



**DiGIT**  
4 Sustainable  
Development



2.  
Fundamentals

# Module 2 - Fundamentals

## Submodule 2.5

### E-Participation

[beta version]

## Thus far, you...

- ✓ learned about the meaning and importance of Sustainable Development Goals (SDGs)
- ✓ learned about the key factors of e-Government
- ✓ learned about the E-Government Survey
- ✓ learned about the importance of data and its application



# In this section you will learn...

## Concepts

- Definition of Citizen Engagement
- Definition of E-Participation

## E-Participation and SDGs

- E-Participation for Leave No One Behind
- E-participation and Goal 16
- Challenges

## Measuring E-Participation

- Introduction to E-Participation Index
- Summary of EPI assessed features
- Examples of E-Participation
- Toolkit Introduction



# Objectives

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By the end of this submodule, you will be able to:

1. Understand the concept of e-participation
2. Understand summary of assessed features of e-participation
3. Understand how e-participation can help in achieving SDGs

# Completion Time



- In total there are around **35 pages** for this submodule. It will take approximately **20 to 40 minutes** for each user to complete. This is an indication and can differ per user.
- Feel free to skip some parts of this submodule if you are already familiar with the content.

# Other Information

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- You can read along (PDF) as well as listen to the content (audio) while taking this course;

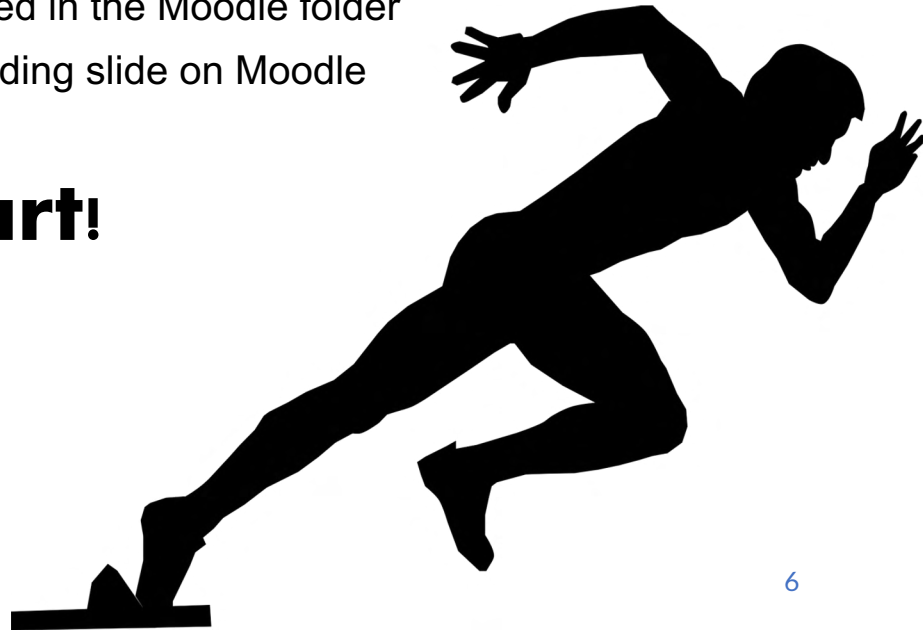


Course material (PDF) can be downloaded in the Moodle folder



Audio can be streamed on the corresponding slide on Moodle

## Let's start!



# Concepts of Citizen Engagement and E-Participation



# What is Citizen Engagement

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*Citizen engagement refers to...*

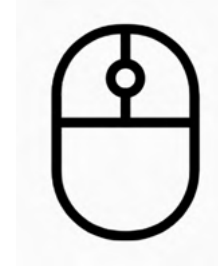
- Citizens and the public are directly linked to decision-making processes.
- The desired outcome of participatory governance.



# What is E-Participation

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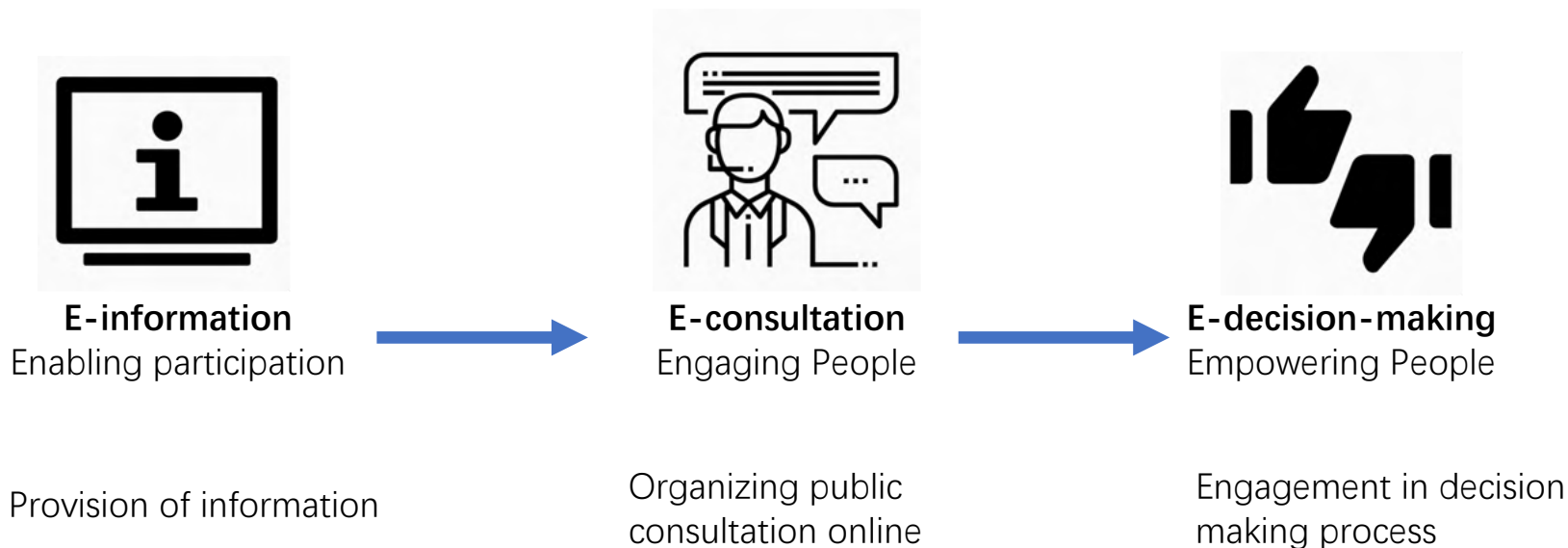
The process of engaging citizens through ICTs in policy, decision-making, and service design and delivery in order to make it participatory, inclusive, and deliberative.



The objective is to improve access to information and public services as well as to promote participation in policy-making, both for the empowerment of individual citizens and the benefit of society as a whole.

# Measuring E-Participation

## Stages of the UN E-Participation Model



# Examples of E-Participation

The most common e-participation tools and activities include:

Information provision online, including Open Government Data

E-campaigning,  
E-petitioning  
E-polling,  
E-voting

Coproduction and collaborative e-environments, including innovation spaces, hackathons, crowdfunding

Public policy discourses, including crowdsourcing, online consultation and deliberation, argument mapping

# Summary of Assessed Features

Availability of sources of archived information (policies, budget, legal documents, budgets, etc.); use of digital channels (including mobile devices/platforms) and open data technologies in the areas of education, health, finance, social welfare, labour, environment.

Availability of online information on citizens' rights to access government information (such as Freedom of Information Act or Access to Information Act)

Evidence about government partnership/collaboration with third parties (civil society, private sector) in providing services

Evidence about free access to government online services through the main portal, kiosks, community centers, post offices, libraries, public spaces or free WiFi

Availability of open datasets (in machine-readable non-proprietary formats), related policies/ guidance

Evidence about collaborative co-production, crowdfunding

Evidence about engaging citizens in consultation/communication to improve online/mobile services and raise citizens' satisfaction

Evidence about engaging citizens in consultation/communication on education, health, finance, social welfare, labor, environment

Availability of "personal data protection" legislation online

Evidence about opportunities for the public to propose new open datasets to be available online

Availability of e-participation policies/mission statements

Availability of public procurement notifications and tender results online

Availability of online tools (on the national portal) to seek public opinion and other input in raw (non-deliberative) form policy formation

Evidence on decisions made that included results from online consultation with citizens in the education, health, finance, social welfare, labor, and environment sectors

Evidence about governments' publishing outcomes of policy consultations online



**Let's take a  
break!**

**Are you up for a  
challenge?**

# Question



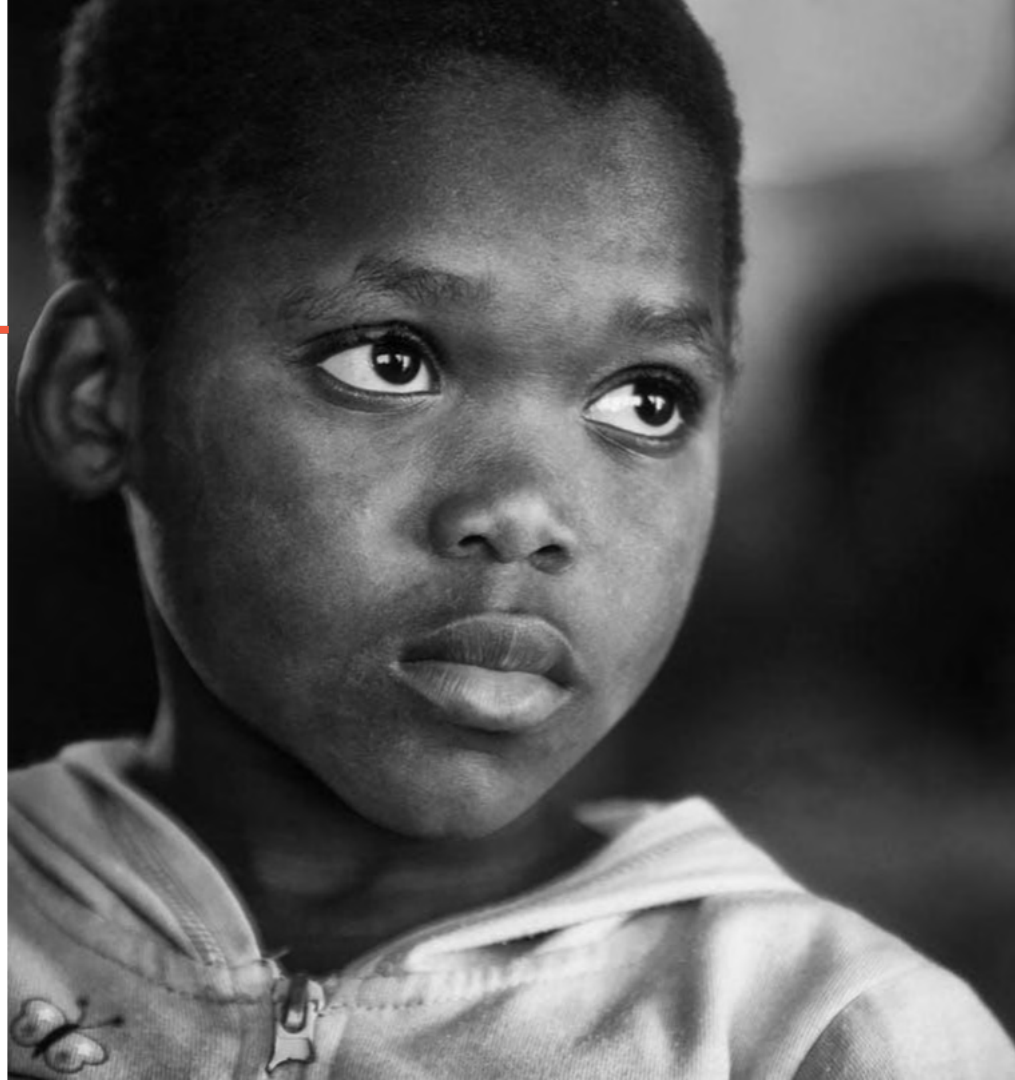
**Which following features are related with E-Participation Index Assessment?  
Select all that apply.**

- A. Evidence about opportunities for the public to propose new open datasets to be available online
- B. Availability of online tools (on the national portal) to seek public opinion and other input in raw (non-deliberative) form policy formation
- C. Accessibility and Availability of mobile service
- D. Evidence about decisions made that included the results of consultation with citizens online in the area of education, health, finance, social welfare, labour, environment



# Leave No One Behind

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- Leave no one behind is the core principle of 2030 Agenda for Sustainable Development. For policies to be effective in realizing the SDGs, vulnerable and disadvantaged groups must be given a voice.
  - The definition of vulnerable groups include persons with disabilities, indigenous people, children, youth, the elderly, people living with HIV/AIDS, refugees, migrants, internally displaced people (IDPs), and women.

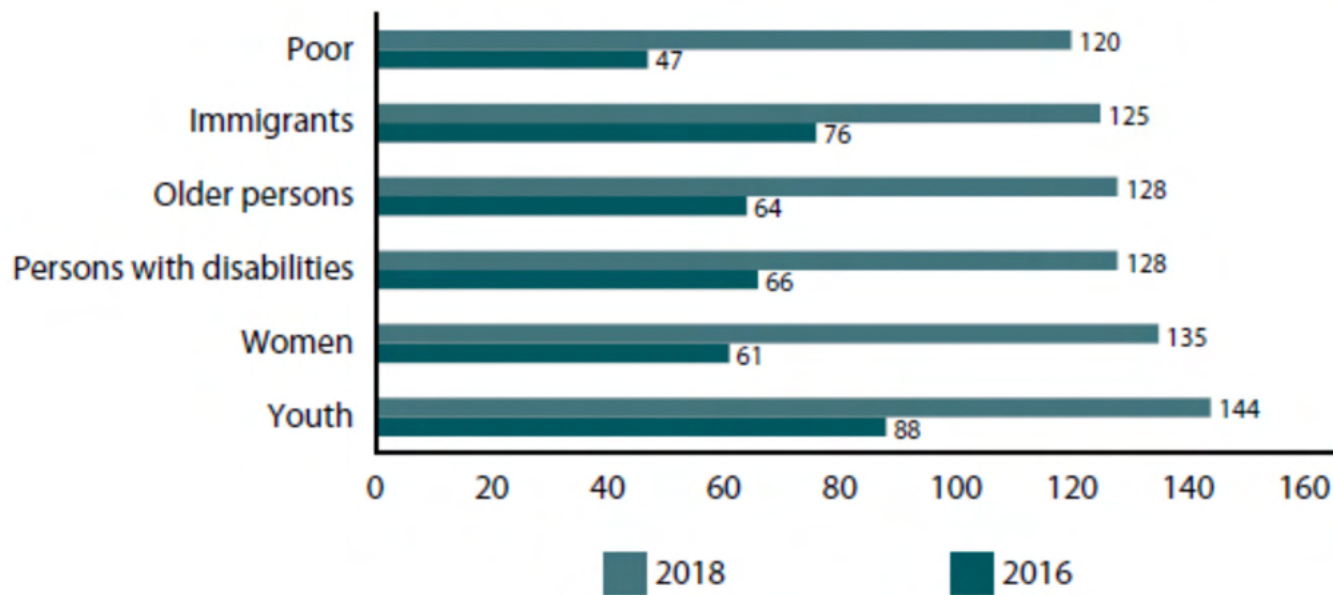




# Global Trend



Online services provided for vulnerable groups, 2016 and 2018



[Source: UN E-Government Survey 2018]

# E-Participation and Women Empowerment

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Women and girls are half of the world' s population and as a result hold half of the world' s human potential. When their lives are improved, not only SDG 5 (gender equality) is achieved through women empowerment, the benefits reverberate across society and all SDGs.

Therefore, promote e-participation and increase the voice of women are essential both for government service delivery and inclusive policy.



## E-Participation and Goal 16



Goal 16: Peace, Justice and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Wider use of digital technologies can increase more participation opportunities.

For example, through well-designed and purposeful online discussions, voices from all background and political groups can be heard, thus drive the change of policy.

# Challenges



## **Ensure underprivileged people can take advantage of e-government service**

- Lack of access and inability of disadvantaged groups to avail of e-government services diminish social inclusion hence, weakens the effects of social and economic development programs
- Disadvantaged groups are often more in need of governments services but are more likely to miss out on what e-government has to offer.



**Let's take a  
break!**

**Are you up for a  
challenge?**

# Question



**Which of SDGs do you think can be promoted by the raise of e-participation?**

- A. Goal 16
- B. Goal 17
- C. All SDGs

# Brainstorming

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**Think about how can e-participation help to promote following SDGs?**

Goal 17 : Partnerships for the goals

Goal 8 : Decent work and economic growth





# Toolkit



We will list some additional toolkits as reference.  
And if you know more tools, please share with us!



# 1. CESAQ: Citizen Engagement Self-Assessment Questionnaire



## **CESAQ**

Citizen Engagement Self-Assessment  
Questionnaire

Name \_\_\_\_\_

Organization \_\_\_\_\_

Policy Sector \_\_\_\_\_

Position \_\_\_\_\_

CESAQ is an interactive tool that asks factual and opinion-based questions to assist governments to assess whether they have in place measures aimed at engaging citizens more directly in the national planning and programme management, as well as their functioning. This tool helps to review the current frameworks and channels for engagement, highlights existing strengths and identifies areas for improvement.

Available at  
<http://workspace.unpan.org/sites/Internet/Documents/UNPAN94954.pdf>

## 2. METEP:

### The Measurement and Evaluation Tool for Engagement and e-Participation

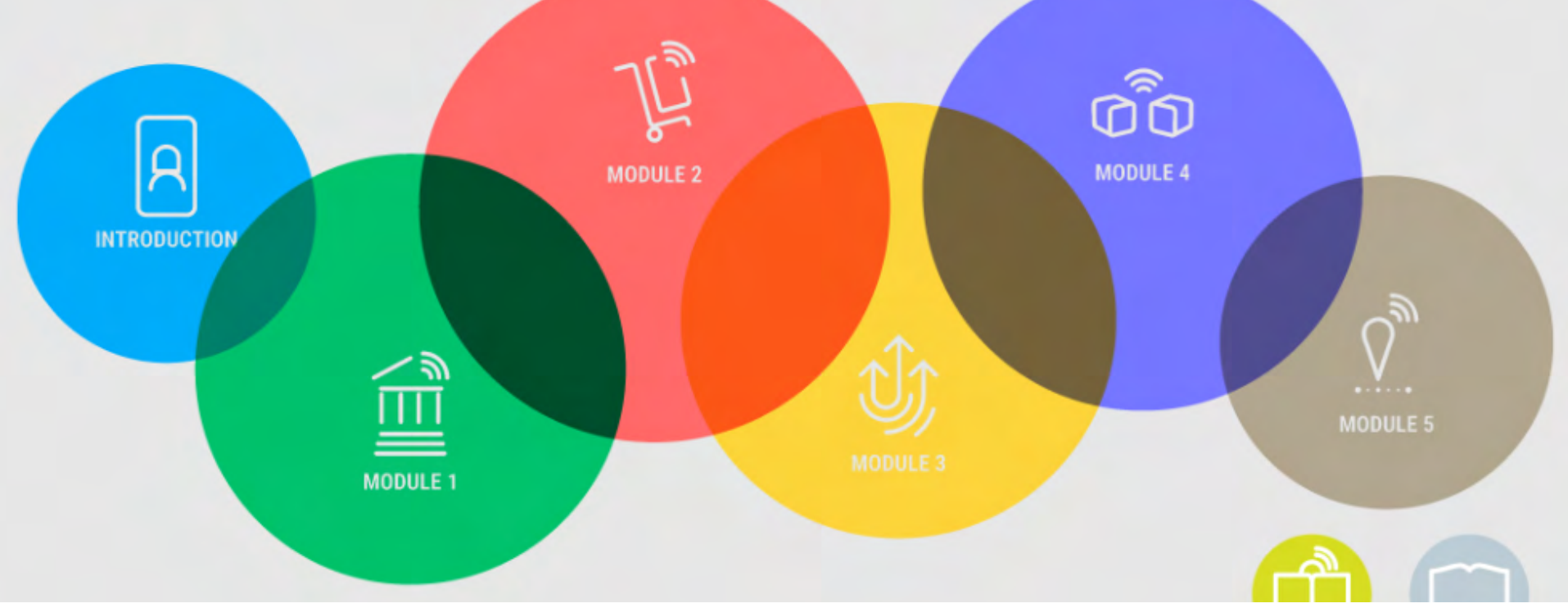
The United Nations Department of Economic and Social Affairs (UNDESA) developed this self-assessment questionnaire in response to an emerging need for stronger and deeper participation in citizen engagement by all stakeholders, as identified in the Rio+20 Summit Report, Realizing the Future We Want for All, and the work of the UN Task Team on the Post-2015 Development Agenda. It mainly covers assessment on (a) provision of information to people (b) consulting people on development matters, and (c) engaging peoples for decision-making.

On the basis of METEP, governments can review their performance within the following dimensions of participation under each building block of people engagement. The outcome of such evaluation can be an important source of policy and practice recommendations aimed at engaging people more directly in key areas of development planning and public management.



**Measurement and Evaluation Tool for Citizen Engagement and e-Participation**

Available at : <https://publicadministration.un.org/en/eparticipation>



### 3. EGov4Women Toolkit

The EGov4Women Toolkit is an innovative public resource related to the design and implementation of gender-responsive E-Government institutional ecosystems in the Asia-Pacific region.

Available at : <https://egov4women.unescapsdd.org/>

# Case Study on Uzbekistan

## Box 3.4. Uzbekistan: Improving communal and housing services online



Source: <http://e-kommunal.uz/ru>

This Uzbek Government website addresses issues related to the insufficient number of people paying for communal and housing services. While the reasons may vary for such underpayments, one of the key reasons is the lack of information about how much to pay and for what services. This site provides full information on these issues and includes, for example, a handy tariff calculator to check how much to pay and whether the bills are correct. There is an important feedback mechanism – a discussion forum where people can report problems they encounter in daily life. Government officials are charged with responding to queries and later informing the person who wrote about the solution. As of 10 December 2015, Uzbek people had sent 4,641 messages, of which 67% were reported as being fully addressed.

**What levels of e-participation are included in this case? Select all that apply.**

- 1.E-information
- 2.E-consultation
- 3.E-decision-making

# Case Study on Tanzania



In Dar Es Salaam, Tanzania, since some parts of the city are prone to frequent flooding, many homes end up being abandoned and become fertile breeding ground for disease. The location of such homes was gathered for a community mapping exercise in Tanzania through OpenStreetMap (OSM) technologies. In August 2015, Dar es Salaam – especially Tandale – faced a rare cholera outbreak. The OSM-based maps helped in the response to the outbreak by identifying the most affected areas, locating victims, and providing other critically important information about water points and sanitation.

**What levels of e-participation are included in this case? Select all that apply.**

- 1.E-information
- 2.E-consultation
- 3.E-decision-making

# Case Study on Colombia



The Crystal Urn initiative in Colombia (Urna de Cristal) was created by the Colombian government to increase citizen participation and government transparency. The programme allows citizens to ask questions, access information, and participate in policy consultation exercises. Citizens can access the Crystal Urn website or use social media. Those without access to the Internet can also participate through radio, call-centres and SMS. For example, in December 2017, the National Planning Department conducted a consultation about food supplements in schools via SMS, sending approximately 315,000 messages and receiving nearly 31,000 responses. In 2017, the programme received an honourable mention by the Ministry of Public Functions for the national senior management award (Premio Nacional de Alta Gerencia).

**What levels of e-participation are included in this case? Select all that apply.**

- 1.E-information
- 2.E-consultation
- 3.E-decision-making

## Conclusion

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- E-participation can engage and strengthen collaboration between government and people, ensure responsive, inclusive, participatory and representative decision-making at all levels.
- E-Participation Index is an important indicator to monitor and measure one country' s comparative participation level.
- Ensure underprivileged people can take advantage of e-government service.



# Congratulations!

You have reached the end of submodule 2.5 on E-Participation.

Thank you for joining us in this exciting journey.

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Under this submodule, you:

- ✓ were introduced to concept of e-participation
- ✓ understood measurement of e-participation
- ✓ understood how e-participation can help in achieving SDGs
- ✓ **You may proceed to the next submodule 3.1 on Identification of Target Areas.**



## Sources & Recommended Reading

Please check the PDF in the folder



# Contact us for inquiries or questions

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**DPIDG@un.org**

**Or post your questions/comments in the forum!**

**Please note that this is a beta version. We appreciate your feedback so we can further improve our toolkit**



## **Acknowledgement**

The toolkit DiGIT4SD (beta version) was developed under the general guidance of Juwang Zhu and Vincenzo Aquaro. The conceptual framework and overall content development of the toolkit was guided and facilitated by Wai Min Kwok and Olivia Lin. This submodule was developed by Weiyu Wang and reviewed by Deniz Susar.

