ENGAGING THE PUBLIC IN GOVERNANCE DISCOURSE

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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
http://www.unpan.org/Directories/UNPublicAdministrationGlossary/tabid/928/language/en-US/Default.aspx

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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.

Source: Working definition for the United Nations Public Administration Country Studies (UNPACS) - Citizen Engagement Research And Content Development Methodology

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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)

http://www.unpan.org/Directories/UNPublicAdministrationGlossary/tabid/928/language/en-US/Default.aspx

http://www.unpan.org/dpadm/   6

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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**

RIO+20

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High-Level Panel of Eminent Persons on Post-2015 Development Agenda
(3 Co-Chairs, 24 members, 1 *ex-officio*)

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)

Executive Secretary

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

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TRENDS

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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.

Traditional Government	→	e-Government	→	Connected Government

Traditional Modes of Services	e-Services	Enhanced Value of Services

Source: Rivera 2009

Spectrum of Public Engagement Activities*

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

TYPE OF ENGAGEMENT	CIRCULATING INFORMATION	DISCUSSING AND CONNECTING	GATHERING INITIAL INPUT	DELIBERATING AND RECOMMENDING	DECIDING AND ACTING
what is happening	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.	Citizens, local officials, city staff, and other stakeholders get regular opportunities to build relationships, discuss issues, and celebrate community.	Local governments, other organizations, the media, or citizens themselves reach out to gauge immediate public opinion on a particular issue or question.	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.	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.

Source: National League of Cities, USA 2004

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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 crowd sourcing
- 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

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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

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

Project

Government Portal, e-Election & Voting System, NID, e-Tax, Medical and Health Information System, Government for Foreigner Information System, e-Agriculture, e-Community, Social Security System

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

Project

E-Document & Archiving System, GEA, National Disaster & Safety Management System, Criminal Justice Service System, Government Performance Monitoring System, NID,

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 1Million Signature & No to Marcos Burial at the LNMB
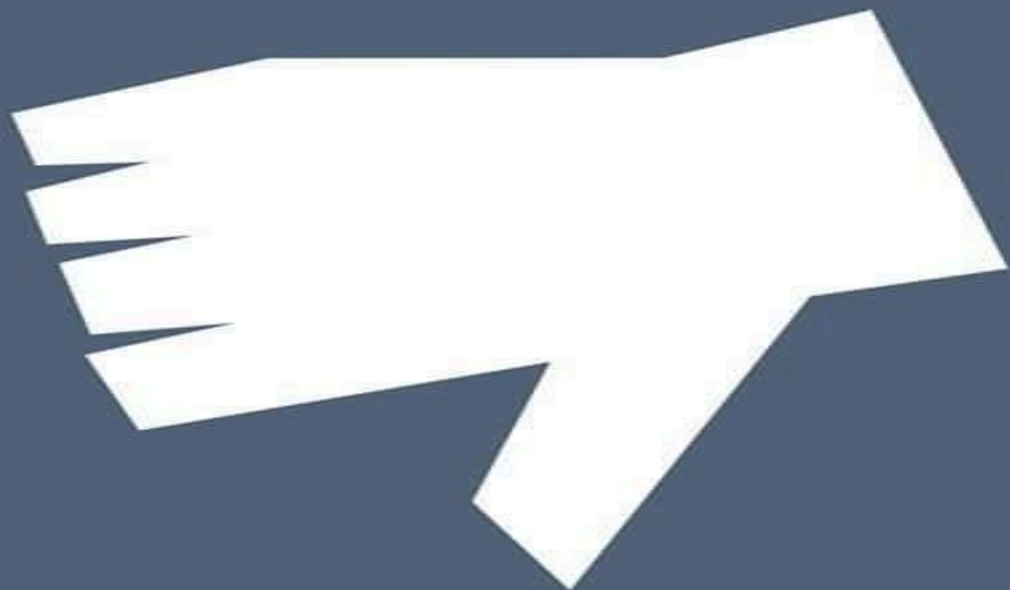
CITIZENS' ASSEMBLY
AGAINST THE MARCOS BURIAL IN LNMB

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

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?
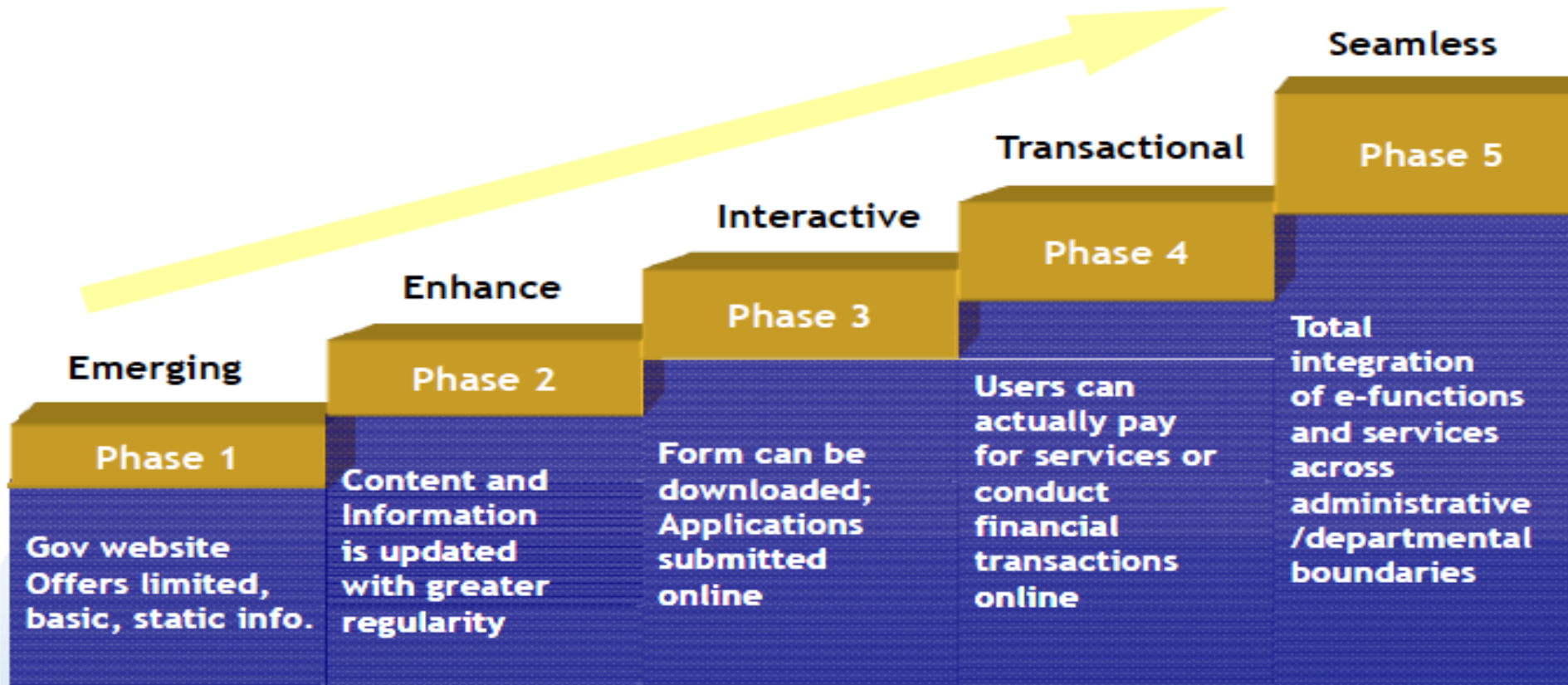
UN/ASPA Global Survey on e-Government

Emerging

Phase 1

Gov website Offers limited, basic, static info.

Enhance

Phase 2

Content and Information is updated with greater regularity

Interactive

Phase 3

Form can be downloaded; Applications submitted online

Transactional

Phase 4

Users can actually pay for services or conduct financial transactions online

Seamless

Phase 5

Total integration of e-functions and services across administrative /departmental boundaries

What are Needed?

- Communication and confidence

- Commitment to serve public interest

- Competition of ideas and voices

- Collaboration in working for the common good

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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

SALAMAT

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