

From Electronic Government to Collaborative Governance via Citizen Engagement

*Matt Poelmans, Director CitizenVision, Senior Advisor PBLQ,
Vice President eAccessibility Foundation, The Netherlands*

UNECE Conference Innovation in the Public Sector
Geneva, 10 -11 October 2013

Home Sitemap | About UNeGovDD



UN Public Administration Programme

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

United Nations E-Government Development Database

About
Overview
Data Center
Global Survey
Resources
UNPAN

- ### Global Reports
- ▶ [Global E-Government Survey 2012](#)
 - ▶ [Global E-Government Survey 2010](#)
 - ▶ [Global E-Government Survey 2008](#)
 - ▶ [Global E-Government Development Report 2005](#)
 - ▶ [Global E-Government Development Report 2004](#)
 - ▶ [Global E-Government Survey 2003](#)
 - ▶ [World Public Sector Report 2003](#)
 - Benchmarking E-government: A Global Perspective (UNDESA/ASPA) 2001
[English](#) [Spanish](#)

SEARCH

2012 Survey

Do you have questions or feedback about the Survey? Please click here

United Nations E-Government Survey 2012

print this



[UN E-Government Survey in the News](#)

E-Government Development Index - Top 20 Countries

Country	Index
Republic of Korea	0.9283
Netherlands	0.9125
UK and Northern Ireland	0.8960
Denmark	0.8889
United States	0.8687
France	0.8635
Sweden	0.8599
Norway	0.8593
Finland	0.8505
Singapore	0.8474
Canada	0.8430
Australia	0.8390
New Zealand	0.8381
Liechtenstein	0.8264
Switzerland	0.8134
Israel	0.8100
Germany	0.8079
Japan	0.8019
Luxembourg	0.8014
Estonia	0.7987

E-Participation Index - Top 20 Countries

Country	Index
Netherlands	1.0000
Republic of Korea	1.0000
Kazakhstan	0.9474
Singapore	0.9474
UK and Northern Ireland	0.9211
United States	0.9211
Israel	0.8947
Australia	0.7632
Estonia	0.7632
Germany	0.7632
Colombia	0.7368
Finland	0.7368
Japan	0.7368
United Arab Emirates	0.7368
Egypt	0.6842
Canada	0.6842
Norway	0.6842
Sweden	0.6842
Chile	0.6579
Russian Federation	0.6579

[Please click here to view the full list](#)

E-Government for the People

The **United Nations E-Government Survey 2012: E-Government for the People** was completed in December 2011 and launched in February 2012. The 2012 edition of the survey was prepared in a context of multiple challenges of an open, responsive and collaborative government for the people. The report examines the institutional framework for e-government and finds that the presence of a national coordinating authority can help overcome internal barriers and focus minds on integrated responses to citizen concerns – an important lesson for sustainable development actors. The Survey also argues that e-government provides administrators with powerful tools for grappling with problems of social equity and



Electronic Government

- Aimed at Efficiency and Cost Reduction
- Building the Digital Highway:
 - Access: Contact Centre, My Page, Web Guidelines
 - Identification: eID, Citizen Service Number
 - Common Registers: Persons, Houses, Cars, etc.
 - Exchange: Secure Networks, Interoperability Framework
- Supply Oriented and Focussed on Service Delivery
- Citizen as a Passive Consumer

Collaborative Governance

- Aimed at Quality and Participation
- Using the Virtual Infrastructure:
 - Mobile Technology
 - Open Data
 - Cloud Computing
 - Social Media
- Shift to Demand Orientation and Interaction
- Citizen as an Active Co-Producer

An Inconvenient eTruth

- Each Public Organization does its Utmost
- However, Insufficient Take Up
- Reason: Reinventing the Wheel
- Lack of Standardization and Cooperation
- How to Think & Act from the Citizen's Perspective?
- Citizen Awareness Requires Paradigm Shift

“Burgerlink” Engagement Model

- Merging Public Sector Reform & Civil Society Innovation
- New Rules of Engagement
- *“Burgerlink”* 3-step Engagement Model:
 - Define Quality Requirements
 - Measure Citizen Satisfaction
 - Facilitate Citizen Participation

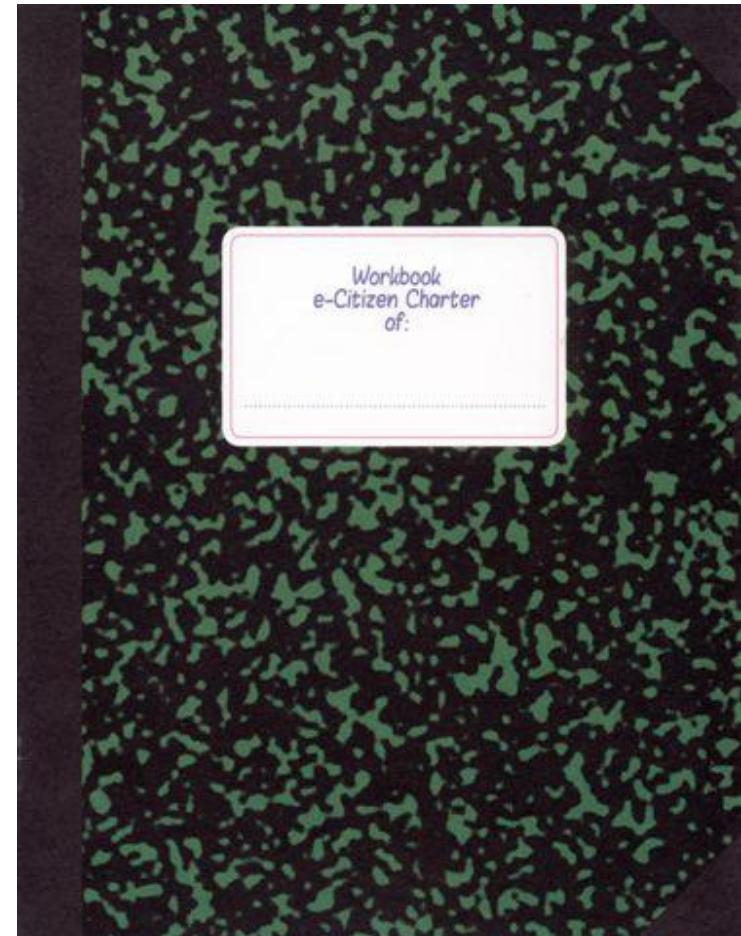


1. Quality Requirements

- 10 Quality Requirements for Public Performance
- Stating Rights of Citizens & Obligations of Government
- Covering Information, Transaction, Participation
- Not Mandatory, but Adopted as a Standard
- Basis for Measurement of Citizen Satisfaction
- Incentive for Business Process Redesign
- Translated in 22 languages

e-Citizen Charter

1. Choice of Channel
2. Transparency Public Sector
3. Overview of Rights and Duties
4. Personalised information
5. Convenient Services
6. Comprehensive Procedures
7. Trust & Reliability
8. Considerate Administration
9. Accountability & Benchmarking
10. Involvement & Empowerment

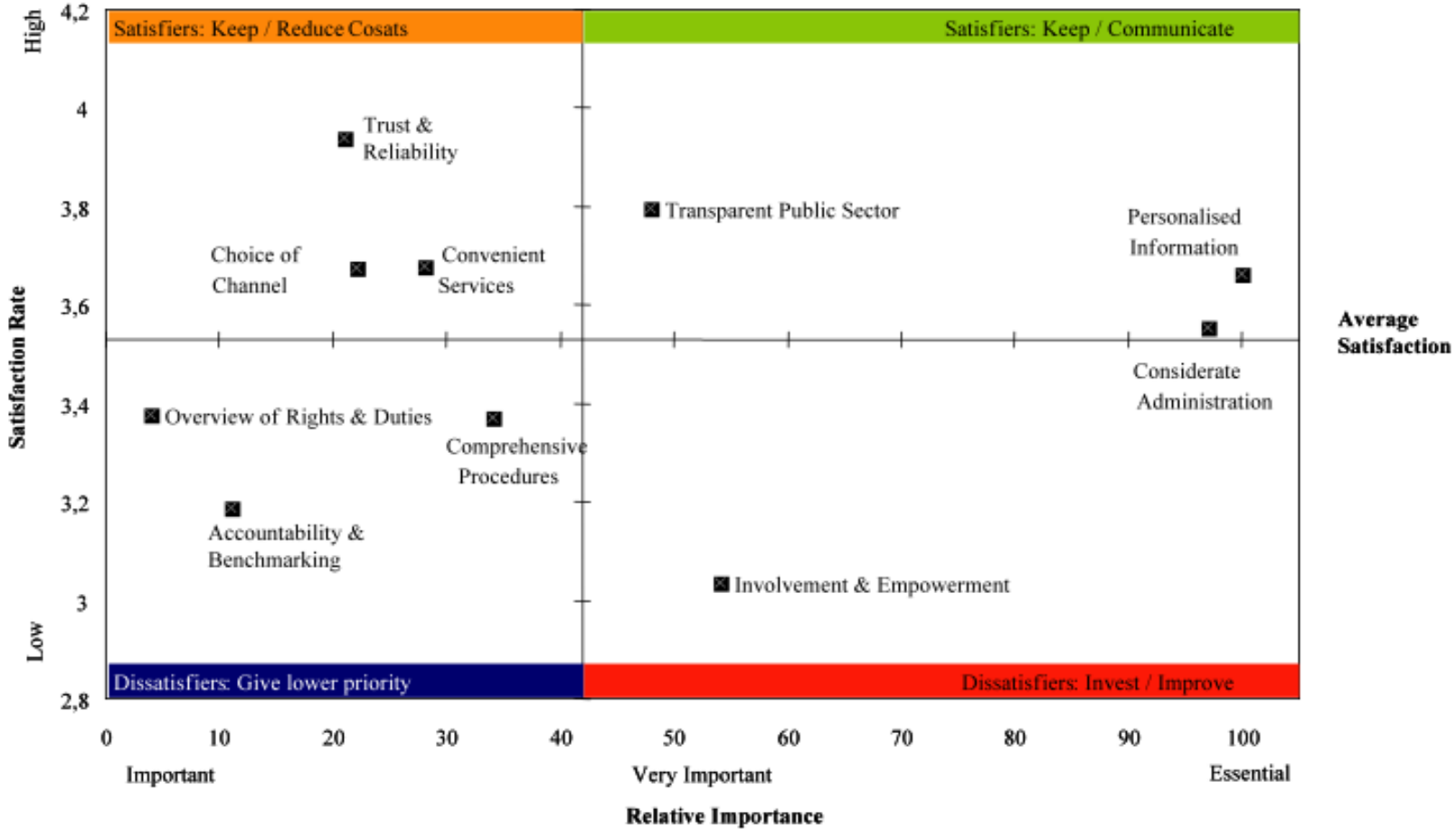


European  Democracy Award

2. Citizen Satisfaction

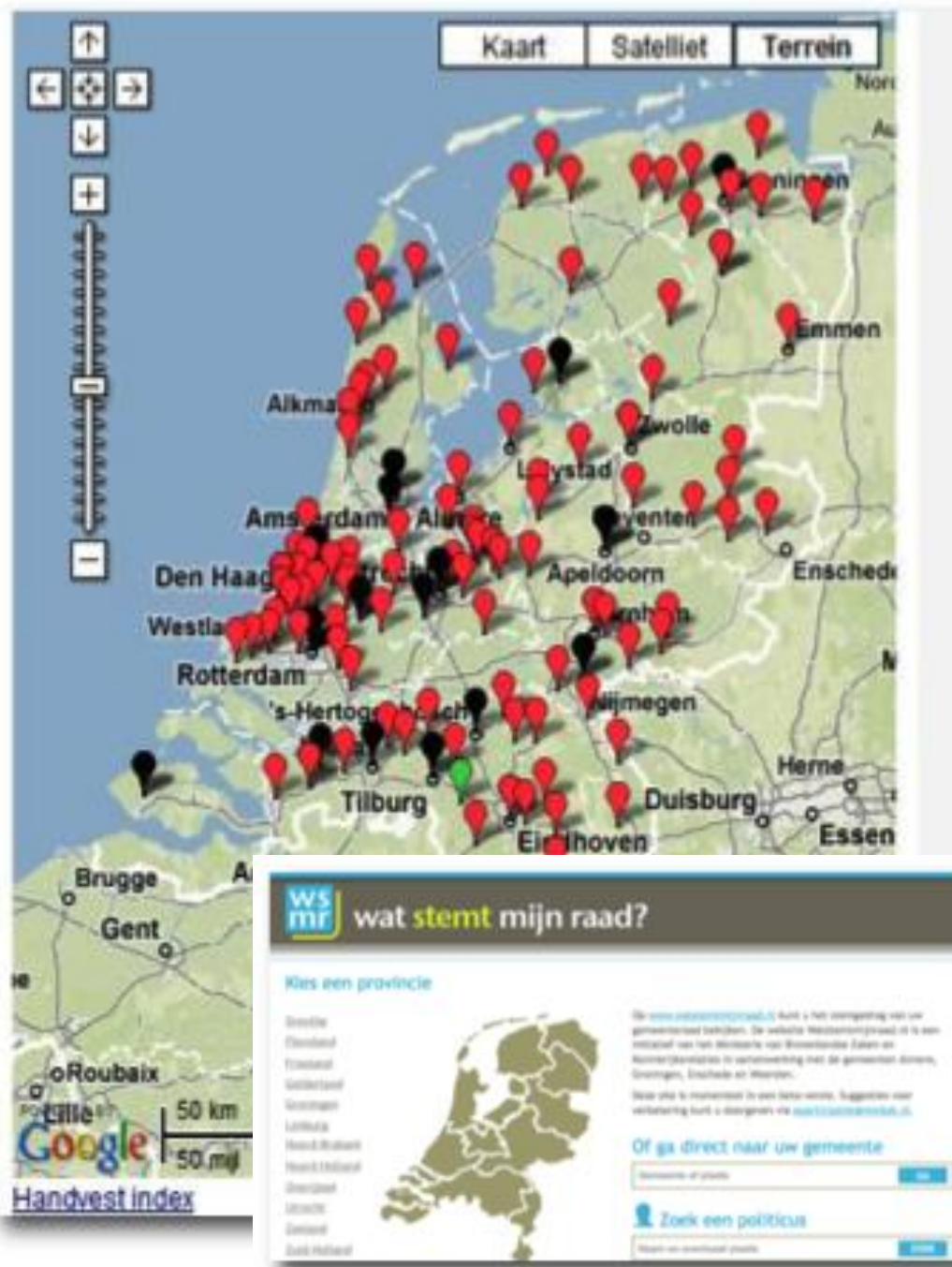
- Evaluation by Citizens how 55 Life Events are being served
- Actual Experience in Real Contacts
- e-Citizen Charter as Criterion for Evaluation
- Discovers Delivery Chain Deficiencies
- Lack of Communication and Coordination
- Priority Matrix helps to select Solutions
- Customer Journey Mapping to Implement

Priority Matrix Citizen Satisfaction



3. Citizen Participation

- Involve Citizens in Improving Service Delivery, Civil Society & Public Policy
- Shift from One-sided (e)Participation
- Use Social Media: LinkedIn, Facebook, Twitter,
- Create Platform & Accomodate Interaction
- Combine Representative & Participative Democracy



Citizenvision 2.0

New Rules of Engagement:

- Channel: Website no longer default Channel, substituted by Platforms for permanent Interaction
- Information: Apart from Providing Information, Public Sector Data will be Released for New Usage
- Transaction: Apart from Delivering Standard Services, Third Parties will Provide Solutions
- Participation: One way Initiatives under Conditions set by Government will be supplemented by Interaction initiated by Civil Society
- Collaboration: Cross Border Cooperaton & Sharing Information becomes easier via Social Media & Cloud Computing

Collaborative Governance

Creating a Collaborative Governance Model for:

- Reforming Public Sector: Integrating Participative Democracy in Service Delivery & Policy Development
- Solving Debt Crisis: Rallying Support for Innovative Change & Austerity Measures
- Fighting Against Corruption: Supporting Transparency & Enhancing Social Accountability



Links

www.pblq.nl

www.citizenvision.nl

www.mattpoelmans.nl

www.twitter.com/burgermatt