

# Case Studies in Participation, Collaboration and Engagement

Regional Workshop on Open Government and Emerging Technologies in the Arab Region

2-4 July 2019

Economic and Social Commission for Western Asia



UNITED NATIONS

الاسواق

ESCWA

Lize Denner  
Associate Programme Management Officer  
Innovation Section – Technology for Development Division

# Participation



UNITED NATIONS

الاستسقا  
ESCWA

## Goals

---

- Two-way exchange of information, knowledge and opinions
- Active and re-active Government
- Public contribute ideas and expertise
- Government determines the agenda
- Government pertains the leading role
- Activities to be fully open to public engagement (with legally defined exceptions)
- **Feedback loops - greater responsiveness**

## Fix2Go, Bahrain

---

- Citizen feedback with direct communication channels
- Feature in the Tawasul Mobile App
- Direct and easy channel
- Communication between the public and government
- Select the type of complaint, take a picture and provide the details
- Accessible channel available 24/7
- Actively promote the app on social media

## Fix2Go, Bahrain

---

- **Build**
  - on existing technologies and infrastructure
  - with cooperation of different governmental entities
- **Results**
  - Increased customer satisfaction
  - Improve efficiency and transparency in government service
  - Collaboration between different government entities
    - Information and eGovernment Authority (iGA),
    - Ministry of Health,
    - the Electricity and Water Authority,
    - the Ministry of Works, and Municipalities Affairs and Urban Planning.

# eCitizen ideas, Singapore

---

- Singapore
- pioneer in e-services (1999)
- By March 2019: 680 services online from 120 agencies
- eCitizens Idea Portal
  - Government voice certain challenges that citizens can then respond to by sending their ideas
  - Financial awards are given in this regard
  - 2017 – 900 ideas, 6400 contributors, 90 completed challenges
  - Game component – badges and leaderboards for participation
  - <https://www.ideas.gov.sg/home>

# Collaboration



UNITED NATIONS

الاستقرار

ESCWA

## Goals of the Policy

---

- Government activities open for collaboration with all legitimate actors
- All legitimate actors have a say in what they find it important to collaborate on
- Move from more 'passive' to 'active' engagement -> partnership of citizens and government in defining the process and content of policy-making
- Non-government actors can take the initiative.

**Co-creation – greater inclusiveness**



Collaboration

## Al Moubadara Lakum, Morocco

---

- 2011 - Economic, Social and Environmental Council (CESE)
- Advisory services to Government and Parliament
- Opinions on national economy & sustainable development
  
- Online platform: Al Moubadara Lakum
- Establish in June 2011
- Slogan: “Parce que votre avis compte”
- Provides web-based platform for contributions from
  - Citizens
  - Academia, Institutions and Associations

Collaboration

## AI Moubadara Lakum, Morocco

---

- 2012 - Assess access of southern provinces to basic rights
- Preliminary research
  - Input of local populations are essential; and
  - Help shape designs to find solutions to challenges
- Arranged questions around themes:
  - Economic, social and cultural and human development
  - Spatial planning and environment
  - Implementation
  - governance

## Al Moubadara Lakum, Morocco

---

- Citizens helped in:
  - Collecting studies, projects and analyses
  - Voicing recommendations and ideas
- Researchers & doctoral students
  - Submit proposals for action
- **Results:**
  - Collaborative report
  - Ability create a tailored development model for provinces,
  - Build on partnership between government and citizenry

## OGP 2018-2020 Action plan, Jordan

---

- Process began mid-May 2018
- Plan submitted end of October 2018
- Ministry of Planning and International Cooperation
  - Invitation to meetings
  - Post results of every stage
- Advanced Consultation Approach
  - Consultation workshop – 136 Government and Non-Government
    - Agree on the consultation design
    - Development Approach of the NAP

## OGP 2018-2020 Action plan, Jordan

---

- Series of consultation events
  - Review ministerial plans and strategies
  - Stakeholder survey on priorities – 106 analyzed
  - 3 session: Government, Civil Society, International Agencies – discuss commitments
  - Multi-stakeholders forum – select 5 topics from 18
  - 6 working groups – drafting one commitment and review gender perspective
  - Public comments – 39 comments
  - Multi-stakeholder forum – discuss comments and prepare final plan for submission

# Engagement



UNITED NATIONS

الاسكوا

ESCWA

## Goals and Focus of the Policy

---

- Enable full involvement of all legitimate actors
- Total engagement of citizens and non-government actors in government work
- Government on its own does not have monopoly of knowledge, resources or power to tackle most societal challenges
- Non-government actors can take the initiative and lead in creating public value
- Citizens can directly engage with and influence government policies and decisions
- Government can tap into collective knowledge of society
- Shift from a purely individual actor focus to prioritizing the societal level

**Shared responsibility – greater effectiveness**

## Map Kibera, Kenya

---

- 2009 – Young Kiberans decides to map their community
- Using simple GPS and OpenStreetMap – created the first map
- **Core objective:** Serve marginalized communities as a local information and media source
- Citizen mapping
  - Volunteers living in the community
  - Survey community features
  - Detail information – opening hours, services offered
  - OpenStreetMap, QGIS and ArcGIS (specialty maps)



## Map Kibera, Kenya

---

- **Build on core work by**
  - generating specific local impact and deepen engagement
- **Citizen media**
  - Voice of Kibera – give voice to the community
  - Video – tell the “untold story of the slum”
- **Citizen advocacy**
  - Identify issues: Engage community groups, local government, service providers
  - Collect information and report back, determine targets
  - Lobbying and advocacy – outreach
  - Negotiate between government and consortium achieve impact

## Map Kibera, Kenya

---

### Presidential elections 2013

- Mappers mapped out
  - polling stations
  - local political boundaries (which was not openly released)
- Printed maps handed out to:
  - Residents,
  - Police, local authorities, local media and those involved in peacebuilding before the election
  - Voice of Kibera – keep people up to date on developments
- Contribute to peaceful elections

# Thank you



UNITED NATIONS

الاسكوا  
ESCWA