ENGAGING THE PUBLIC IN GOVERNANCE

DISCOURSE

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2016
Outline

• Understanding Participation, Engagement and Good Governance
• Snippet of Early Manifestation of Participatory Governance
• Some Trends in Service Delivery and Citizen Participation
• Concluding Notes
UNDERSTANDING THE CONCEPTS
Citizen Participation

UN Public Administration Glossary:

“...implies the involvement of citizens in a wide range of policymaking activities, including the determination of levels of service, budget priorities, and the acceptability of physical construction projects in order to orient government programs toward community needs, build public support, and encourage a sense of cohesiveness within neighborhoods.”

UN World Public Sector Report 2008
Citizen engagement

UNDESA/DPADM working definition:

Citizen engagement in public administration implies the involvement of citizens in decision-making process of the State – through measures and/or institutional arrangements - so as to increase their influence on public policies and programmes ensuring a more positive impact on their social and economic lives.

Governance

• Consists of the traditions and institutions by which authority in a country is exercised (World Bank 2013).
• Includes government, private sector (business), civil society
• Promotes collaboration to address common problems (We are in this together)
Governance

- the process by which governments are selected, monitored and replaced;
- the capacity of the government to effectively formulate and implement sound policies;
- and the respect of citizens and the state for the institutions that govern economic and social interactions among them (World Bank 2013).
Good Governance

UN Public Administration Glossary:

“... entails sound public sector management (efficiency, effectiveness and economy), accountability, exchange and free flow of information (transparency), and a legal framework for development (justice, respect for human rights and liberties)”

(World Bank).

“... focuses on four major components, namely:

✓ legitimacy (government should have the consent of the governed);
✓ accountability (ensuring transparency, being answerable for actions and media freedom);
✓ competence (effective policymaking, implementation and service delivery); and
✓ respect for law and protection of human rights.

(ODI and DFID)

Good Governance

• A normative standard in development
• Fosters PTEAR (participation, transparency, efficiency, accountability & the rule of law) in economic and administrative institutions & processes (PDP 2011-2016)
Participatory
• Mediation & consensus building

Transparency
• Free flow of information

Efficiency & Effectiveness
• Satisfaction of clients

Accountability
• Answerable to the public

Rule of Law
• Impartial implementation of the law
UN Conference on Sustainable Development

- stressed **effective governance** at local, national, regional and global levels as representing the voices and interests of all

- resolved to enhance **participation** and **effective engagement** of civil society
GOAL 10: ENSURE GOOD GOVERNANCE AND EFFECTIVE INSTITUTIONS

a) Provide free and universal legal identity, such as birth registrations,
b) Ensure that people enjoy freedom of speech, association, peaceful protest and access to independent media and information,
c) Increase public participation in political processes and civic engagement at all levels,
d) Guarantee the public’s right to information and access to government data,
e) Reduce bribery and corruption and ensure officials can be held accountable
SNIPPET OF EARLY MANIFESTATIONS OF CITIZEN ENGAGEMENT
TRENDS
UN Public Administration Programme
(Since 1948)

Institutional and Human Resource Development
Electronic and Mobile Government
Citizen Engagement in Managing Development
Open Government Data

Advancing Public Governance for the Future

Future Government = Citizen-centric + Agile and Responsive
+ Innovative + Inclusive
+ Open, Transparent and Accountable
+ Connected + Sustainable
EVOLVING APPROACH TO PUBLIC SERVICE DELIVERY

The approach to public sector service delivery has evolved over time from the traditional model of government dispensing services via traditional modes to an emphasis on e-government and e-services per se ... to an integrated approach for enhancing the value of services to the citizen.

Source: Rivera 2009
## Spectrum of Public Engagement Activities

*Adapted from a previous spectrum developed by the International Association for Public Participation*

<table>
<thead>
<tr>
<th>TYPE OF ENGAGEMENT</th>
<th>CIRCULATING INFORMATION</th>
<th>DISCUSSING AND CONNECTING</th>
<th>GATHERING INITIAL INPUT</th>
<th>DELIBERATING AND RECOMMENDING</th>
<th>DECIDING AND ACTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>what is happening</td>
<td>Local governments, nonprofits, civic organizations, the media, and citizens themselves are making information available about key public issues. Some of this is raw data, provided in ways that make it easy to use and analyze. Some cities also use “citizen’s academies” to give people a much closer look at how government works.</td>
<td>Citizens, local officials, city staff, and other stakeholders get regular opportunities to build relationships, discuss issues, and celebrate community.</td>
<td>Local governments, other organizations, the media, or citizens themselves reach out to gauge immediate public opinion on a particular issue or question.</td>
<td>Local governments, other organizations, the media, or citizens themselves recruit a wide range of people to address a public issue or decision. The sessions follow good group process guidelines. The participants talk about why the issue matters to them, consider a range of policy options, and make recommendations about what they think should be done.</td>
<td>Local officials and other decision-makers are making policy decisions, developing a plan, or creating a budget based (at least in part) on what they have heard from citizens and other stakeholders. Local officials, city staff, other organizations, and citizens themselves are taking action in a variety of ways to address key issues and opportunities.</td>
</tr>
</tbody>
</table>

Source: National League of Cities, USA 2004
how it is happening

- online
- media coverage
- public meetings
- citizen's academies
- online land use visualization tools
- serious games
- public meetings
- block parties
- festivals
- workshops
- online forums
- surveys
- polls
- focus groups
- listening sessions
- public hearings
- online crowdsourcing
- Geographic Info. Systems (GIS)
- online budget simulators
- small face-to-face discussions
- online deliberations
- large action forums or town hall meetings
- deliberations that occur as part of existing meetings
- individual volunteer activities
- action teams and committees
- changes made by organizations
- policy decisions
- strategic plans
- comp plans
- budgets

Source: National League of Cities, USA 2004
# e-Government Governance: Organization, Regulation and Policies

## Client-centered Government
- Government Portal
- Open Government
- Open Data

## Networked Government
- Groupware
- Planning/KM/Risk Management

### Citizen (G2C)
- e-Education
- e-Health & Welfare
- e-Justice, Peace and Order

### Business (G2B)
- Investment/Tourism
- e-Logistics
- e-Agriculture

### Government to Government
- Financial Management (GIFMIS, eTax)
- Human Resources (HRIS)
- Asset Management and Procurement

## SHARED SERVICES
- e-Documents
- e-Signatures (PKI)
- e-Payment
- GIS

## REGISTRIES
- Citizen
- Land
- Business
- Vehicles
II. Vision and Strategy

**Strategy and Initiatives (Sudario 2013)**

**G2C : Provide citizen-oriented services**

- **Goal**: To build the effective system that provides the online citizen-oriented services to the entire citizens through diverse channels using ICT

**G2B : Provide transparent and rapid services to businesses**

- **Goal**: To provide integrated information and services to every industry in the country and enhance the enterprise competitiveness through the rapid and transparent G2B service
- **Project**: Business Portal, Philippine Business Registry

**G2G : Interconnected and efficient government**

- **Goal**: To computerize and standardize the government administration process and share the administration information among the government agencies to enhance efficiency and effectiveness

**Infrastructure : Favorable ICT infrastructure and legal framework**

- **Goal**: To fulfill the requirements for realizing e-Government which are expanding nationwide ICT infrastructure, strengthening ICT education, and installing favorable laws and organizations.
- **Project**: Enterprise Architecture, IT HRD, Government Integrated Data Center
Examples of Citizen Engagement

- Concerned Citizens of Abra for Good Governance
- BUB (bottoms-up budgeting)
- Participatory Auditing
- Hotline 8888
- E-Mobilization for the 1 Million Signature & No to Marcos Burial at the LNMB
OPENING
GOVERNANCE
CITIZENS' ASSEMBLY
AGAINST THE MARCOS BURIAL IN LNMB

August 14 (Sunday), 8am-12nn
Program starts at 9am
Lapu-lapu area, Rizal Park
Let's wear white
Coalition Against the Marcos Burial in LNMB
#NoToMarcosBurialInLNMB
Do you have any complaint?
- Dial 8888 -

“It will be manned by 10 operators covering the entire country. The number is 8888. They can report to me any complaint and there will be a manager that will redirect their complaint to the proper office.”

Pres. Rodrigo Duterte

Change is here!

MRRD NECC
CONCLUDING STATEMENTS
Possible Future

• In terms of e-governance, from Enhanced to Transactional e-Government?

• In terms of participatory governance, from token to more engaged in public policy/decision making?
UN/ASPA Global Survey on e-Government

- **Phase 1**: Emerging
  - Gov website
  - Offers limited, basic, static info.

- **Phase 2**: Enhance
  - Content and Information is updated with greater regularity

- **Phase 3**: Interactive
  - Form can be downloaded; Applications submitted online

- **Phase 4**: Transactional
  - Users can actually pay for services or conduct financial transactions online

- **Phase 5**: Seamless
  - Total integration of e-functions and services across administrative/departmental boundaries
Enabling Environment for Citizen Engagement

Information ↔ Consultation ↔ Decision-Making

Power within ↔ Power with ↔ Power to

UN Department of Economic and Social Affairs (UNDESA)

UPNCPAG
UNIVERSITY OF THE PHILIPPINES
NATIONAL COLLEGE OF PUBLIC ADMINISTRATION AND GOVERNANCE
“Exemplary Public Administration in the Service of the Nation”
What are Needed?

• Communication and confidence

• Commitment to serve public interest

• Competition of ideas and voices

• Collaboration in working for the common good
The life of all Filipinos in 2040: 
Matatag, Maginhawa at Panatag na Buhay

By 2040, Filipinos enjoy a strongly rooted, comfortable, and secure life.

In 2040, we will all enjoy a stable and comfortable lifestyle, secure in the knowledge that we have enough for our daily needs and unexpected expenses, that we can plan and prepare for our own and our children's future. Our family lives together in a place of our own, and we have the freedom to go where we desire, protected and enabled by a clean, efficient, and fair government.

Source: NEDA 2016