

Self-Assessment of Stages of Development in Digital Government

Principle 2: Engagement and participation in a multi-actor context in policy making

This overview provides a basis to identify key characteristics of countries that have achieved early, intermediate and advanced stages of development for this principle, and the practices and policies that should be considered to progress in its implementation.

CHARACTERISTICS OF EARLY STAGE DEVELOPMENT

- *The use of ICT focuses on supporting government processes following the existing public sector's own logic*
- *Legal framework does not facilitate or encourage the use of ICT to promote public engagement and participation*
- *Top-down is the predominant approach in decision-making processes*
- *Open government data efforts focus primarily on increasing the number of datasets published on the portal*

Policies and practices to be considered

- Develop legal frameworks enabling engagement and more participatory approaches in the decision-making and service design process
- Develop consultation instruments to support the integration of key stakeholders' views to be taken into consideration in the decision-making process and public services design
- Use ICTs to engage with external stakeholders and open up government data as a tool for engagement in public governance and in public value creation

CHARACTERISTICS OF INTERMEDIATE STAGE DEVELOPMENT

- *Regularly uses ICTs as an engagement channel (e.g. portals provide features for capturing feedback on policy drafts and not only to communicate about them)*
- *Regularly opens up government data and information that is accessible and re-usable*
- *Makes efforts to collect data, information and input on and anticipate citizens' preferences to integrate them in the policy cycle and public service design and delivery*

Policies and practices to be considered

- Develop a change management strategy at the central government to move towards more participatory processes and pro-active approaches in engaging with the public
- Engage with subnational levels of government to find coordinated approaches in ICT enabled engagement and participation

CHARACTERISTICS OF ADVANCED STAGE DEVELOPMENT

- *Systematically leverages ideas and efforts from outside of the public sector and integrates citizens' preferences to public service design and delivery*
- *Regularly publishes high quality and relevant/useful datasets through the one-stop open data portal which is supported by a dynamic and productive open government data ecosystem*
- *Has an enabling framework and adequate skills in the public sector supporting engagement and participatory processes*

Policies and practices to be considered

- Develop a citizen-driven public governance approach and strategy supported by a solid digital government ecosystem with active and continuous involvement of key stakeholders along the policy cycle and public service design and delivery at all levels of government. This implies having all the necessary enablers in place (technical and legal, sound governance frameworks and ICT associated capacities across government levels and in the broader society) and ensuring strong evidence-based policy-making including the use of data analytics (predictive analytics, data mining, data crunching, etc.).
- Legally recognises the right of citizens to participate in, be consulted on and provide feedback for different decision-making processes, service design and delivery, data to be released in open formats, and others as appropriate.
- Develop strong and regular use of digitally enabled engagement mechanisms with systematically and efficiently published updated government data and information supported by a dynamic open government data ecosystem with involvement of the private sector, the civil society and the academia.

