



**Openness and Engagement  
: Transitions to Participatory  
Governance**

**Dr. Jay N. Shih**  
**Minister,**  
**Research, Development and Evaluation Commission,**  
**Chinese Taipei**

2008/2/27 Research, Development and Evaluation Commission



**Outline**

- ◆ **E-governance for democratic governance**
- ◆ **Main themes of workshop**
- ◆ **E-governance Experiences of Chinese Taipei**

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- **Providing supports to the Cabinet**
  - ✓ **social policies review and policy researches**
  - ✓ **key management initiatives**
    - **government structures**
    - **performance management**
    - **information management**
    - **government publications**

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## Good Governance for Advancing Democratic Values

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## Good Governance in a Democratic Society

- ◆ Governance is the process of adding the element of social voices to the public service decision or policy making
- ◆ Governance capitalizes the value of democracy in the daily operation and management of the government

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## "Good Governance" by APEC

- ✓ Rule of Law
- ✓ Accountability
- ✓ Performance
- ✓ Responsiveness
- ✓ Ethics and Probity
- ✓ Well-designed Structures
- ✓ Risk Management

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## Good Governance by ICTs


**E-Government**  $\neq$  **E-Governance**



Government  
Citizen

*Focus society on achieving the public interest (Donald F. Kettl)*

➔



Government  
Citizen

*Describe the links between government and its broader environment—political, social, administrative (Donald F. Kettl)*

**e-Government**

- electronic service delivery
- electronic workflow
- electronic productivity

**e-Governance**

- electronic consultation
- electronic controllership
- electronic engagement
- electronic societal guidance

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## E-Governance is ...

Using ICTs to provide opportunities to transform the relationship between governments and citizens in a new way, thus contributing to the achievement of good governance goals. (by UNESCO)

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◆ **UNESCO's viewpoint**

- improving information and service delivery
- encouraging citizen participation in the decision- making process
- making government more accountable, transparent and effective

◆ **OECD's viewpoint**

- delivery of electronic service
- consultation of citizens
- e-democracy

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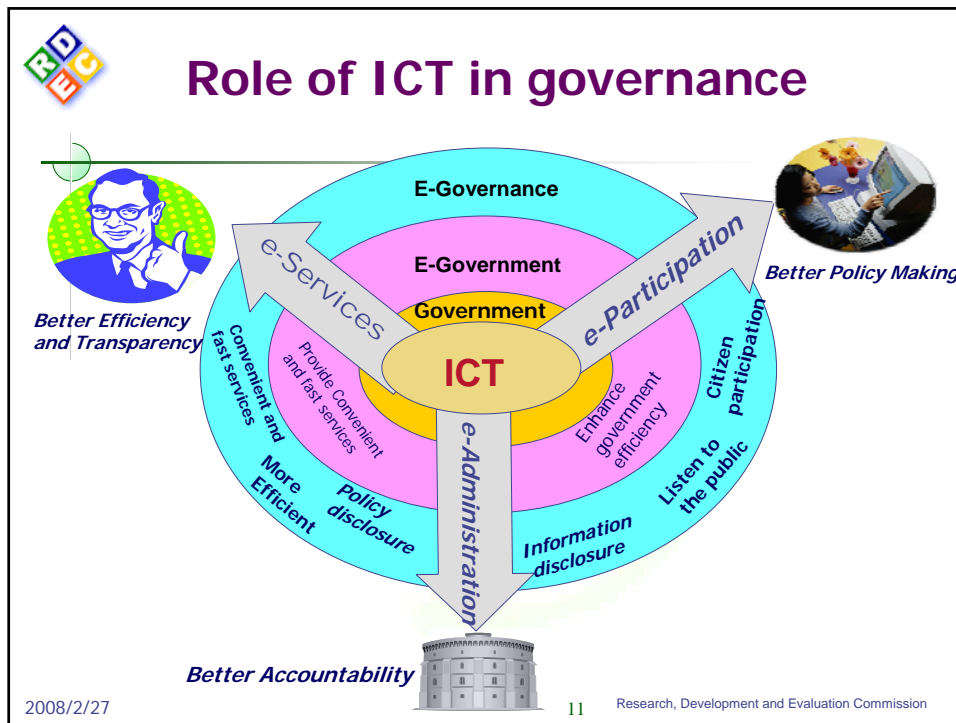


## Main Themes of Workshop

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- 
- Main Theme of Workshop**
- ◆ *e-Administration for Better Accountability*
  - ◆ *e-Services for Better Efficiency and Transparency*
  - ◆ *e-Participation for Better Policy Making*
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**Lessons learned in  
Chinese Taipei**

✓ **e-government services**  
**e-governance services**

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**What has been done in the past?**

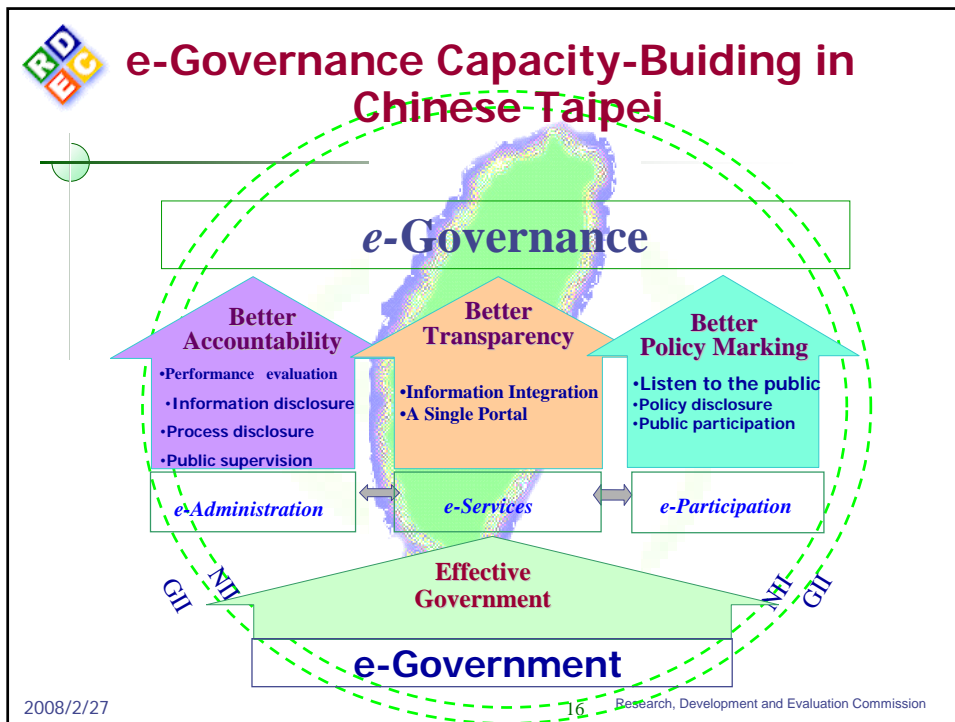


(“Discover My e-government in Chinese Taipei”: 5 min. film by RDEC)


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### Key e-Government Initiatives

<p><b>Government Service Network</b></p>	<p><b>e-Procurement Service</b></p>	<p><b>e-Tax Service</b></p>
<p><b>Government Certification Authority</b></p>	<p><b>The e-Government Portal (www.gov.tw)</b></p>	<p><b>Official Document Interchange</b></p>
<p><b>e-Motor Vehicle Service</b></p>	<p><b>e-Village Service -- Bridging the Digital Divide</b></p>	<p><b>e-Job Service</b></p>








**Use of ICTs to Better Administration for Accountability**

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## Accountability

Accountability is a key requirement of good governance




```
graph TD; PS[Public supervision] --> PM[Performance management]; ID[Information disclosure] --> PM; PD[Process disclosure] --> PM; PM --> ACC[Accountability];
```

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## Government Performance Management Network


*A Web-based performance management system supporting nationwide project review and performance management*



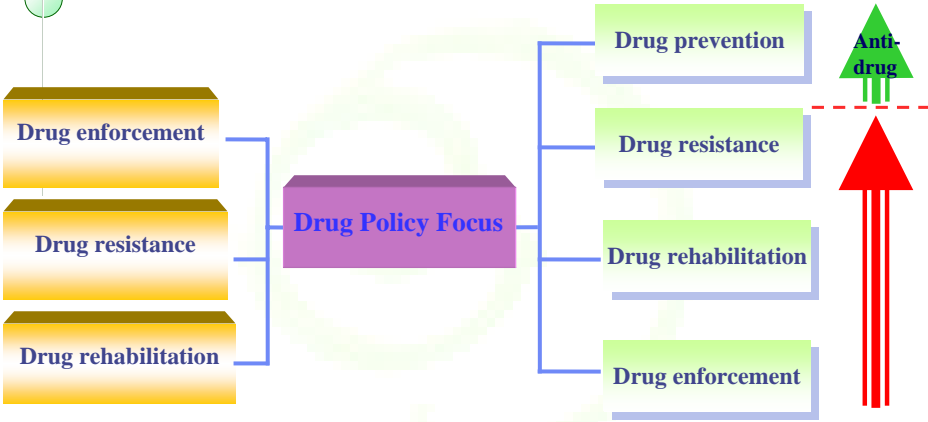
**Services:**

As a one-stop window coordinating midterm/long-term budgeting, project planning, execution, monitoring and control.

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## Example on the adjustment of drug policy - with the aid of using GPMNet



On the base of drug resistance, drug rehabilitation and drug enforcement monitoring policies, the frontline of anti-drug focus has been pushed from drug resistance to drug prevention and related agencies have to implement policy goals by prevention projects.

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# Open Government Budgets

## Opening up the Bureau of Budget, Accounting and Statistics for Accuracy and Responsibility



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### Services:

- Openly accessible data on government budgets and spending as a reference in developing plans and budgets
- Provide complete data in areas such as personal income and economic growth

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# Use of ICTs to Better Services for Transparency and Efficiency

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# Transparency


**Transparency means that enough information is provided and that it is provided in easily understandable forms and media**




Information Integration




A Single Portal



Public pronouncement of laws and regulations



Actual disclosure of information



Encouraging public participation

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# Government Gazette Online

*Providing the public with prompt and timely public information.*



Services

- Published daily
- Provides offprint subscription
- Electronic Gazette : includes both PDF and HTML formats
- Provides free inquiry and download services

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## E&P Copies Circulate Simultaneously Daily



公報 e 日刊  
http://gazette.nat.gov.tw


E、P同步 每日發行

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## Government Procurement Online


*To increase the disclosure, transparency and fairness of government procurement, and to facilitate government uprightness and efficiency*




**Services:**

- To provide government procurement information in a single window
- To promote the use of e-procurement
- To drive e-orders within the inter-entity supply contract

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 **Open Information on Job Hunting**

*Open, transparent information on various agencies to meet the needs of clients*



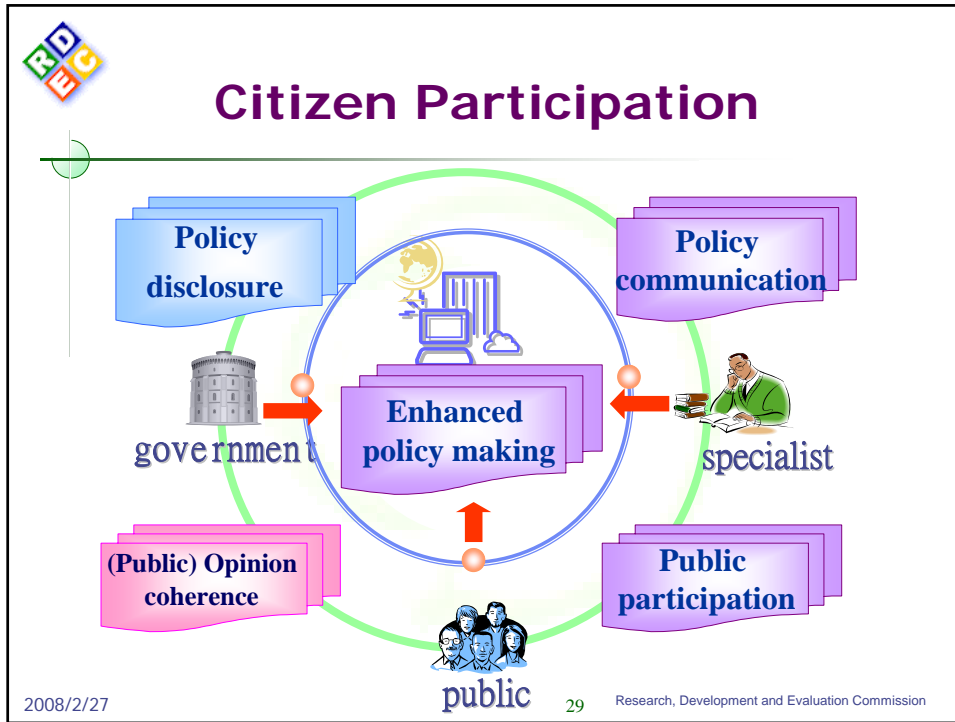
**Services:**

- Open recruiting information for Central and local government agencies
- Open personnel rules and guidelines, info on rights of public employees

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 **Use of ICTs to Better Public Participation for Policy Making**

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**National Policy Think-Tank On-Line**

*To reflect all the key policies toward the public, and to invite different points of view for proposed policies.*

**Services:**

- As an effective communication channel for public policies
- As a major policy forum enabling full discussion of proposed policies
- Providing relevant first-hand materials for research needs

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## Smooth e-mail communication channels

*The higher the level of response, the more effective results will be*



### Services:

- All agencies make e-mail communications channels available
- Response to demands from the public must be timely and responsible

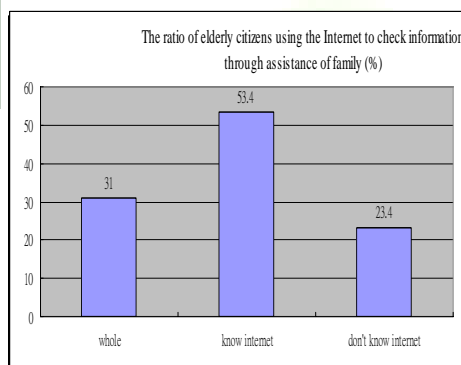
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## Initiate e-Agent Mechanism

*Use e-agents to initiate social-participation by minors*



### Services:

- Coach the public to use the Internet
- Help faraway or senior citizens to benefit from the Internet
- Work with profit and non-profit organizations to drive the mechanism through adoption or collaboration

Source: Digital divide survey of RDEC (December 2007)

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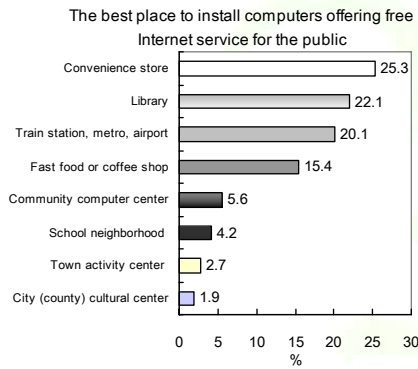
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## Public Library and e-Community

*Increase the spread of information usage and create fair digital opportunity*



**Services:**  
**-Lend NBs to those who do not have them**  
**-Bridge the digital divide**

## **e-Governance in Japan**

### **[ e-Administration for Better Accountability ]**

**Prof. Toshio OBI**

*Director, APEC e-Government Research Center; and  
Director, Institute of e-Government, Waseda University, Japan*

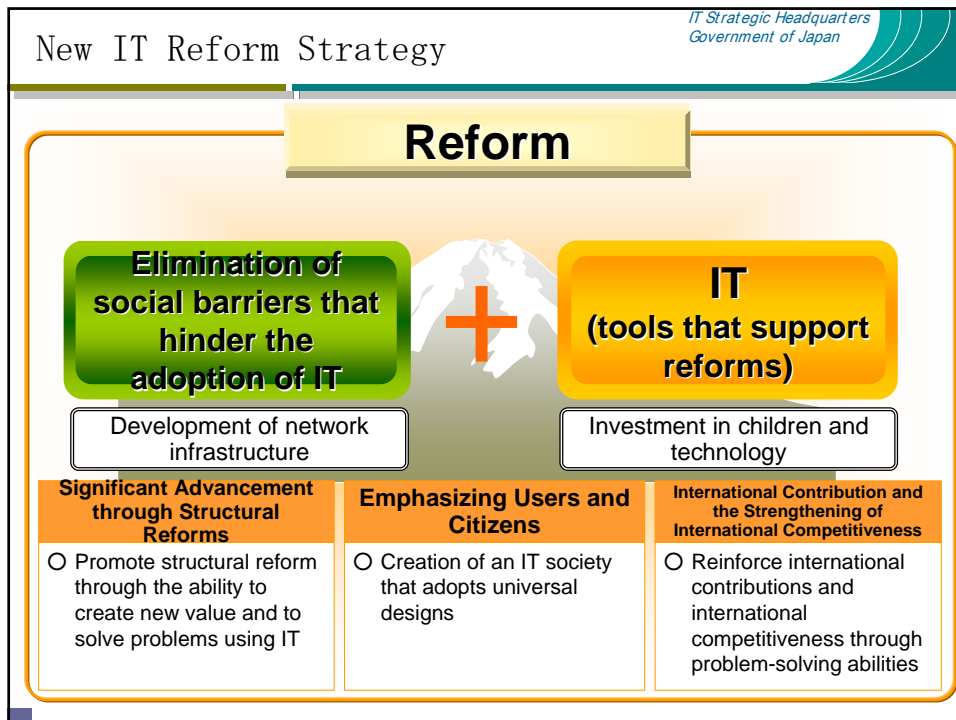
## **1. Structural Reform and Management Optimization**

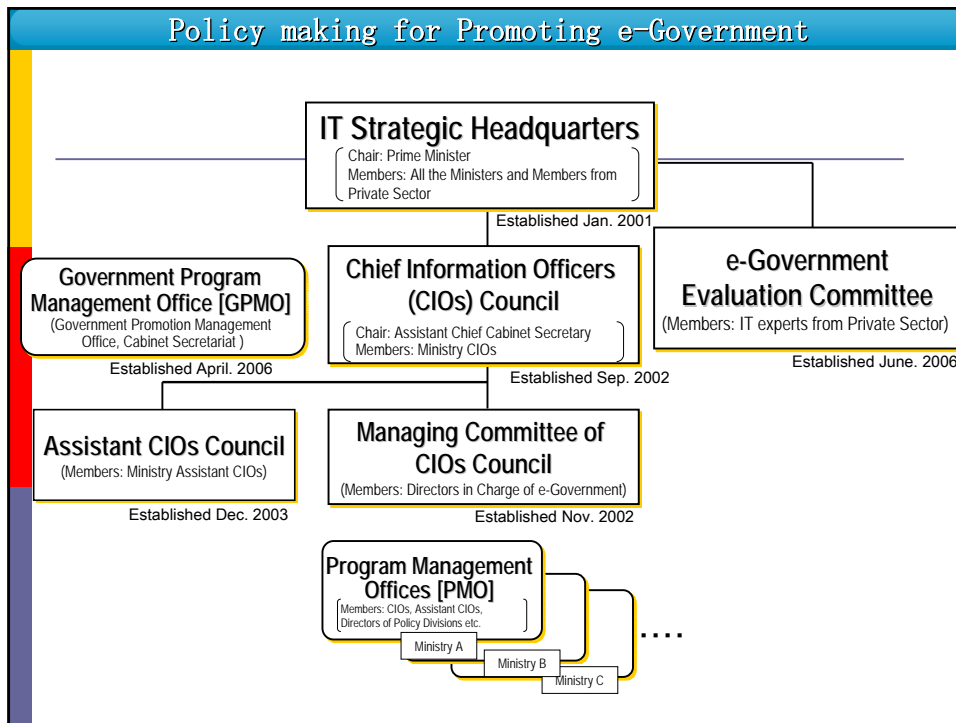
Five priority areas:

- 1. Public sector management and governance**
- 2. Regulatory reform**
- 3. Economic and legal infrastructure**
- 4. Competition policy**
- 5. Corporate governance**

Positive linkage between public and business sectors:

1. Business efficiency
2. Deregulation
3. Competition
4. Creation of new industry
5. Small and medium enterprises

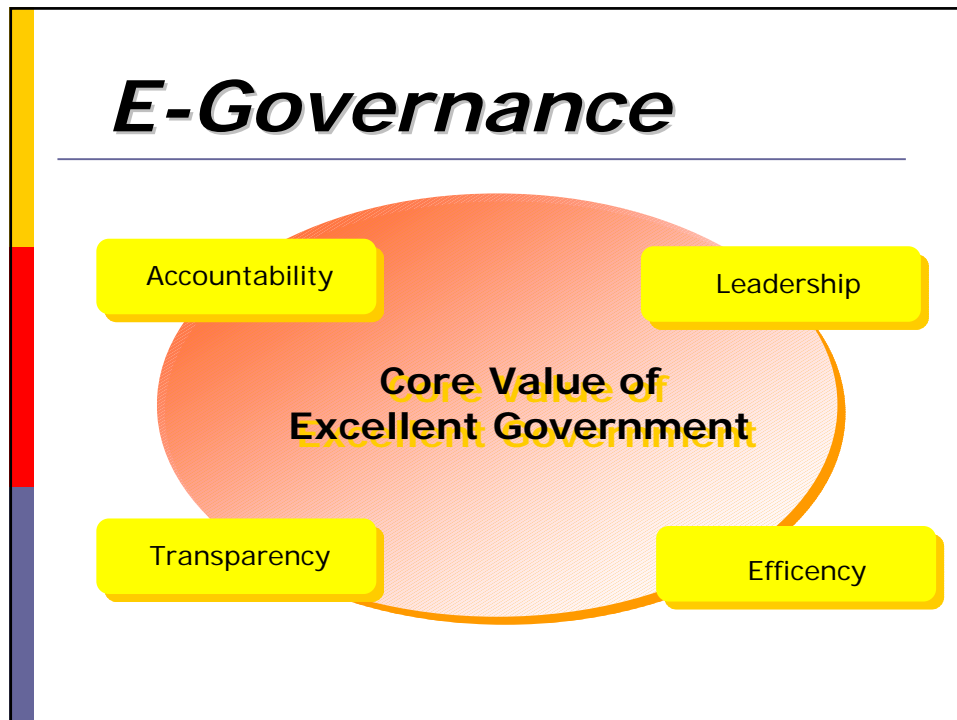




## Priorities in IT Policies by 2010 in Japan

### 1. The Pursuit of IT Structural Reform Capabilities

- A. social issues** thru structural reform of healthcare and for an environment friendly society that utilizes ICT
- B. To realize a safe and secure society**
- C. The world's most convenient and efficient government**
- D. business competitiveness** thru established management utilizing ICT



## **2. Development of ICT Infrastructure and network**

- 1. ICT society without digital divide**
- 2. universal design with global Standard**
- 3. Ubiquitous Society** that networks that anyone connects anytime from anywhere
- 4. Society** where people can live safely and securely.
- 5. Focus on human resource development (HRD) and education**
- 6. Promotion of R&D** as the foundation for the next generation ICT society
- 7. Japanese international contribution and competitive society**

**One of main agendas of IT **New Reform**  
Strategy for structural reform**

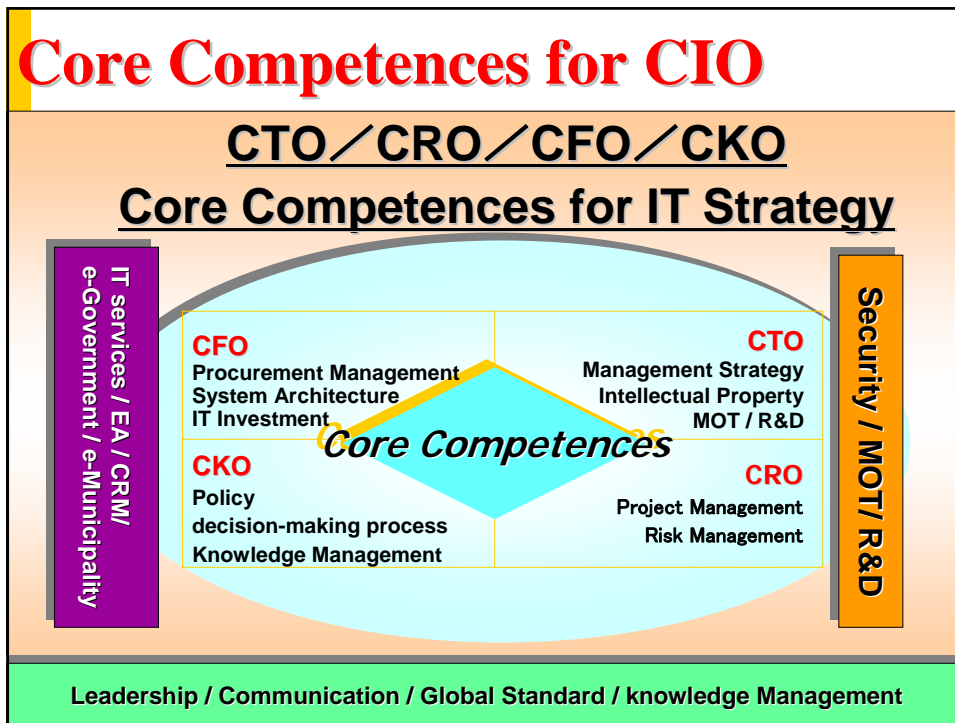
- usage of e-government activities and e-services
- **Utilization of disaster information** for disaster reduction
- **Establishment** of ICT **infrastructure and network**
- **Capacity building thru HRD** for CIO

**3. Government CIO and Core  
Competence for Inventing government**

- Leadership ● IT capability
- E-democracy/E-inclusion/E-participation
- Innovation

● **Adept in new areas** such as **security** / **IPR** / **Compliance** / **knowledge management** and **assessment** / Environment / Disaster

Familiar in the usage of **new business models** in private sector such as **ERP**, **EA**, **SCM** and **CRM**



### the role of CIOs in **5 management fields**:

- **Strategic Management**: promoting e-government reform in every sector
- **Risk Management**: Reducing the damage of natural disasters with BCP and cyber terrorist attacks
- **Knowledge management**: sharing knowledge and intellectual property
- **E-governance Management**: establishing good governance and compliance
- **Environmental management**: promoting Green IT and solution for the global warning

With Social and **Technological Innovation** Japan  
paradigm shift in Japanese lessons

*Society for*

- *People with long and healthy lives*
- *Safe and secure*
- *Diverse work styles*
- *Contributing to resolve global environment issues*
- *“Open” to the whole world*

Japan has set up **short-term policies**  
implemented: (1)

1. Global environmental issues as driver for **economic growth** and **international contribution**
2. **Doubling the investment** for the **Next Generation** which also includes investment for the younger generation and expanding the use of ICT
3. **Reform** in the universities that will not only focus on trainings and courses on ICT technicalities but also on **management skills** such as **CIO** that pertains to ICT



## short-term policies implemented (2)

4. Increase in investment for Science and Technology to ensure the “**Innovation Strategy**” will deliver real value

5. Review of innovation regulations, **social systems**, rules and norms

6. Implementation of **internal government mechanisms** to make Japan **the world's leading nation in innovation**

## 4. Policy implication and recommendation for APEC(1)

It is a very good timing to **evaluate the activities** on **e-government** and economic policy with ICT in the same context, since **competition policy with ICT** is **more interrelated** with e-government than in the past.

#### 4. Policy implication and recommendation for APEC(2)

Both **ICT** and **Competition policies** cannot be discussed in a single economy and need both **global and regional attention** for the issues. On this regard, **regional cooperation** on the role of ICT for **Open trade and investment facilitation** for regional integration as institutional framework is valuable.

#### 4. Policy implication and recommendation for APEC(3)

**CIO** as **decision-maker** of ICT management can play an important role of **integration** between **e-government** and **structural reform policy**. Until now, CIO paid attention to domestic ICT issues and has poor knowledge about **global economy and trade issues**. We recommend the training for CIO on these activities.

#### 4. Policy implication and recommendation for APEC(4)

There is **strong demand** for **creating comprehensive master plan** for **e-government** for prioritizing the agendas of **structural reform**, deregulation and competition in APEC region.

#### 4. Policy implication and recommendation for APEC(5)

「e-APEC」action plan should be **reviewed and monitored** periodically by experts to promote **APII** (Asia and Pacific Information Society).  
The cost reduction of investment and procurement by **e-municipality** in Japan could be identified to **get higher reduction of total cost** according to the survey of my Center

#### 4. Policy implication and recommendation for APEC(6)

As **positive trilateral relationship** on government-business-academia, the recommendations should be seriously considered at **APEC Ministerial meetings** including Economic ministers meetings in Peru and TEL Meeting in Tokyo in March and **TELMIN 7 in Bangkok** in April

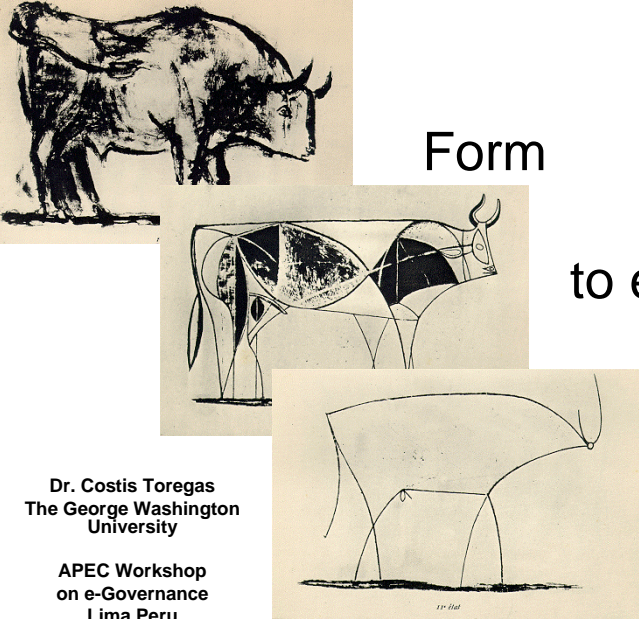
Thank you for your attention on this joint conference between the Economic Committee and TEL.

The cooperation and linkage between them will create integrated synergy effect on common issues for comprehensive solution of e-government, reform and competition

*Toshio Obi*

*Waseda University, Japan*

*[Obi.waseda@waseda.jp](mailto:Obi.waseda@waseda.jp)*




Form  
to e-form  
to re-form:

Dr. Costis Toregas  
The George Washington  
University

APEC Workshop  
on e-Governance  
Lima Peru  
February 27, 2008

A journey worth taking!

Expectations



- Is IT a good tool for structural reform?
- Is there an E-Gov role in public management?

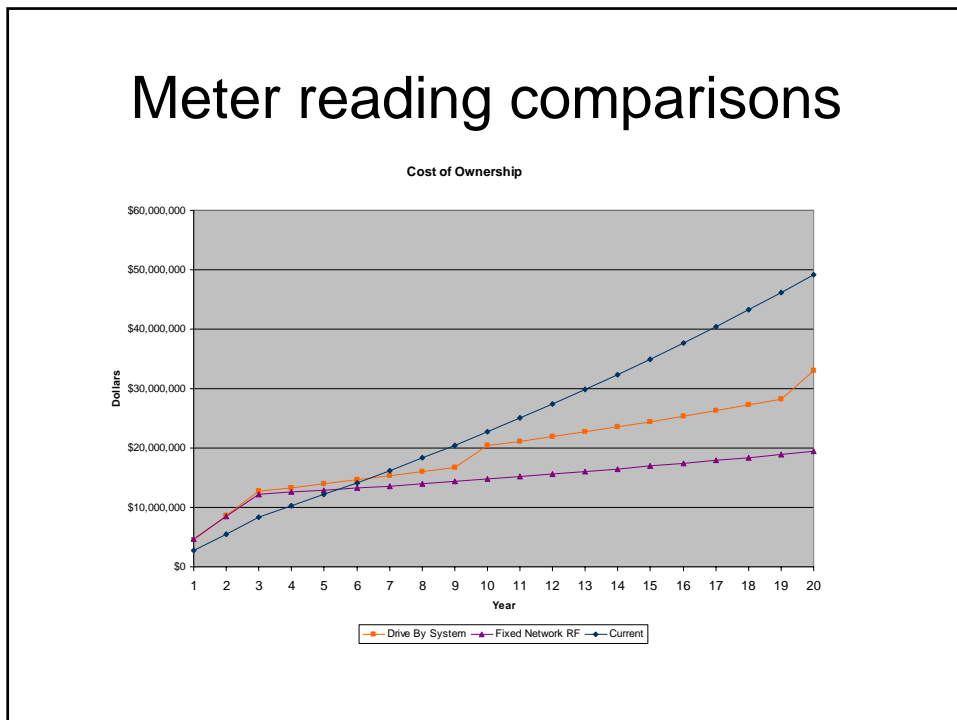
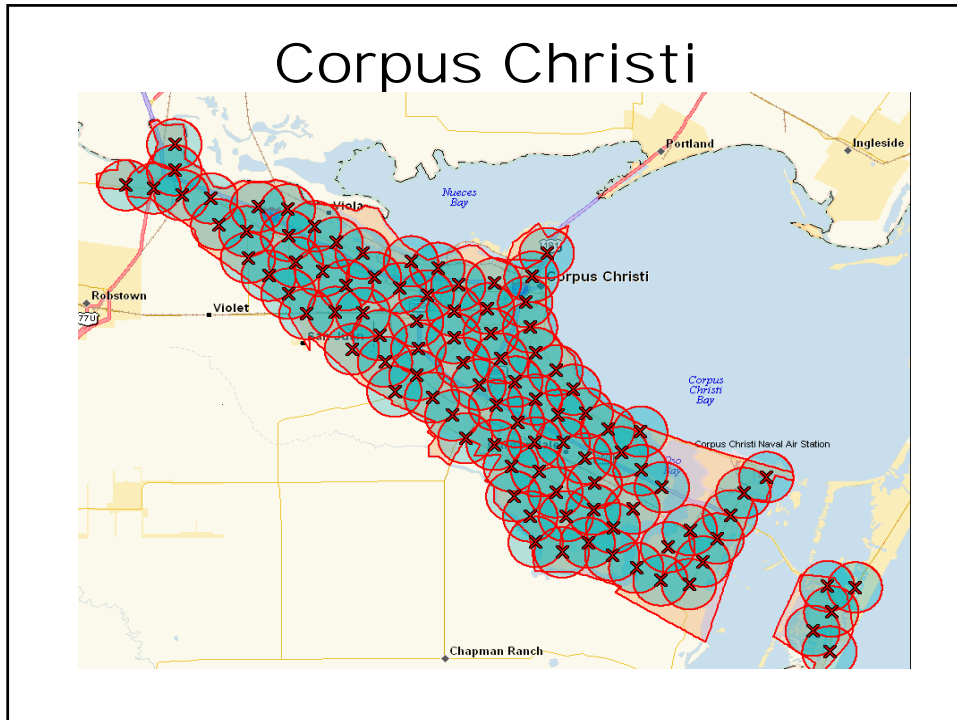
## Answers

- Necessary but not sufficient conditions
- Beyond portals to business process re-engineering and desired outcomes

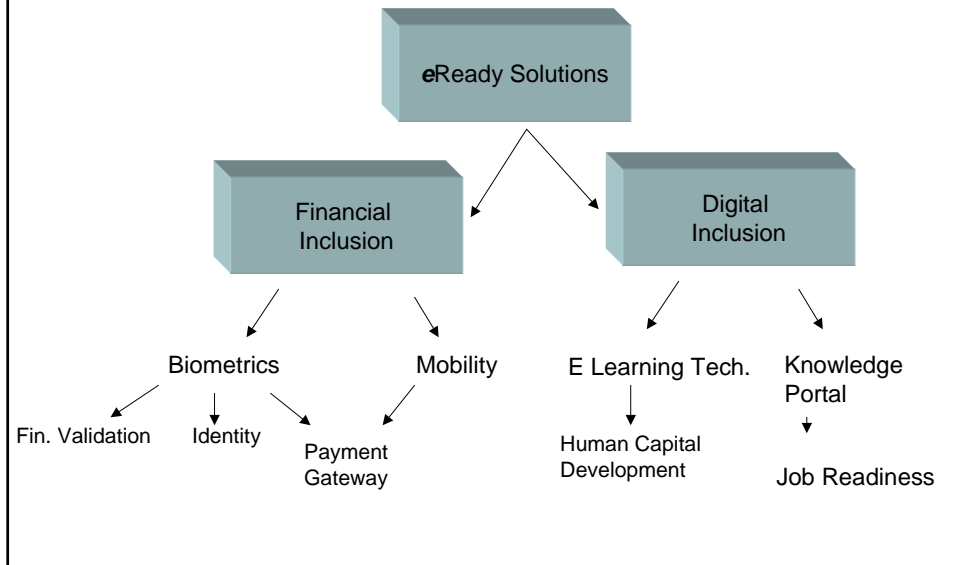


## Pervasive technology today

- WiFi for services and the digital divide
- E-learning for workforce growth
- Congress “Gold Mouse”



## E-learning for workforce growth



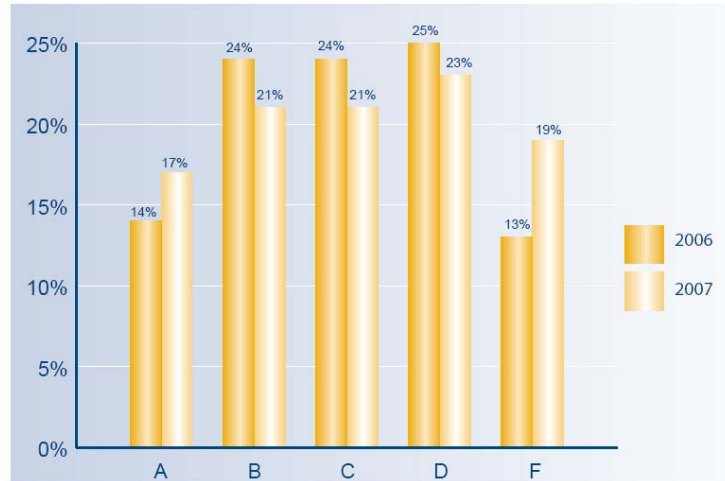
## Congress “Gold Mouse”



- Audience
- Content
- Usability
- Interactivity
- Innovation

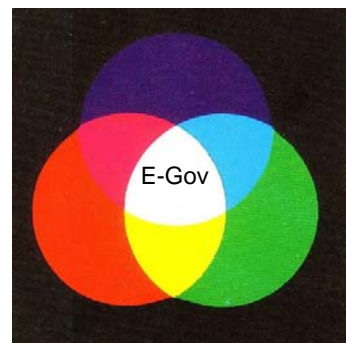


## Rankings



## Defining e-Gov

- Services
- Economic Activity
- Democracy



## Benefits from e-Gov approach

- Connected citizen
- Contained costs
- New views
  - Geography
  - From agency to personal



Before e-gov,

we must have e-citizens



WORLD INTERNET USAGE AND POPULATION STATISTICS						
World Regions	Population (2007 Est.)	Population % of World	Internet Usage, Latest Data	% Population (Penetration)	Usage % of World	Usage Growth 2000-2007
<a href="#">Africa</a>	941,249,130	14.2 %	<b>44,361,940</b>	4.7 %	3.4 %	882.7 %
<a href="#">Asia</a>	3,733,783,474	56.5 %	<b>510,478,743</b>	13.7 %	38.7 %	346.6 %
<a href="#">Europe</a>	801,821,187	12.1 %	<b>348,125,847</b>	43.4 %	26.4 %	231.2 %
<a href="#">Middle East</a>	192,755,045	2.9 %	<b>33,510,500</b>	17.4 %	2.5 %	920.2 %
<a href="#">North America</a>	334,659,631	5.1 %	<b>238,015,529</b>	71.1 %	18.0 %	120.2 %
<a href="#">Latin America/Caribbean</a>	569,133,474	8.6 %	<b>126,203,714</b>	22.2 %	9.6 %	598.5 %
<a href="#">Oceania / Australia</a>	33,569,718	0.5 %	<b>19,175,836</b>	57.1 %	1.5 %	151.6 %
<b>WORLD TOTAL</b>	6,606,971,659	100.0 %	<b>1,319,872,109</b>	20.0 %	100.0 %	265.6 %

## Guiding principles

- Efficiency
  - Effectiveness
- but also
- Transparency
  - Ethics
  - Equity



Reflecting  
culture



## Where to begin?

- Digitizing of records (form to e-form)
- Secure sharing through the Internet
- Improved access for government workers
- Improved access for citizens



## Beyond reading!

- Two way access
- AI ensuring quality
- Expectations of real time reaction

The screenshot displays the Town of Cherry Creek website interface. It includes a navigation menu with options like 'Home', 'About the Town', 'Government & Board', 'Community Events', 'E-Document Center', and 'Complaint Form'. The 'E-Document Center' lists services such as 'Classification, School Request', 'Block Party Request', 'Building Permit', and 'Building Permit Amendment/Cancellation'. The 'Complaint Form' section provides instructions on how to register a formal complaint and includes a form with fields for Name, Address, Phone, Email, Location of Problem, Date of Problem, and Type of Problem.

## Empowerment



## E-form to reform

- Modernization
- Decentralization
- Devolution
- Citizen orientation



## A question of precedence

- Process / Technology
- Soar like the eagle!

	Current Process	New Process
Current Technology	1	2
New Technology	3	4

## BPR

- Business process mapping
- Analysis
- Streamlining



## Awareness of Change



## Duality

- Decentralized operations
- but
- Centralized management or coordination



## Importance of champions

- Technology
- The Business case for reform





## Legislative challenge

- Laws impeding transparency
- Laws reflecting technology potential
  - Privacy
  - Security
  - Identity theft
  - ...



## Management Strategies

- Cross Boundary Leadership
- The human dimension
- Network Management



## Partnerships: Google and my county

### GIS Data

In addition to the data available in our map store, we also maintain other data. This data can be seen in our free map library. To help the public create your own maps, we're also making some of our non-sales data available.

The data below is provided as a KMZ file, a type of KML (Keyhole Markup Language), which was developed for Google Earth and is widely supported by many mapping applications.

#### **Montgomery County Internal Analysis Boundaries**

Community Analysis Zones (CAZs; analagous to Transportation Analysis Zones, TAZs)

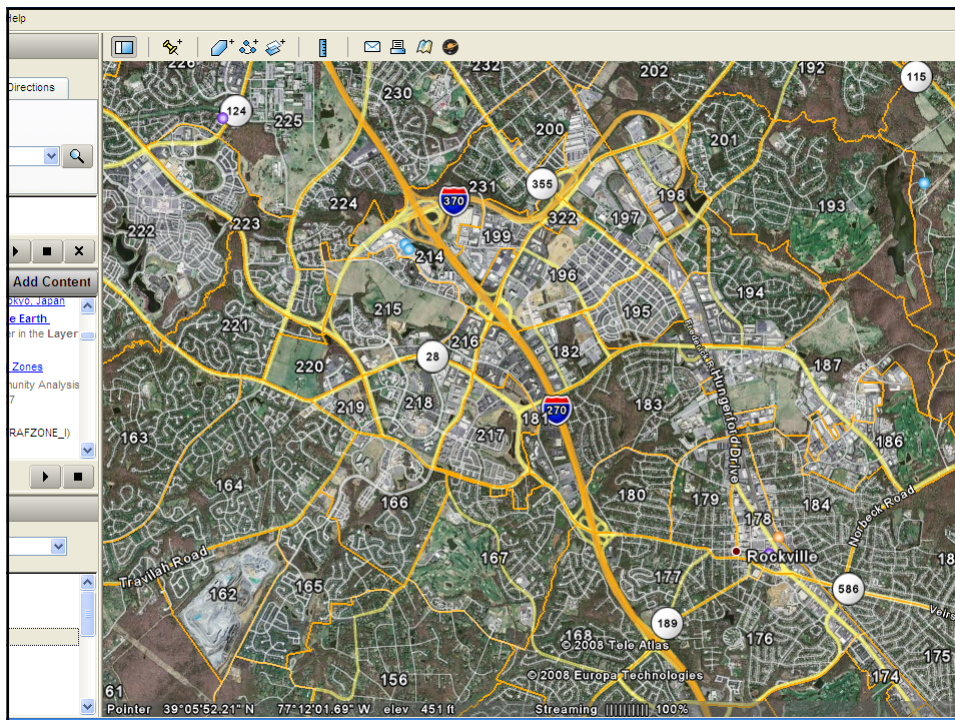
Planning Area Boundaries

Policy Area Boundaries

#### **Montgomery County Park Features**

Parks by Ownership

Park Trails (sorted by permitted use)



## The Ruvin SPIRIT

- No lay-offs
- Retraining
- Empowerment
- User supremacy



## New Paradigms

BUREAUCRACY	NETWORK
Control	Order
Command	Leadership
Information on a "need to know" basis	Open access to information
Programmed change	Emergence of new ideas
Stability	Constant
In due time	In real time
Controls the debate; sets the agenda	Facilitates and joins the debate
Defined processes, rules	High degree of voluntary compliance
Assumes scarcity	Assumes abundance



Camille Barnett

## Learn from others

- Common vocabulary
- Focus on the approach, not the solution
- Communicate



Stay in touch!

[toregas1@gwu.edu](mailto:toregas1@gwu.edu)

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## **APEC Economic Committee Workshop on E-Governance**

### **The Success, Promise and Challenge of eParticipation**

J.P. Auffret  
Center for Advanced Technology  
Strategy  
February 27<sup>th</sup>, 2008

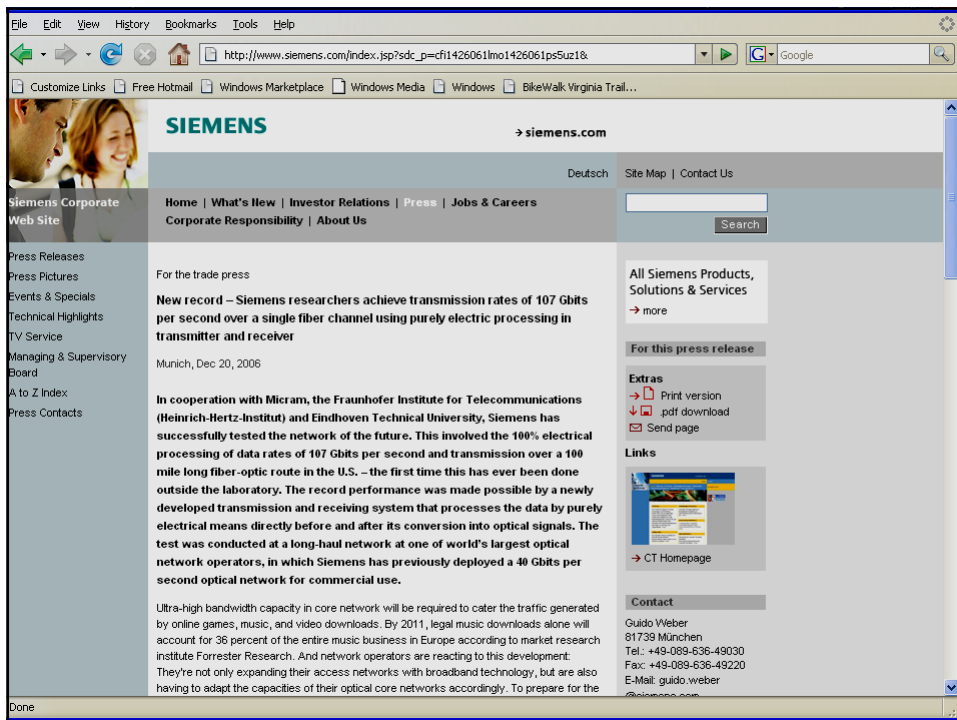


Source: [OpenSourceCommunity.org](http://OpenSourceCommunity.org)



**Albert Fert and Peter Grunberg  
Awarded 2007 Noble Prize in  
Physics**

**Hitachi Achieves  
Nanotechnology  
Milestone for  
Quadrupling  
Terabyte Hard  
Drive -  
2x reduction of  
nanometer  
recording  
technology shows  
promise for 1TB -  
notebook and 4TB  
desktop PCs in  
2011**



File Edit View History Bookmarks Tools Help  
http://www.siemens.com/index.jsp?sd\_c\_p=cf1426061lmo1426061ps5uz1&...  
Customize Links Free Hotmail Windows Marketplace Windows Media Windows BikeWalk Virginia Trail...

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Press Releases  
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A to Z Index  
Press Contacts

For the trade press  
**New record – Siemens researchers achieve transmission rates of 107 Gbits per second over a single fiber channel using purely electric processing in transmitter and receiver**  
Munich, Dec 20, 2006

**In cooperation with Micram, the Fraunhofer Institute for Telecommunications (Heinrich-Hertz-Institut) and Eindhoven Technical University, Siemens has successfully tested the network of the future. This involved the 100% electrical processing of data rates of 107 Gbits per second and transmission over a 100 mile long fiber-optic route in the U.S. – the first time this has ever been done outside the laboratory. The record performance was made possible by a newly developed transmission and receiving system that processes the data by purely electrical means directly before and after its conversion into optical signals. The test was conducted at a long-haul network at one of world's largest optical network operators, in which Siemens has previously deployed a 40 Gbits per second optical network for commercial use.**

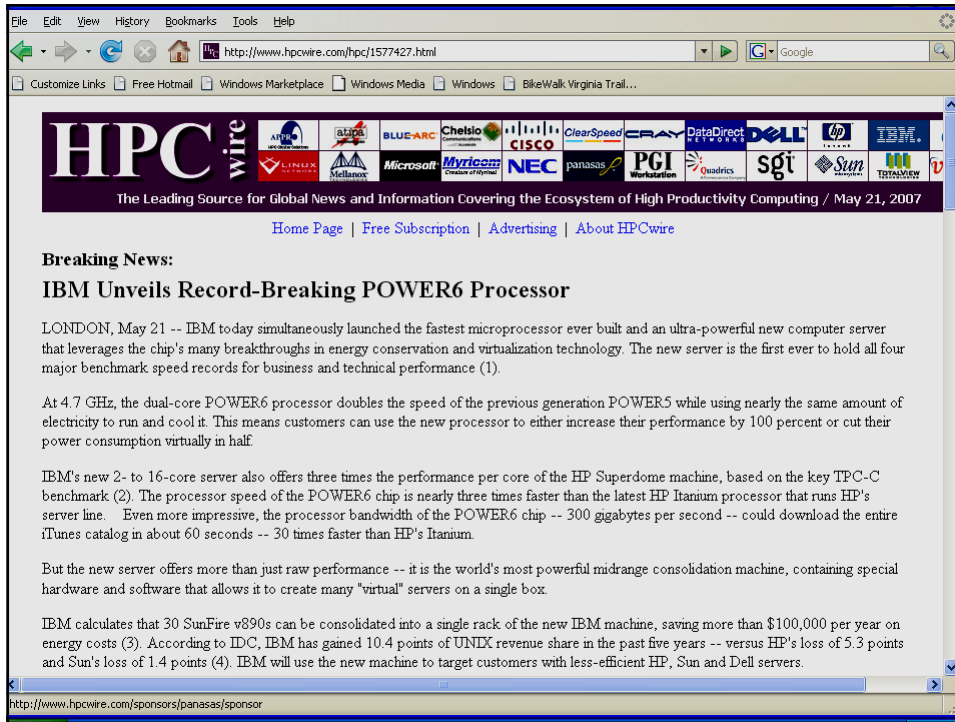
Ultra-high bandwidth capacity in core network will be required to cater the traffic generated by online games, music, and video downloads. By 2011, legal music downloads alone will account for 36 percent of the entire music business in Europe according to market research institute Forrester Research. And network operators are reacting to this development: They're not only expanding their access networks with broadband technology, but are also having to adapt the capacities of their optical core networks accordingly. To prepare for the

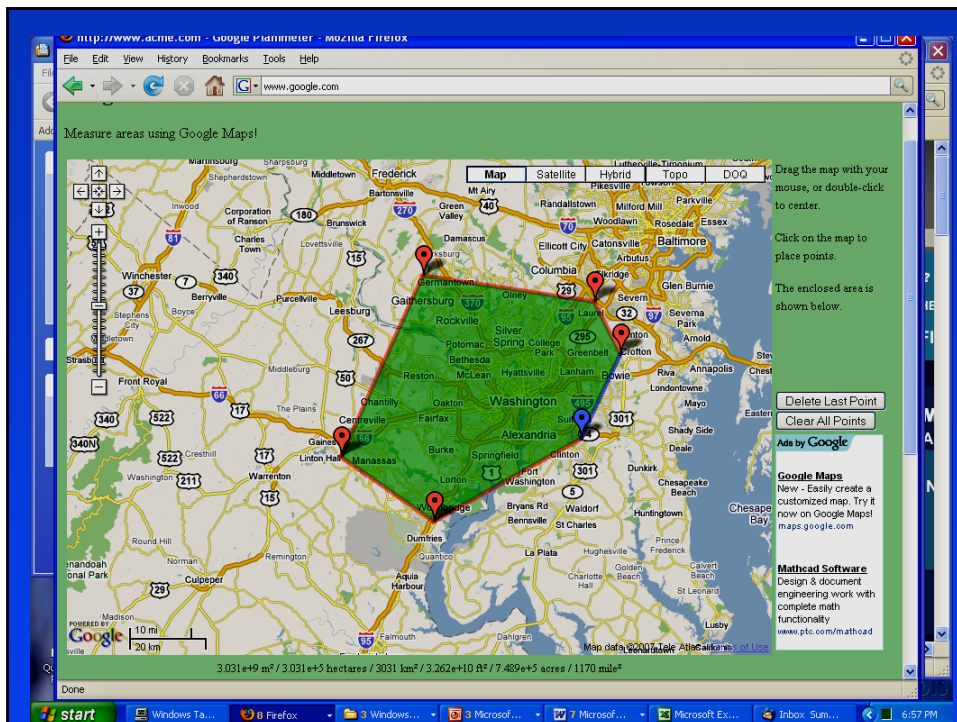
All Siemens Products, Solutions & Services  
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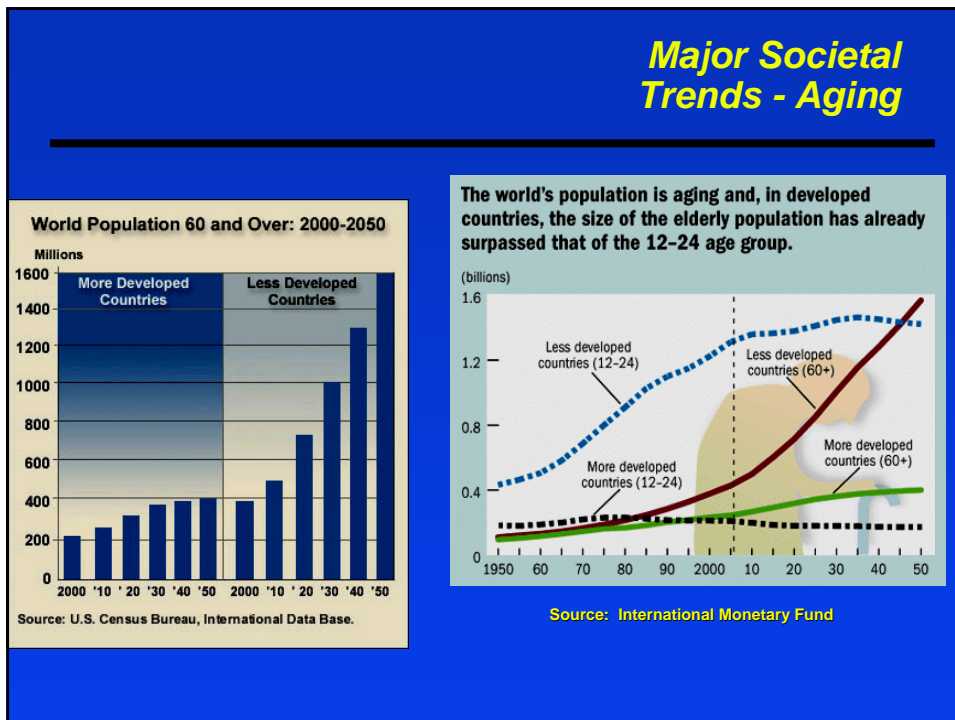
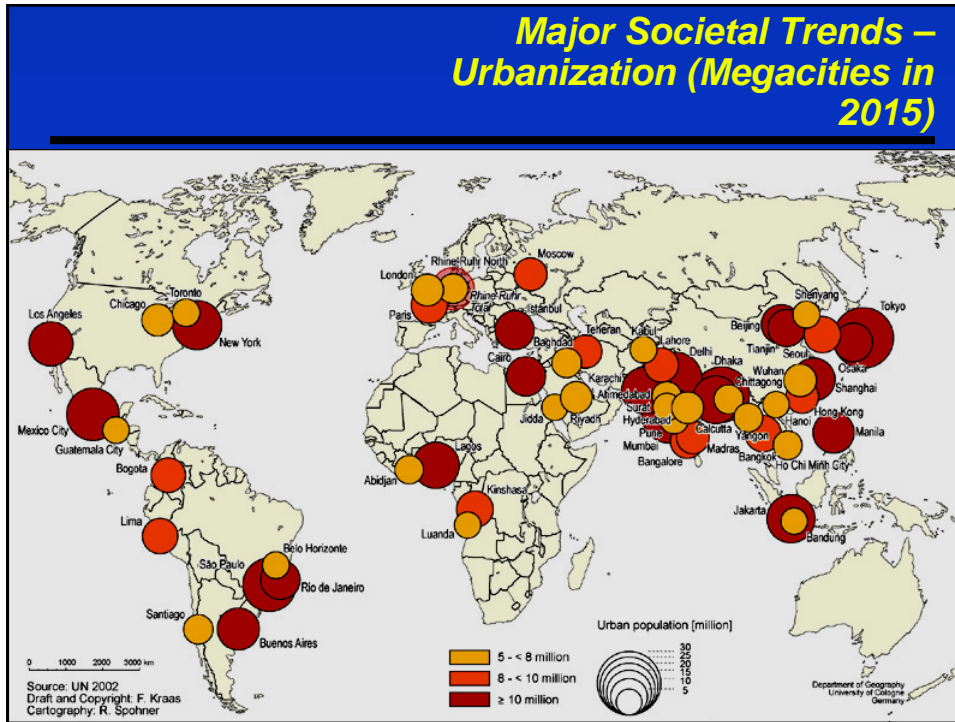
Links  
→ CT Homepage

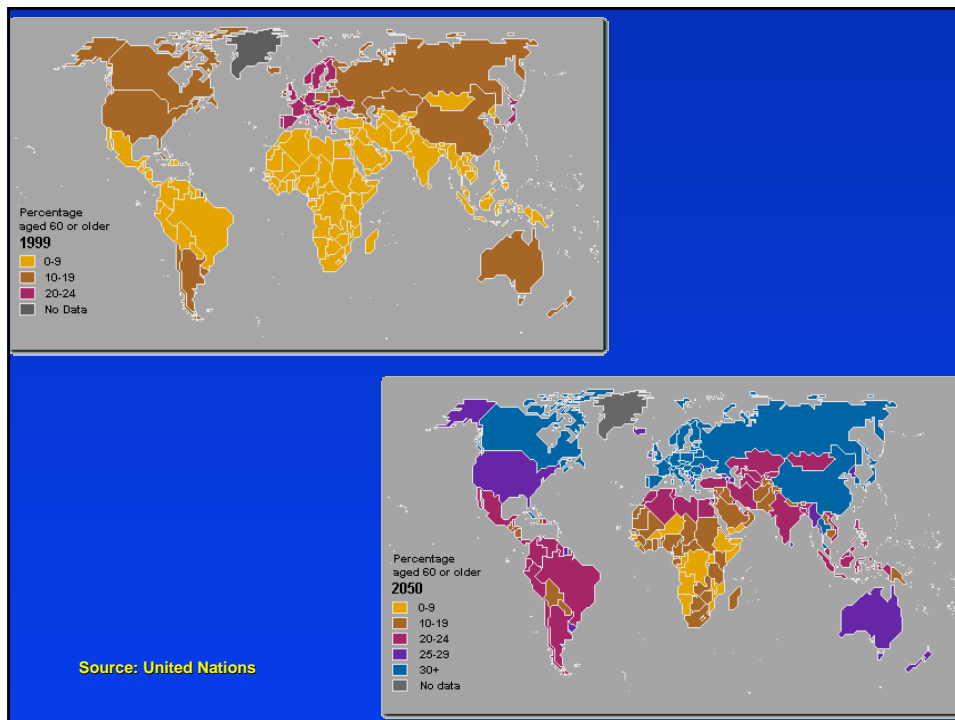
Contact  
Guido Weber  
81739 München  
Tel.: +49-089-636-49030  
Fax: +49-089-636-49220  
E-Mail: guido.weber@siemens.com











### *The e-Petition Shows My Government is Listening* - Tony Blair

The million-strong e-petition against road pricing on the No 10 website is an opportunity, not because I share the petitioners' views - I don't - but because I know the country needs to have a full debate on how we tackle road congestion and this petition has helped spark it. It's a sign of just how fast politics has changed in the last decade that, while I once was criticised for being a control freak, I now find myself under attack for allowing dissenting views on my own website. And there is no doubt it used to be accepted wisdom, which I too accepted, that politicians needed to frame the shape of any debate and only engage with issues on their own terms. But I don't believe this is possible any longer. We have to remember that No 10's new e-petition service has not generated the views against road pricing that have been expressed by more than a million people. They were already there and it's not possible, wise or healthy for politicians to try and sweep them under the carpet.

What it has given us is the ability, which was simply not there before, to engage with those who have signed the petition and with everyone else in the country on what are the options for tackling congestion on our roads and, indeed, the other long-term challenges facing our country.

Our country must gain from a more informed debate. For what's clear is the challenges we face are more complex than ever and that there are simply no easy answers - whether, for example, it's how we tackle climate change, provide affordable and sustainable pensions or secure future energy supplies.

I also strongly believe that the more people understand the nature and scale of the problems, the more likely we will as a country reach the right decisions on the way forward. So we should welcome debate and use every channel to engage with it. In doing so we should also consider the implications for institutions that were established before the advent of the internet. The web offers people the chance to express their views at very little cost and, as this week has shown, generate a national debate at the click of a mouse.

Over the next few days, I will be sending out a response to everyone who has signed the petition against road charging, explaining the problems the country faces and why I believe road charging is surely part of the answer here as it is in many other countries.

I'm not kidding myself that this will change people's views overnight. I am convinced, however, that the focus on this issue that the e-petition has brought about will help improve our understanding of the problems and the realisation that there are no cost-free answers. And that surely has got to be good news for the health of our democracy and for the chances of our country coming up with the right and sustainable solutions to the long-term challenges we face.

*In The Observer,  
Sunday, February 18<sup>th</sup>, 2007*



## eParticipation and Related Phrases

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- eParticipation
- eDemocracy
- Online citizen engagement
- Participatory budgeting

“Engaging citizens in policy-making is a sound investment in the design and delivery of better public policies and a core element of good governance” – OECD 2003

### *eParticipation Rationale*

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- Enhance public policy and government
- Develop greater government accountability and public trust
- Increase social inclusion including of aged and disadvantaged

eParticipation and by extension social inclusion are key aspects of meeting the 21<sup>st</sup> Century challenges of urbanization and aging societies

### *eParticipation Policy Making Stages and Modes of Participation*

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- |                                                                                                                                                                                                                                      |                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>▪ <b>Policy Making Stages</b><ul style="list-style-type: none"><li>▪ Agenda Setting</li><li>▪ Analysis</li><li>▪ Formulation</li><li>▪ Implementation</li><li>▪ Monitoring</li></ul></li></ul> | <ul style="list-style-type: none"><li>▪ <b>Modes of eParticipation</b><ul style="list-style-type: none"><li>▪ Information</li><li>▪ Consultation</li><li>▪ Active Participation</li></ul></li></ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## ***eParticipation Media and Technologies***

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- **Media**
  - Internet
  - SMS
  - Kiosks
  - Email
  - Wireless
- **Technologies**
  - ePetition
  - Discussion Forums
  - Wikis
  - Blogs
  - Online surveys
  - eVoting
  - Feedback boards
  - Project collaborative tools
  - Social Media

## ***eParticipation Scope and Readiness***

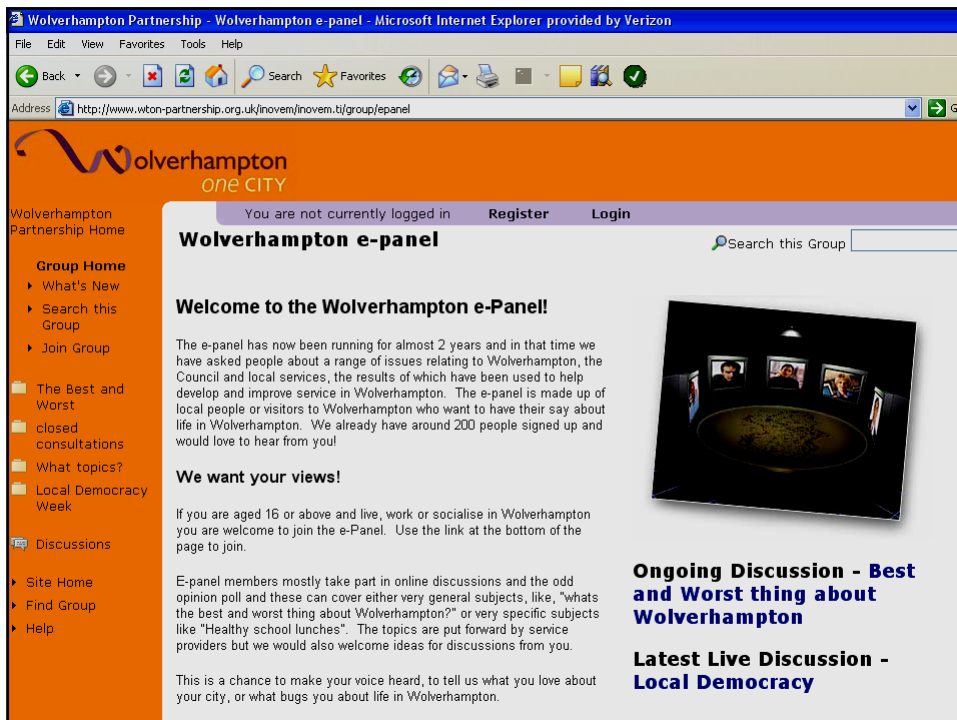
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- **eParticipation Scope**
  - National and regional
  - Rural and urban
  - All citizens or to segments of society
- **eParticipation Readiness**
  - ICT readiness
  - Participative tradition
  - Government policies
  - Social structures and institutional processes

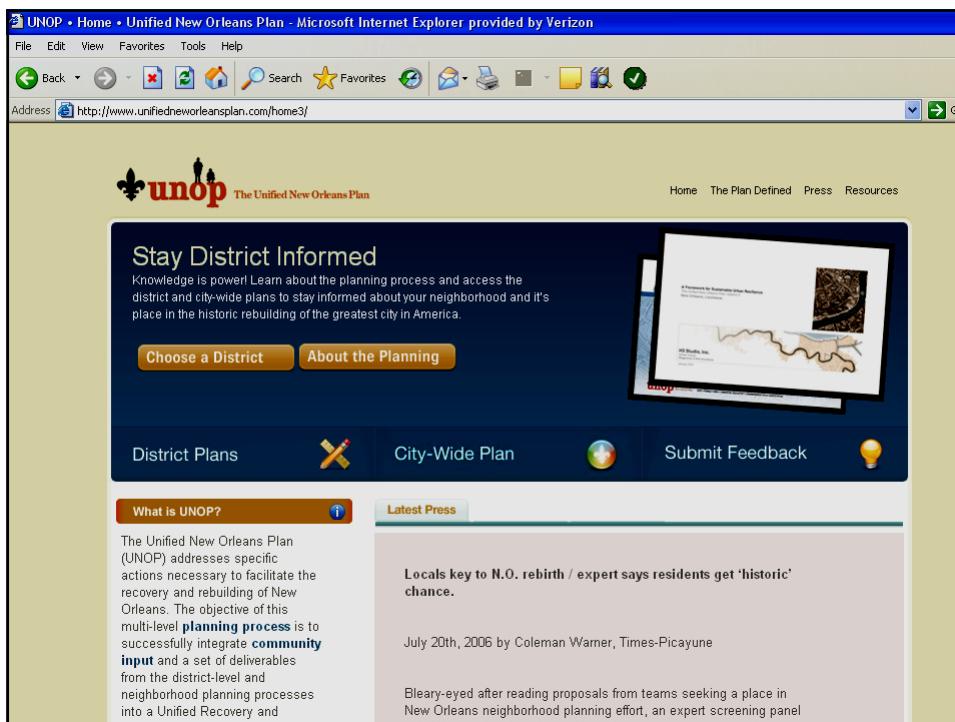
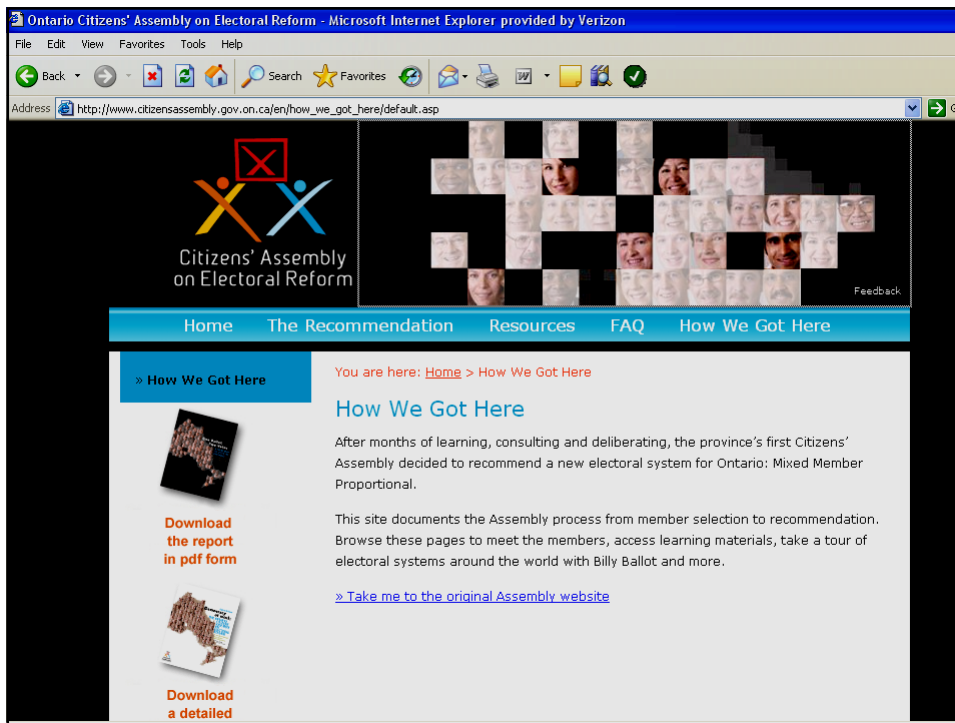
## eParticipation Cases

- Office of the President – Republic of the Philippines
- My Egov - Taiwan
- Wolverhampton One City
- Ontario Citizens Assembly
- Unified New Orleans Plan
- New Zealand Government – Participate
- CyberVote











### ***eParticipation Challenges and Associated Best Practices***

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- **Fostering government champions and grassroots leadership**
- **Scaling from pilots to broader adoption**
- **Building platforms and matching path to goals**
- **Building human capacity and promoting active citizenship**
- **Integrating eParticipation with eGovernment with citizen engagement traditions**
- **Connecting with and building awareness amongst citizens**
- **Reinforcing citizen interest through government commitment**

### ***eParticipation and Social Inclusion***

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- **Technology provides an avenue of social engagement for the aged, rural and socially disadvantaged**
- **There is a substantial challenge of incorporating technology with communities, social structures and institutional processes**
- **And a risk that inclusion programs, based on technology, result in less inclusive societies**

**Greatest technology for social inclusion successes are when non-intrusive technology is a small part of a larger social inclusion initiative that is consistent with social structures**

## *eParticipation Metrics*

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### ■ **Project Specific**

- Number (percentage) of target public segment that is aware of initiative, participates in the initiative once, and then participates in the initiative multiple times.
- Quality of public engagement versus planned goals
- Degree to which government considers the results of public engagement in agenda setting and policy making.
- Degree of integration into overall eGovernment program
- Project management specific metrics of meeting schedule and budget, and providing planned scope.

## *eParticipation Metrics*

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### ■ **High-Level**

- Enhanced public policy processes
- Improved public policies
- Greater public trust and government accountability
- Increased public participation in agenda setting and decision making
- Greater social inclusion of aged, rural and socially disadvantaged.

### ***eParticipation Conclusions***

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- eParticipation is part of good government and can provide a means to better public policies, enhanced public trust and social inclusion – including in the context of aging societies and urbanization
- While today's technologies provide a means to eParticipation, overall success is predicated on good leadership and commitment, and initiative design that is consistent with social structures, institutional processes and the overall eGovernment framework.

### ***eParticipation Conclusions***

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Building on the many eParticipation successes in APEC and worldwide - APEC Economies, regions and municipalities can enhance public engagement and further good government through eParticipation.



APEC Workshop on e-Governance  
27 February 2008, Lima, Peru

## e-Participation Experience in Chinese Taipei

**Dr. Lichun Chiang**  
Deputy Director for International Cooperation,  
Taiwan e-Governance Research Center  
Associate Professor,  
National Cheng Kung University



電子治理研究中心  
Taiwan e-Governance Research Center

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## Opening Remarks

- Since 2004, Chinese Taipei has been listed among the top 3 in the global e-government rankings conducted by Brown University of the U.S.
- The e-vision in 2020:  
From e-government to e-governance
- Presentation Structure
  - Part I: Introduction of  
Taiwan e-Governance Research Center
  - Part II: e-Participation cases in Chinese Taipei



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## Part I

### Introduction of Taiwan e-Governance Research Center





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## Taiwan e-Governance Research Center

- **At-A-Glance**
  - The Taiwan e-Governance Research Center (TEG) was established in 2007, with support from the Research, Development and Evaluation Commission (RDEC).
  - The TEG's goal is to develop policy guidelines to further e-government program.
  - The TEG aims to be an international center to share knowledge and database of e-governance.



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## Taiwan e-Governance Research Center

### ■ Mission

The TEG aims to

- Combine theories with reality to provide a perspective on e-governance development;
- Cooperate with international scholars and institutions to advance e-government and diffuse know-how of e-governance;
- Build a knowledge database for e-governance issues and integrate a one-stop online resource;
- Develop a cross-country e-governance framework to provide advice in evaluating e-governance development worldwide.



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## Taiwan e-Governance Research Center

### ■ People



**Pin-Yu Chu**, Director

- Professor, National Chengchi University
- Ph.D., Stanford University



**Lichun Chiang**, Deputy Director

- Associate Professor, National Cheng Kung University
- Ph.D., University of Southern California



**Naiyi Hsiao**, Deputy Director

- Assistant Professor, National Chengchi University
- Ph.D., State University of New York at Albany



**Tzu-Wen Sung**, Chief Executive Officer

- Postdoctoral Fellow, National Chengchi University
- Ph.D., Claremont Graduate University



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## Taiwan e-Governance Research Center

- **Current Projects**
  - The Vision of e-Government in 2020: An Application of Scenario Planning
  - A Panel Study on the Effectiveness of e-Governance
  - A Study on Government IT Workforce and Budgeting Management—Status Quo, Challenges, and Solutions
  - Adaptation of Governing Relationship in Electronic Government
  - Cost Benefit Analysis of e-Governance



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## Part II

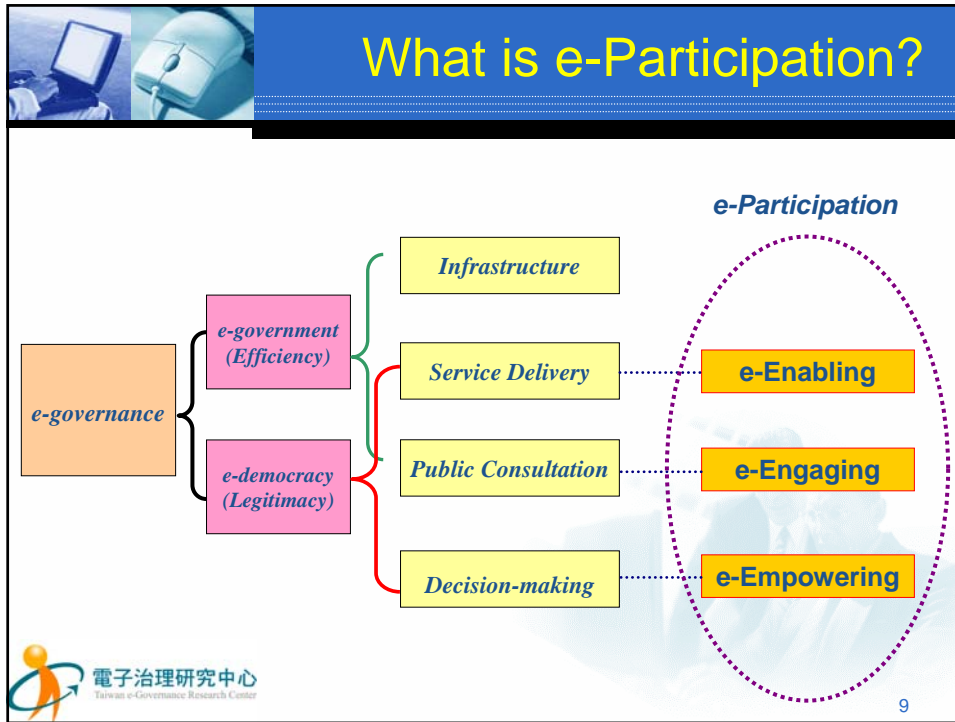
### e-Participation Cases in Chinese Taipei

1. Taipei City Mayor's E-mail Box (TCME)
2. RDEC National Policy Think Tank Online



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## Case I: e-Participation at Municipal Level

### Taipei City Mayor's E-mail Box (TCME)

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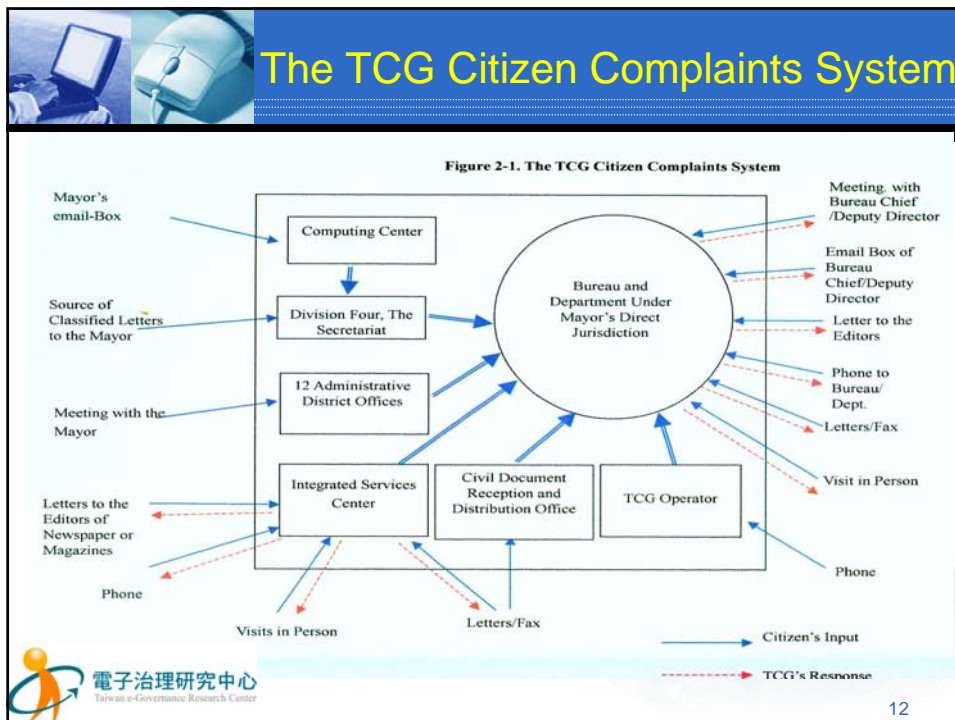
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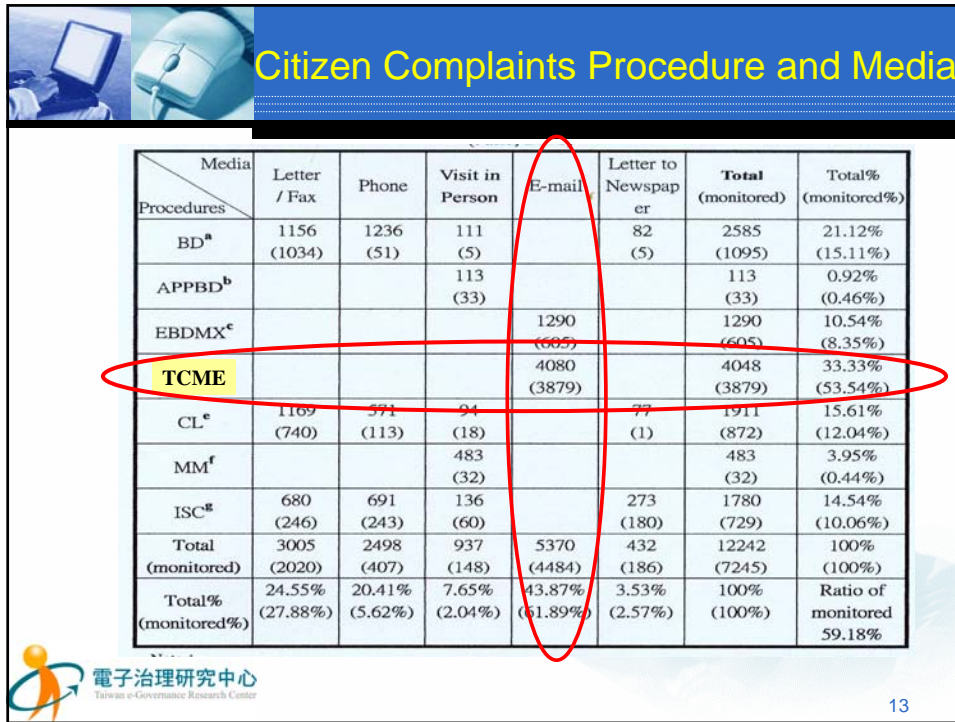
## Background of TCME

- Democratization, 1st Mayor General Election at 1994
- Responsiveness
- New Information and Communication Technologies (ICT)
- Citizen Complaints Handling Mechanism
- Taipei City Mayor's E-mail Box (TCME)

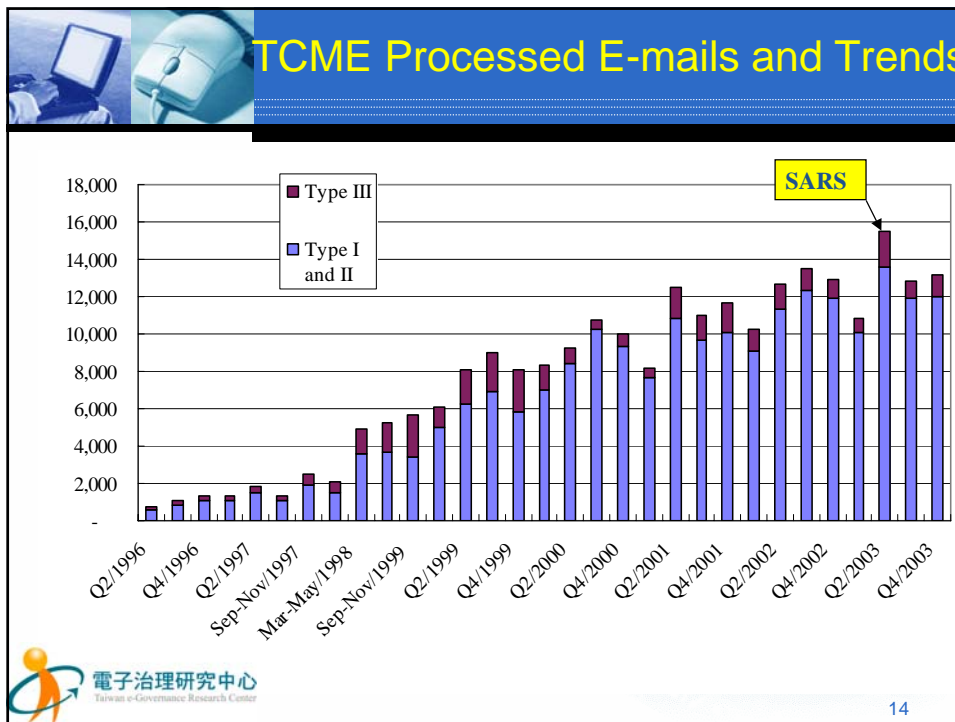


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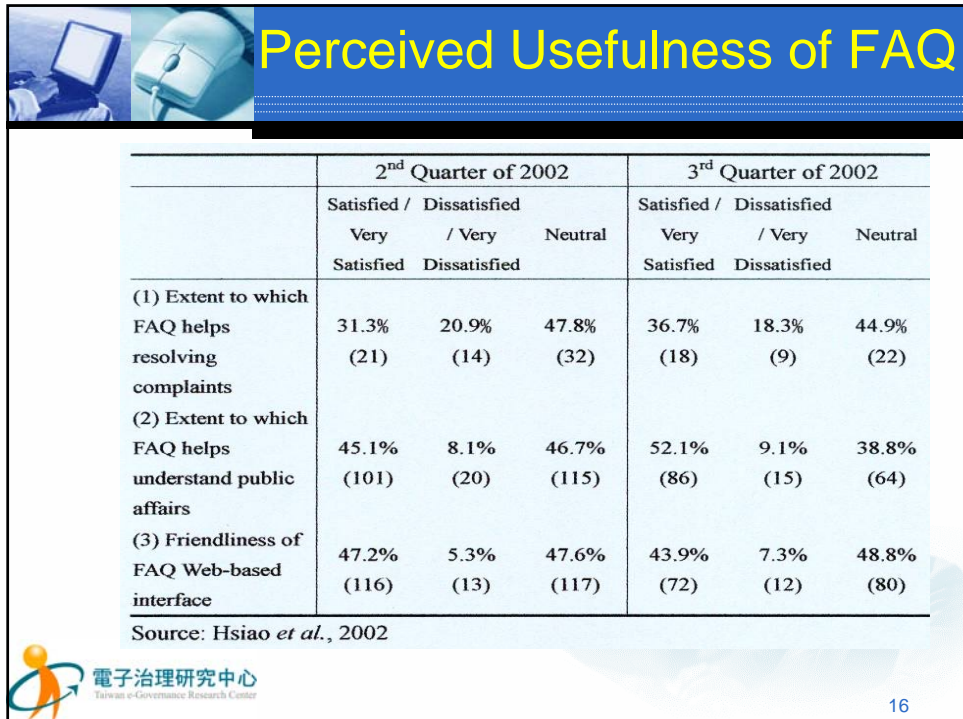
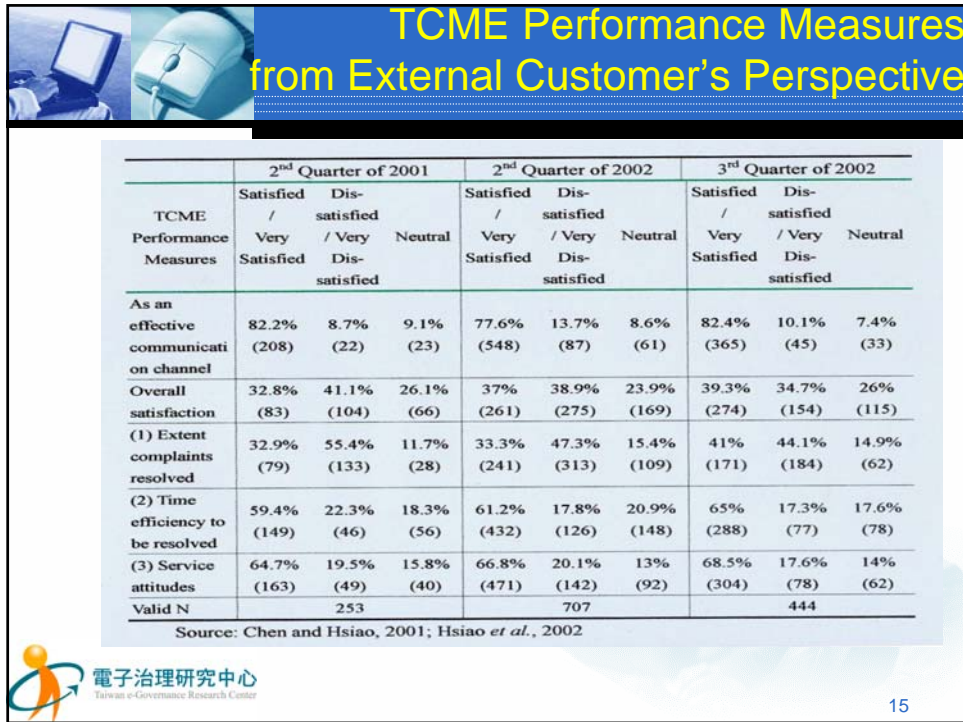





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## Internal Customer's Viewpoint: NGT Results

QUESTION: TCME users usually complain about the system “not solving the problem,” what are the reasons behind these complaints?

Rank	Answers	Vote (N)	Vote (%)
1	Citizen with illegal demands	20	37.7%
2	Citizen with “unrealistic expectations”	10	18.9%
3	Citizen not understand the situation well	10	18.9%
4	Can't alter government's policies	9	17.1%
5	Respondents are not front-line law enforcers	2	3.7%
6	Effecting people's interest	2	3.7%
7	Unclear contents, hard to reply	0	0.0%
<b>Total</b>		53	100.0



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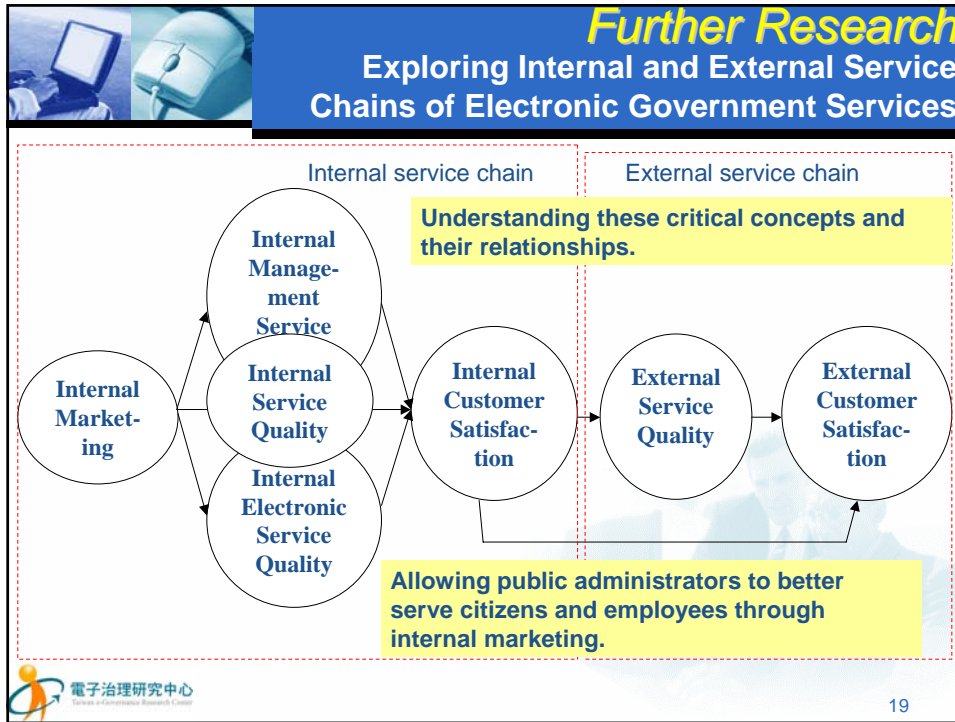


## Conclusion

- **ICT and citizen participation:** reduces costs to “entry”, increase workload of the public sector
- **The problem of consumer's satisfaction:** FAQ, data mining, digital divide, CRM
- **The problem of problem solving:** public managers vs. politicians, internal customer's satisfaction



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Case II: e-Participation at National Level

**RDEC National Policy Think Tank Online**

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- ### National Policy Think Tank Online
- **Strategy for Promotion**
- System construction
  - Lectures on operations
  - System maintenance operations
  - Competitions
  - Special Topic Forums
- 
- 電子治理研究中心  
Taiwan e-Governance Research Center
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## National Policy Think Tank Online



- **Status of Promotions**
  - **Dec. 2006:** Completion of the system.
  - **Sept. 2006:** Held nine workshops with over 600 staff in attendance.
  - **As of Feb. 2008:** Posted information on websites, including 240 policy reports, 181 policy discussion forums, 39 national pitch forums.



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## Thanks for your Attentions



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