	ESTONIA
Next generation infocomm infrastructure	Public-private collaborative governance	One service space - public, private and third sectors
Innovation centers and entrepreneurship	Seamless and converged informatization	Paperless document management
Infocomm competency framework	Active response to adverse effects of informatization	Traceability of the use of one's own data
Electronic health records	Utilization-focused services	Internet in rural areas
EUROPEAN UNION	UNITED NATIONS	WASEDA
Improve (seamless) services to cater for different needs	Government data sharing based on open standards	Increase of social media applications for participation
Invite third parties in EGOV development	From readiness to development	Cloud computing and data center virtualization
Involve stakeholders in public policy processes	Agility to respond to more demands as revenues drop	Disaster management and business continuity
Reduce carbon footprint	Citizen-centric practice	Smart grid and green technology

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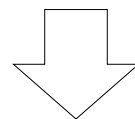
DIGITAL GOVERNMENT EVOLUTION THEORY



DISRUPTIVE TECHNOLOGIES

Social media
Cloud computing
Mobile technologies
Software as service
Big data
Virtual worlds
Global digital identity

GLOBAL CHANGE DRIVERS PRESSURE ON GOVERNMENT

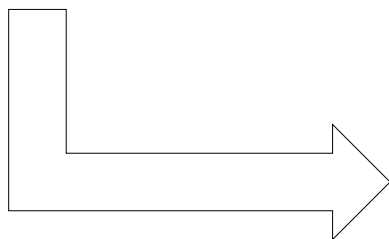


TECHNOLOGY-ENABLED INNOVATION

Infocomm infrastructure
Reuse of public information
Citizen-centric practice
One service space
Readiness to development
Seamless mobile services
Chief Information Officers

NEW GOVERNANCE PARADIGMS

Collaborative government
Participatory government
Mobile government
Agile government
Lean government
Local EGOV
EGOV for Sustainability



VALIDATION: SINGAPORE STRATEGY 2015

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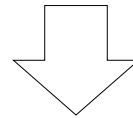
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GLOBAL CHANGE DRIVERS

PRESSURE ON GOVERNMENT



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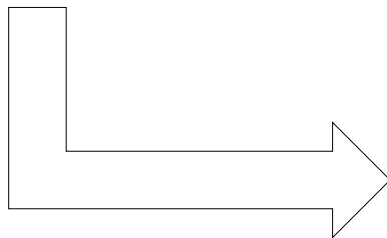
Mobile government

Agile government

Lean government

Local EGOV

EGOV for sustainability



VALIDATION: EU 2015 STRATEGY

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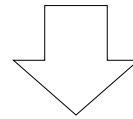
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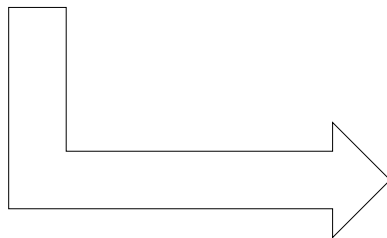
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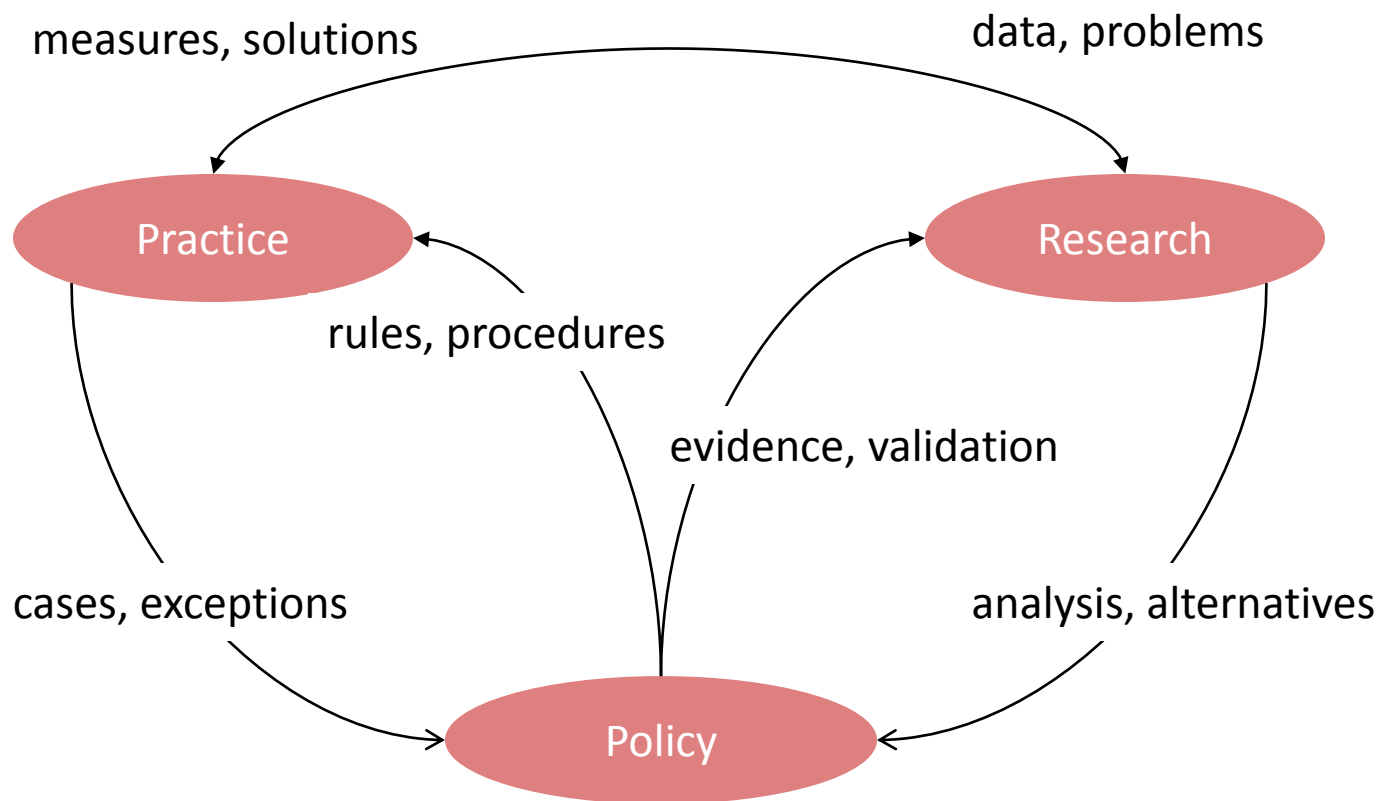
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EGOV for sustainability



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EXAMPLE 1: EFFECTIVE PUBLIC SERVICE DELIVERY



PROJECT	EGOV for Context-Specific Public Service Delivery
PRACTICE	How are public services delivered locally through governance arrangements including decentralization, incentives, specialized agencies, private sector participation, community engagement, etc.?
RESEARCH	What is the impact of various governance arrangements on public service delivery in education, health, water and other sectors and under different institutional and political contexts?
POLICY	What are the best policy options for improving public service delivery in different contexts including accountability, effective bureaucracy, political checks and balances, etc. and how can EGOV support them?

EXAMPLE 2: ADMINISTRATIVE BURDEN REDUCTION



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PROJECT	EGOV for Administrative Burden Reduction
PRACTICE	How are citizens, businesses and the administration itself complying with government regulations and procedures imposed by different levels of public administration, often in incremental ways?
RESEARCH	What are the benefits versus costs of such regulations on time and money spent on fulfilling paperwork and indirectly on productivity, regulatory certainty and the unregistered “gray economy”?
POLICY	How to apply EGOV as a tool for administrative burden reduction in different contexts, e.g. through “once only”, “personalization”, “proactive delivery”, “digital by default” and other strategies?

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CONCLUSIONS



- 1 Given the impact of digital technology on all spheres of social, economic, cultural and political activities, no government can afford to leave the digital space ungoverned
- 2 By adopting Digital Technology and becoming Digital Government, government is subject to evolutionary trends enabled by technological progress
- 3 The evolution is due to internal and external pressure on governments that respond by innovating with new technologies, and developing new governance paradigms
- 4 The evolution leads towards more complexity and specialization to realities of different local and sectorial contexts through Policy-Driven EGOV
- 5 Achieving progress requires close interactions between EGOV research, policy and practice, and this seminar series is aims to promote such interactions



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Thank you for listening.

Any questions?

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