



E-Government and the Rise of the Fifth Estate

William Dutton

Oxford Internet Institute (OII)
University of Oxford
www.ox.ac.uk

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Technologically Inspired Visions

- Interactive Computing -- the 'public information utility' of the 1970s
- Two-way Cable Videotext -- tele-democracy of the 1980s
- E-Mail, Bulletin Boards and Conferencing -- 'electronic city hall' of early-1990s
- The Internet and Web -- e-Democracy, e-Government from the 1990s
- Web 2.0 Social Networking -- Daily MyGovernment
- Grid Computing -- the 21st Century Internet as a World Wide Computer -- a Public Information Utility



Enduring Issues

- Telocracy or Point and Click Democracy
- Equity: Digital Divides
- Privacy and Surveillance
- Limited Participation or the Mob -- Rules of Order

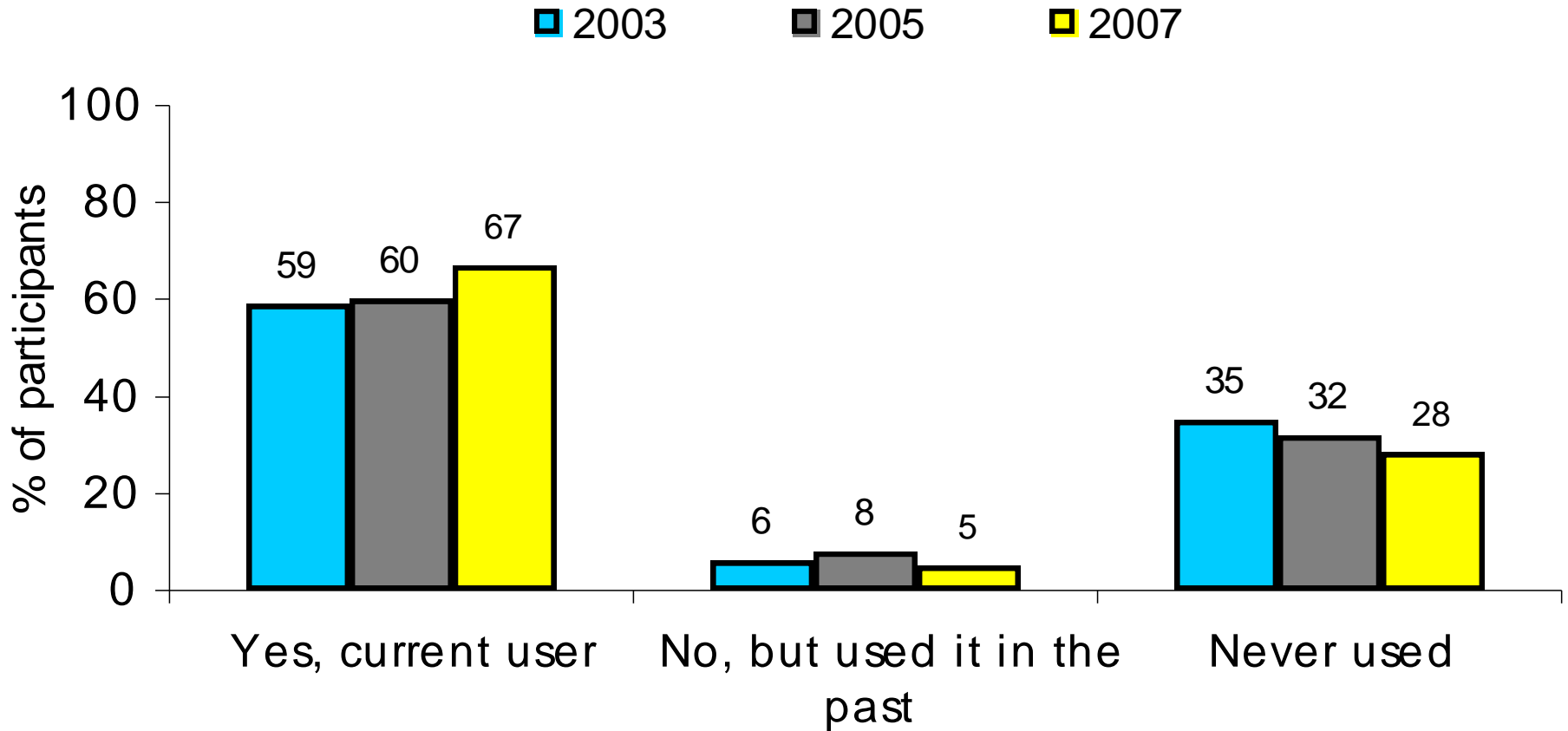


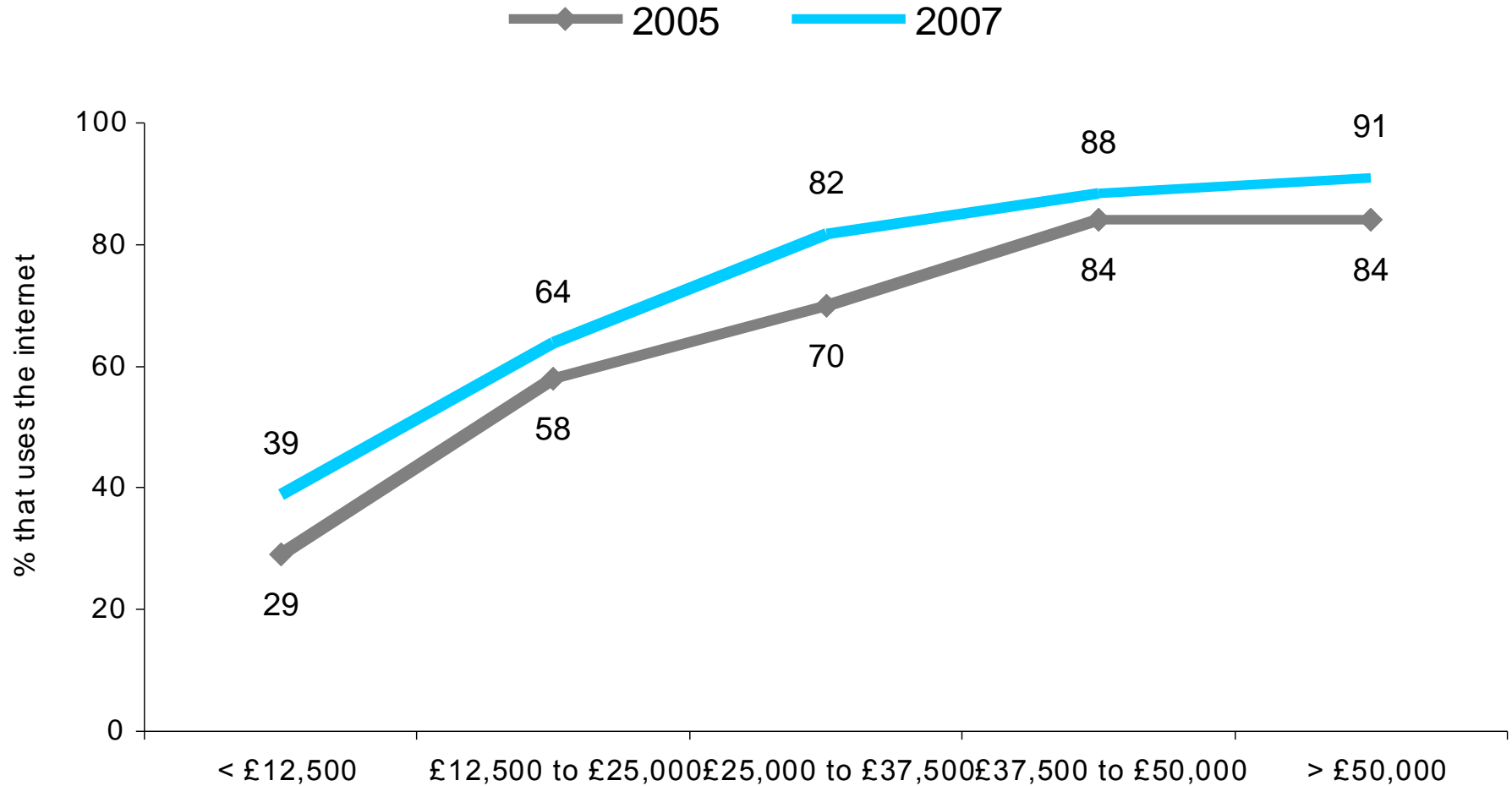
Oxford Internet Surveys (OxIS)

- 2003, 2005 and 2007 (next in 2009)
- Cross-sectional Surveys versus Panels
- Multi-Stage Probability Sample
- England, Scotland & Wales
- Respondents: 14 year olds and older
- Face-to-face Interviews
- Sponsorship from Hefce, AOL, BT, British Library, Cisco, Ofcom, Wanadoo (Orange), Talisma
- World Internet Project – over 2 dozen nations

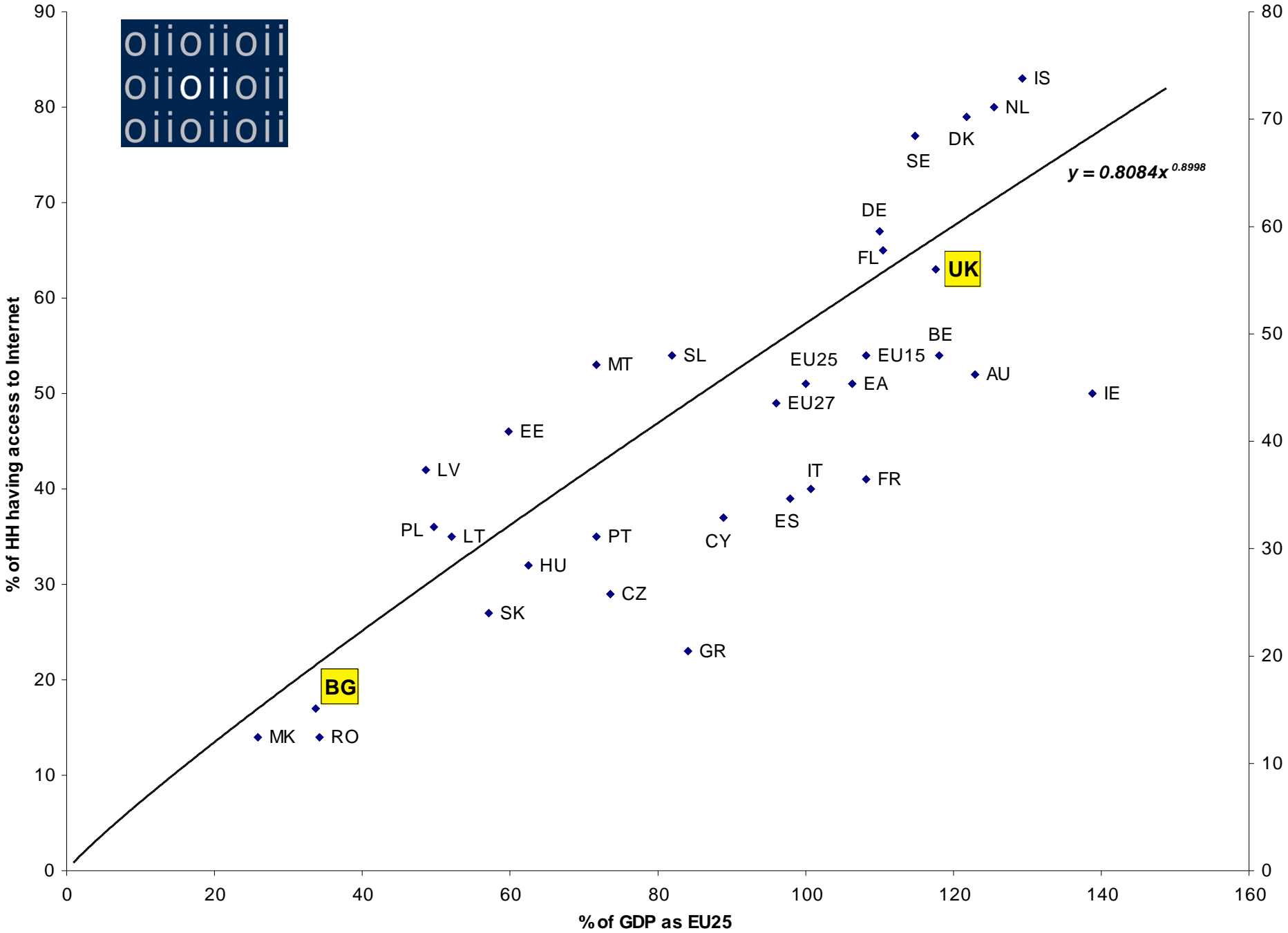


	2003	2005	2007
Fielded in	June-July	February-March	March - April
Number of respondents	2,030	2,185	2,350
Response rate	66%	72%	77%



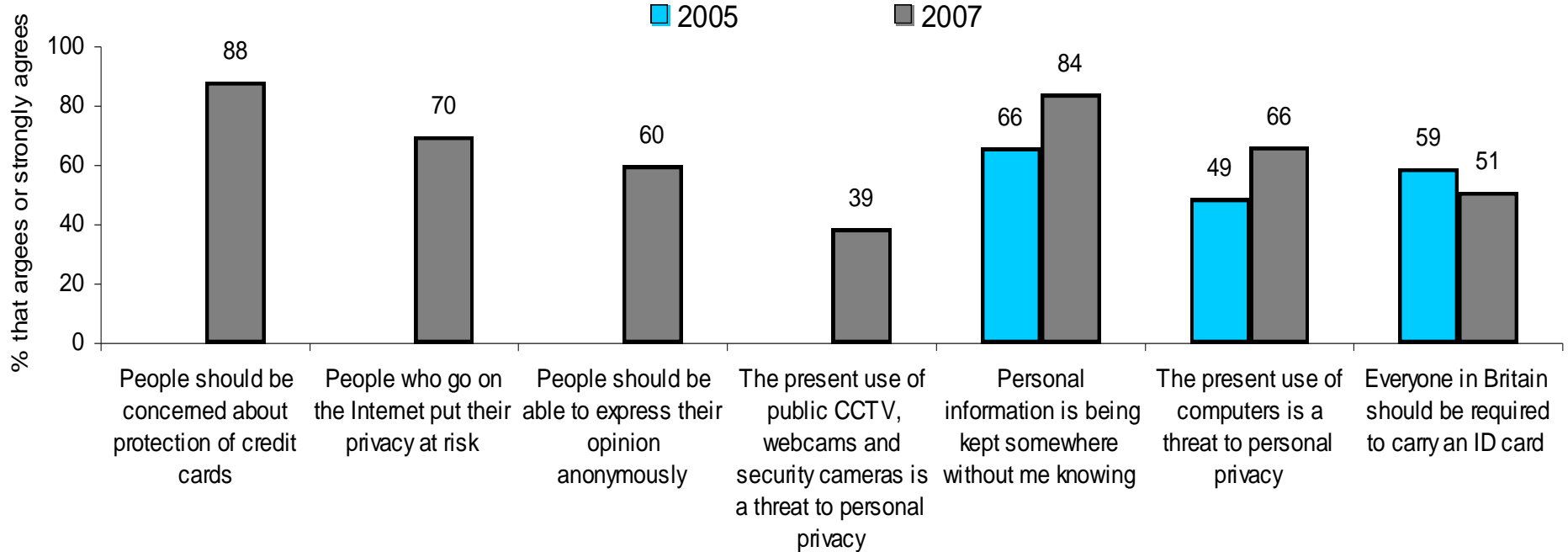


OxIS 2005: N=2,185; OxIS 2007: N=2,350





Increasing Concerns over Privacy





E-Governance: Practical Issues

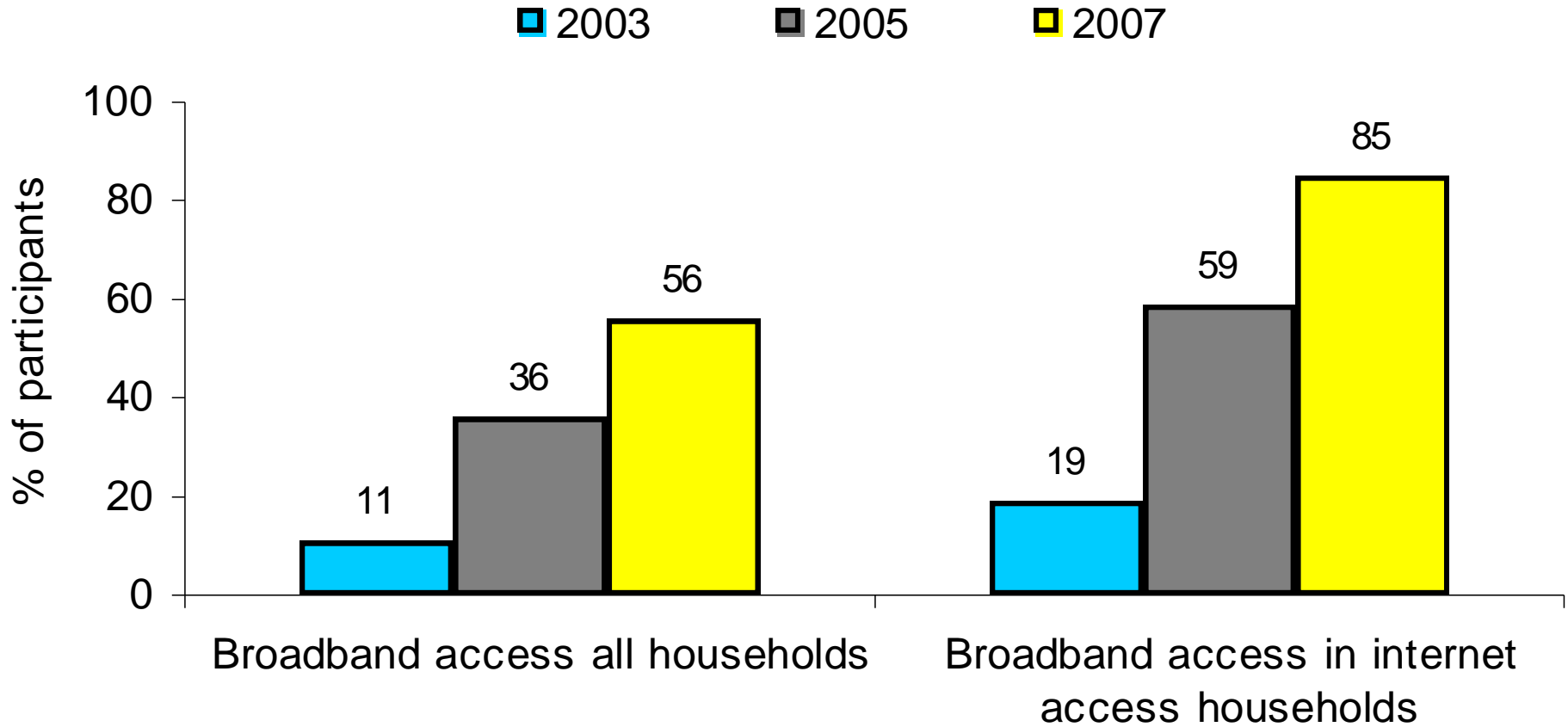
- Persistent Digital Divides
- Growing Concerns over Privacy
- Limits on e-Participation
 - 25% Britons signed a petition, 7% online
 - Less than 3% went online to contact a politician, party, or to donate money or join a civic organization



The Internet in Everyday Life: Key Themes and Issues

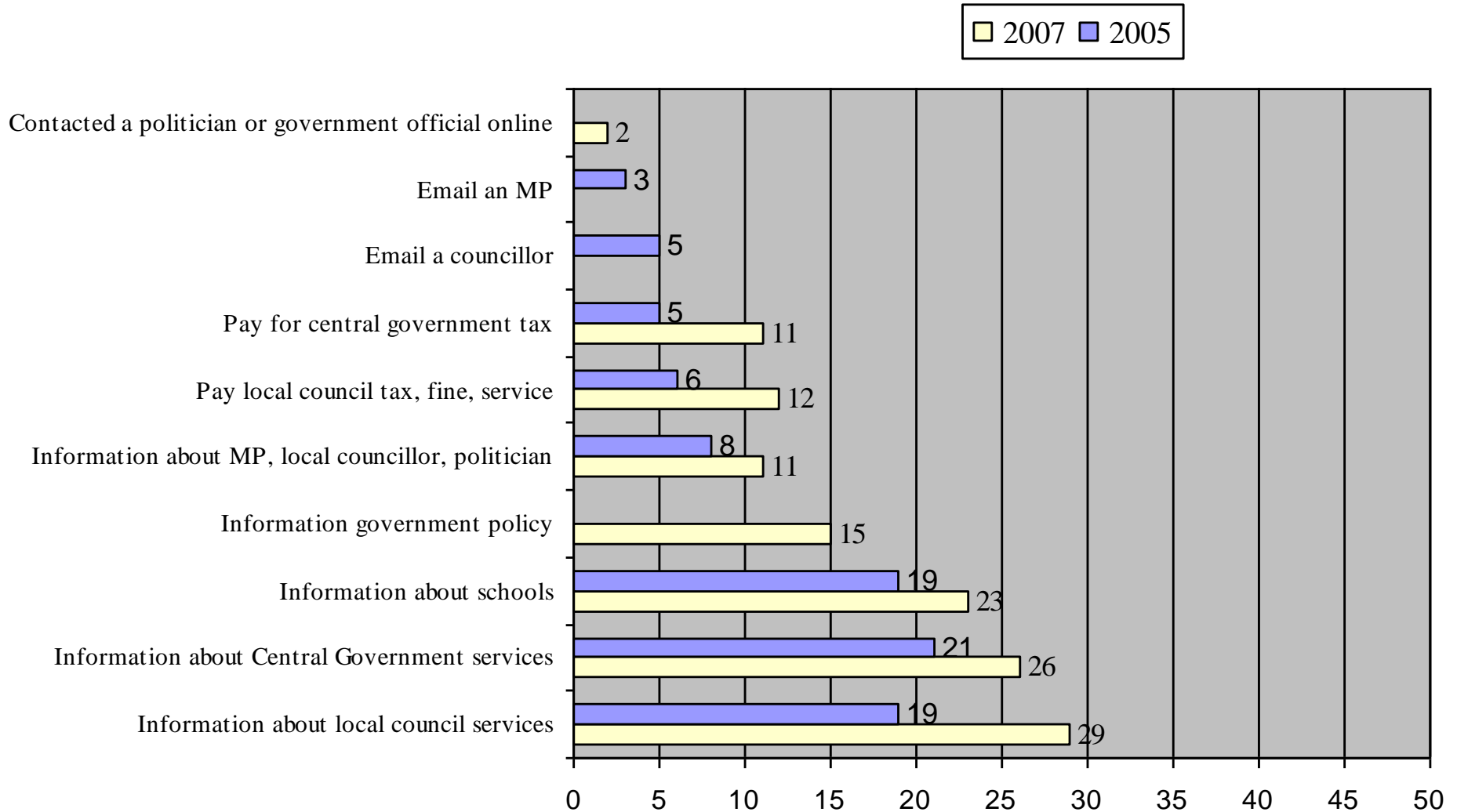
- Limits on Political Participation
- Growing Concerns over Privacy
- Persistent Digital Divides

BUT



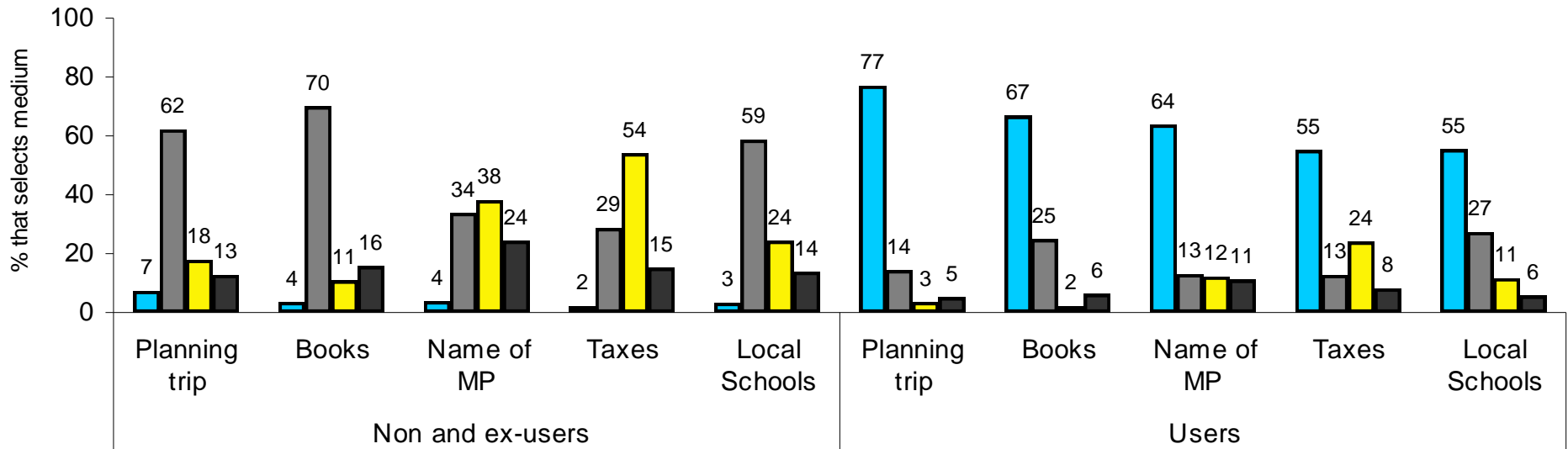


Evolving Levels of e-Participation: Britain





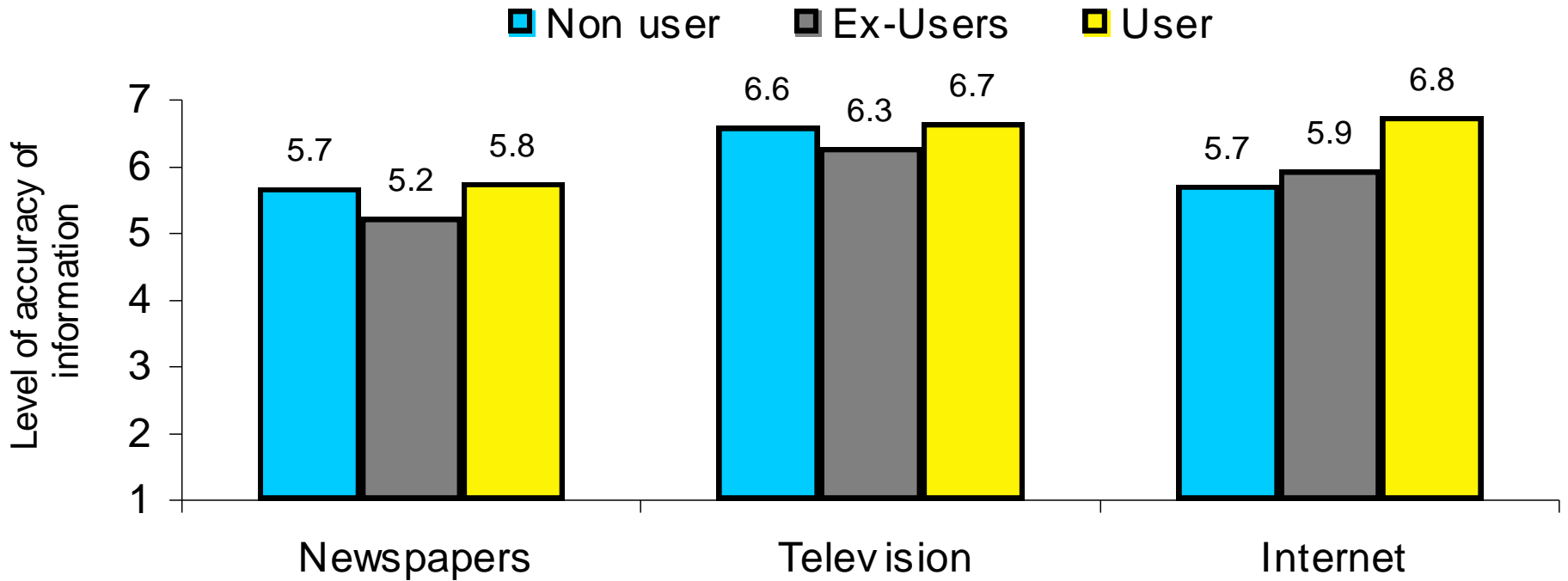
■ Use the Internet
 ■ Personal visit
 ■ Use the telephone
 ■ Book or directory





Trust in Media, UK, 2007

(Reliability of Information)

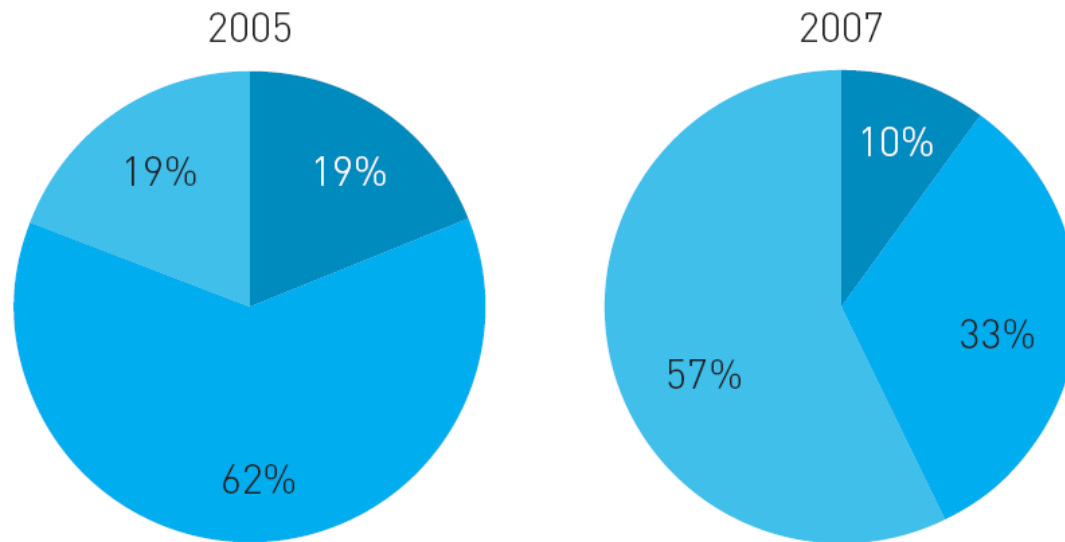




Where people go for information:

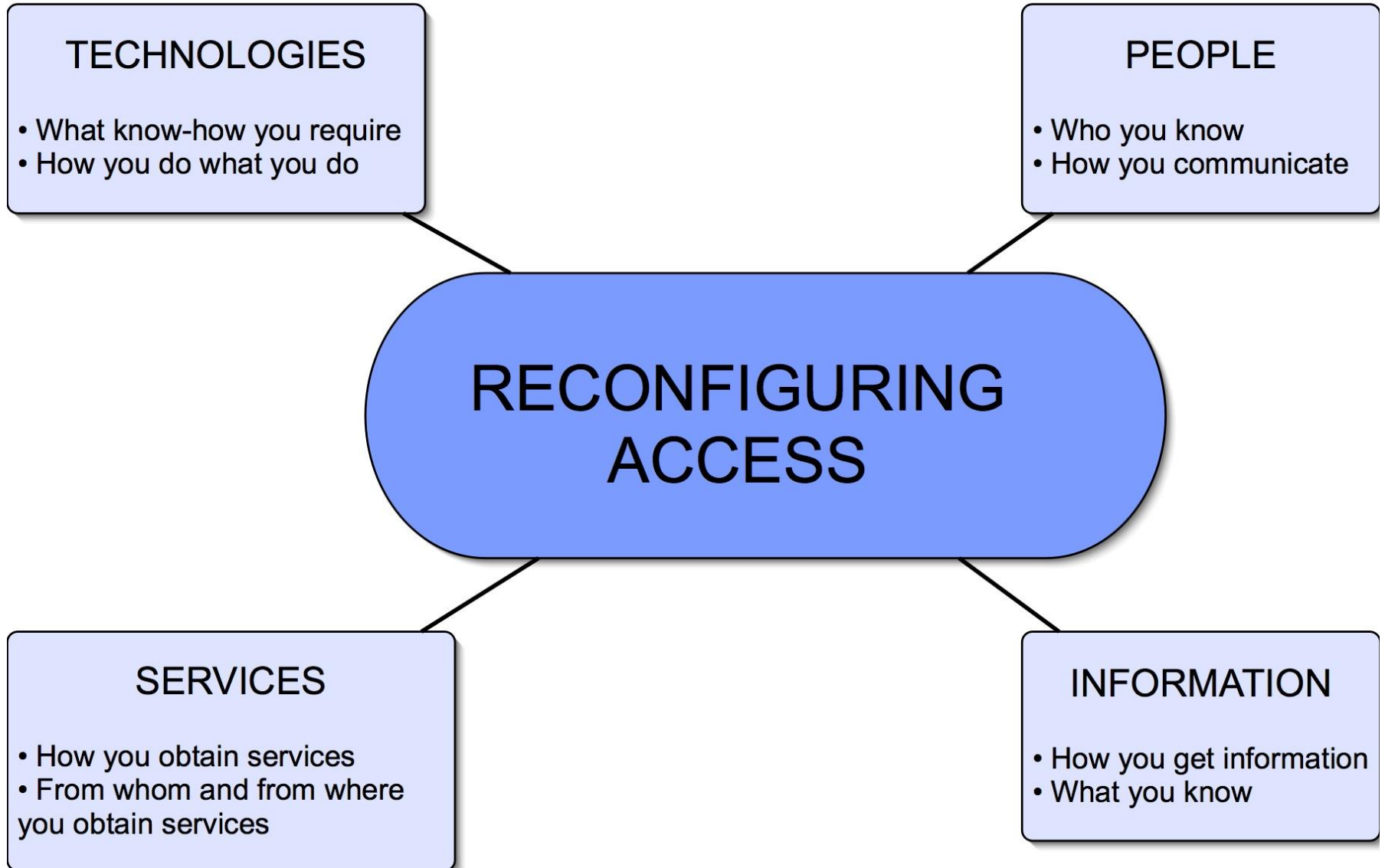
Ways to Look for Information Online (QC23)

- Mainly go to specific pages
- Both about the same
- Mainly use a search engine such as Google



Current users. OxIS 2005: N=1,309; OxIS 2007: N=1,578

Figure 1-3: Reconfiguring Access





The Internet in Everyday Life: Key Themes and Issues

- Limits on Political Participation
- Growing Concerns over Privacy
- Persistent Digital Divides

BUT

- Centrality of the Internet: Reconfiguring Access
- New, Growing, Trusted Resource
- New Means for Social Accountability



The Fifth Estate

- Press in the 18th Century -- the Fourth Estate
- Internet in the 21st -- enabling a Fifth Estate

Enabling people to network with other individuals and with information, services and technical resources in ways that support social accountability in government, politics, and other sectors.



Networked Institutions v Networked Individuals of the Fifth Estate

- Networked Institutions of e-Democracy: e-Consultation, e-Voting
- Networked Individuals of the Fifth Estate: political movements, such as aftermath of 2004 Madrid train bombing, Moveon.org
- Boundary Spanning: e-Petitions (Road Pricing in Britain)

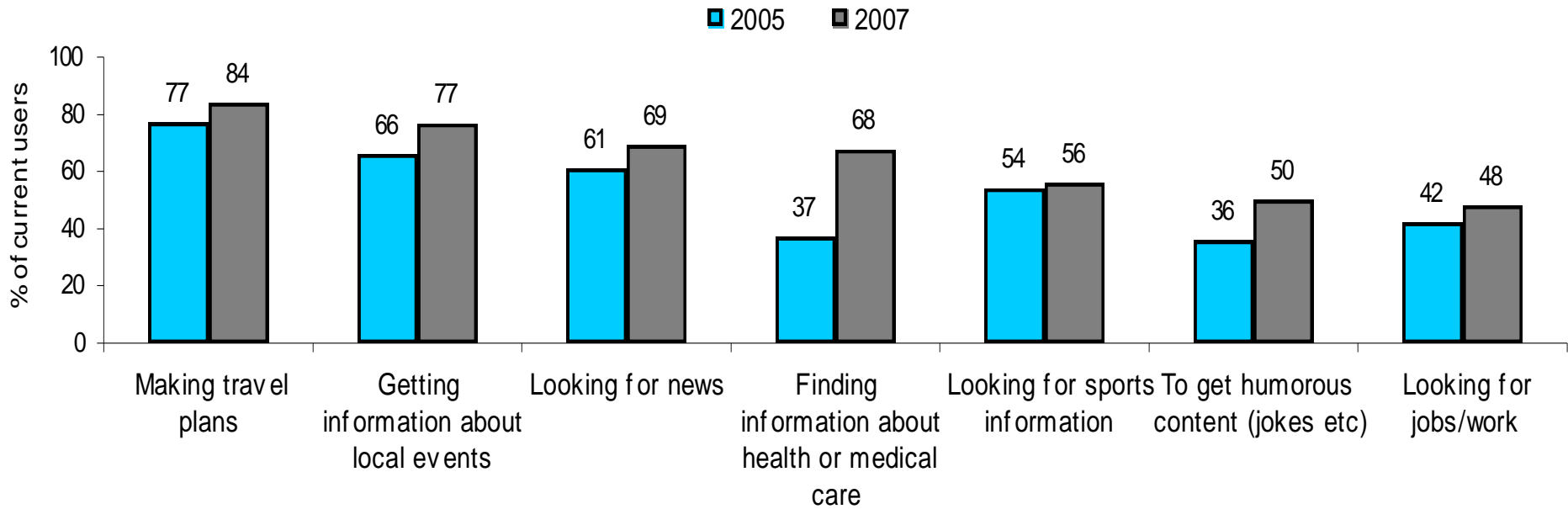


Networked Institutions v Networked Individuals of the Fifth Estate

- Networked Institutions of e-Government: such as in e-Health
- Networked Individuals of the Fifth Estate:
 - going to the Internet for health and medical information
 - networking physicians via Sermo



Going to the Web for Information





Arenas Shaped by 5th Estate

- Governance and Democracy
- Press and Media
- Business and Commerce
- Work and the Organization
- Education
- Research



The Future of Government and the Fifth Estate

- Accountability Despite Divides
- Infrastructure that Enables Accountability
- How can governments rethink their role?
- What information and services should government provide, share, let others provide?
- How can governments protect the Fifth Estate?



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