

ENHANCING PUBLIC-PRIVATE SECTOR DIALOGUE THROUGH ICT-ENABLED CITIZEN ENGAGEMENT

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Public-Private Dialogue International Workshop
Frankfurt-Germany

March 3-6, 2014



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What is our most important national priority?

To reduce poverty

Do something else.

I can't decide

19491 votes on 265 ideas

Make your voice heard
Add your own idea

WHAT DO WE MEAN BY CITIZEN ENGAGEMENT?

GOAL**INFORM**

Provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

CONSULT

Obtain public feedback on analysis, alternatives, and/or decisions

ENGAGE

Work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

COLLABORATE

Partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

EMPOWER

Place final decision-making authority in the hands of citizens.

WHY DO CITIZEN ENGAGEMENT?

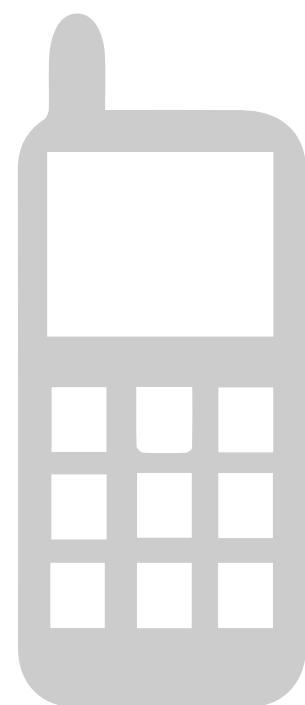
CITIZEN PARTICIPATION IN POLICY FORMULATION, DECISION MAKING, AND MONITORING

- ▶ Can reduce conflict
- ▶ Can lead to better, longer lasting and wiser policy choices
- ▶ Builds citizen competence
- ▶ Cultivates mutual understanding;
- ▶ Builds bonds of trust among citizens, decision makers, and governing institutions; and can effect changes in political attitudes and behavior.

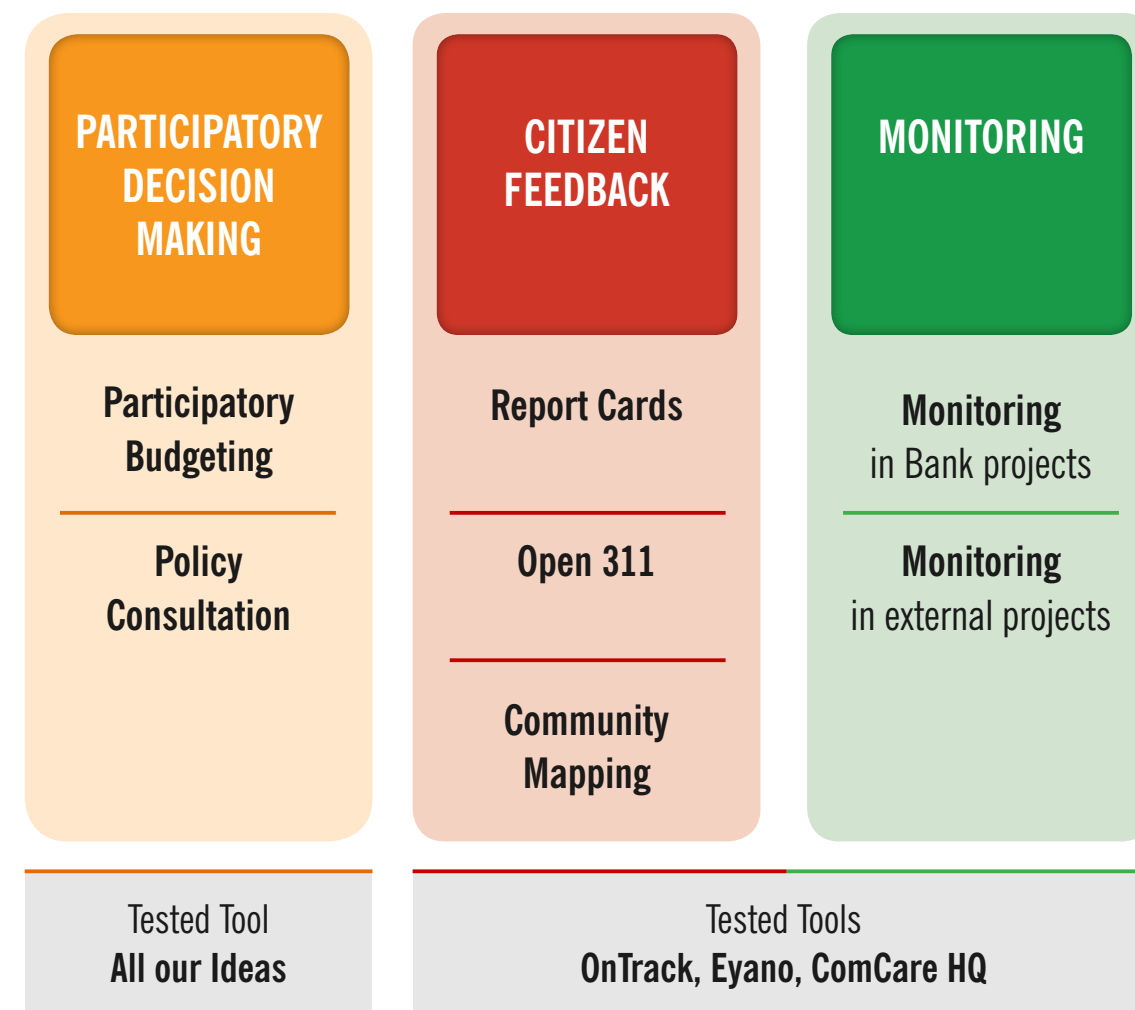
THE USE OF TECHNOLOGY IN CITIZEN ENGAGEMENT



USE OF TECHNOLOGY



THE THREE "PILLARS OF ENGAGEMENT" OF ODTA

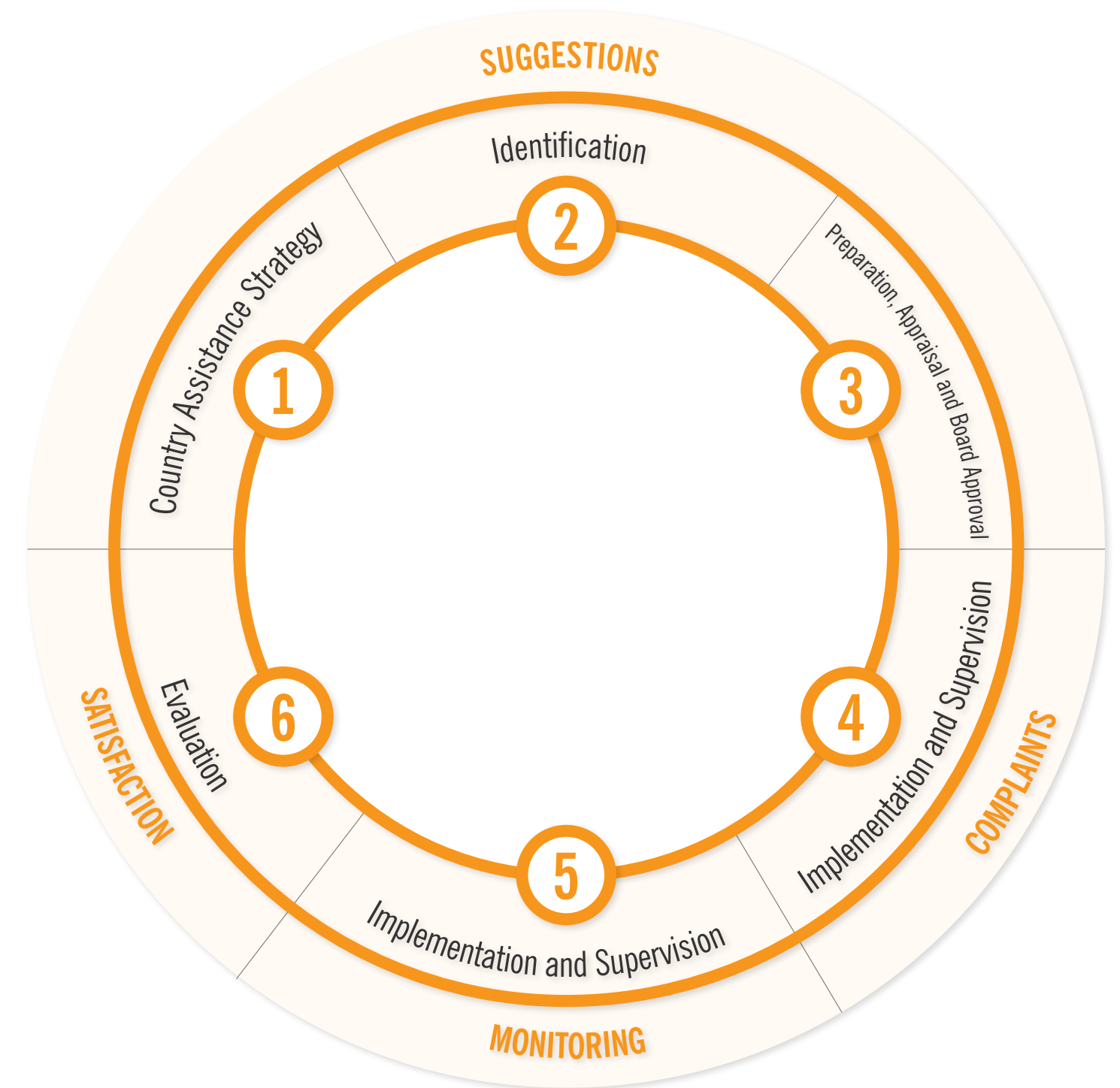
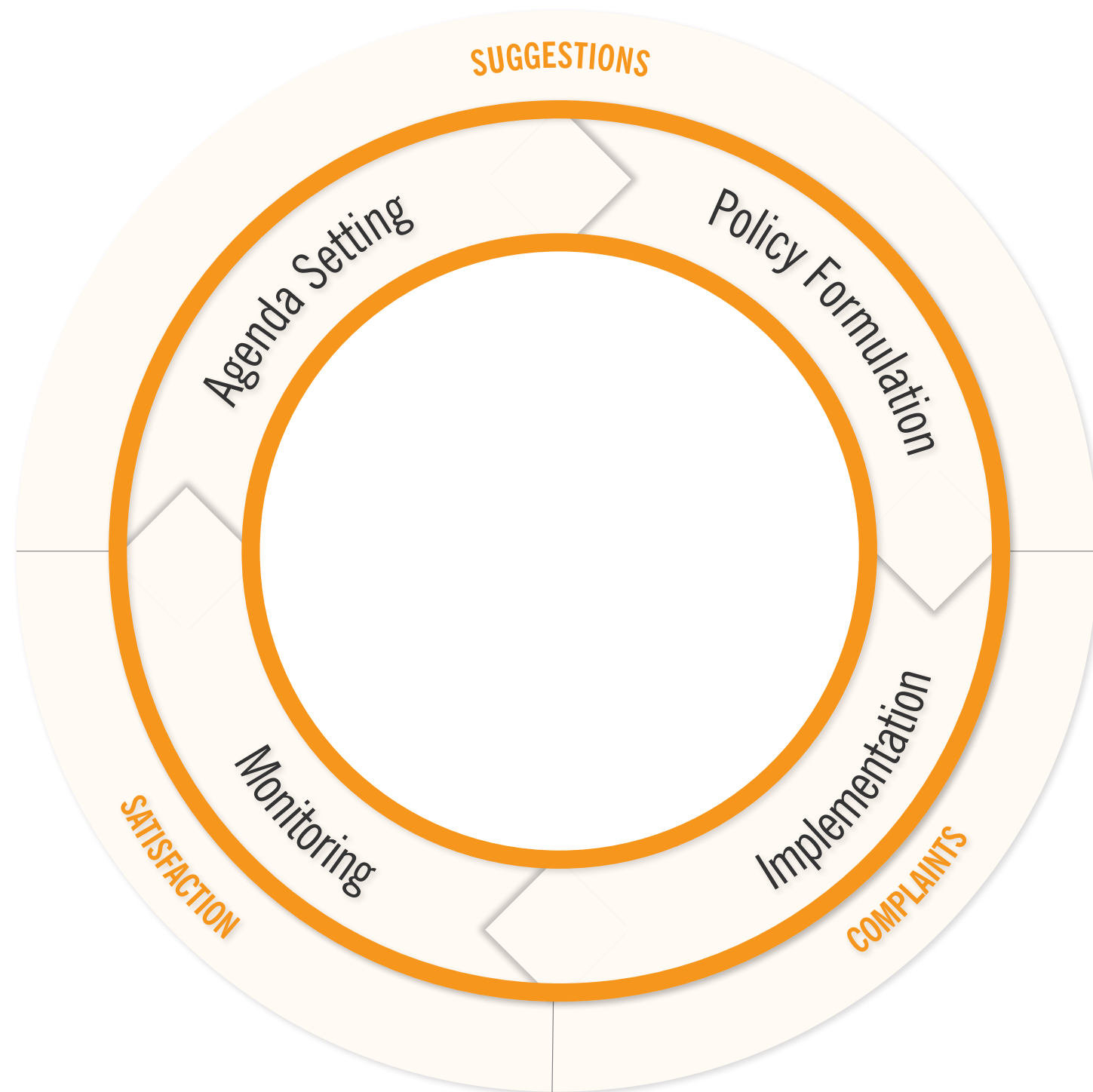


RESULTS

DRC PARTICIPATORY BUDGETING

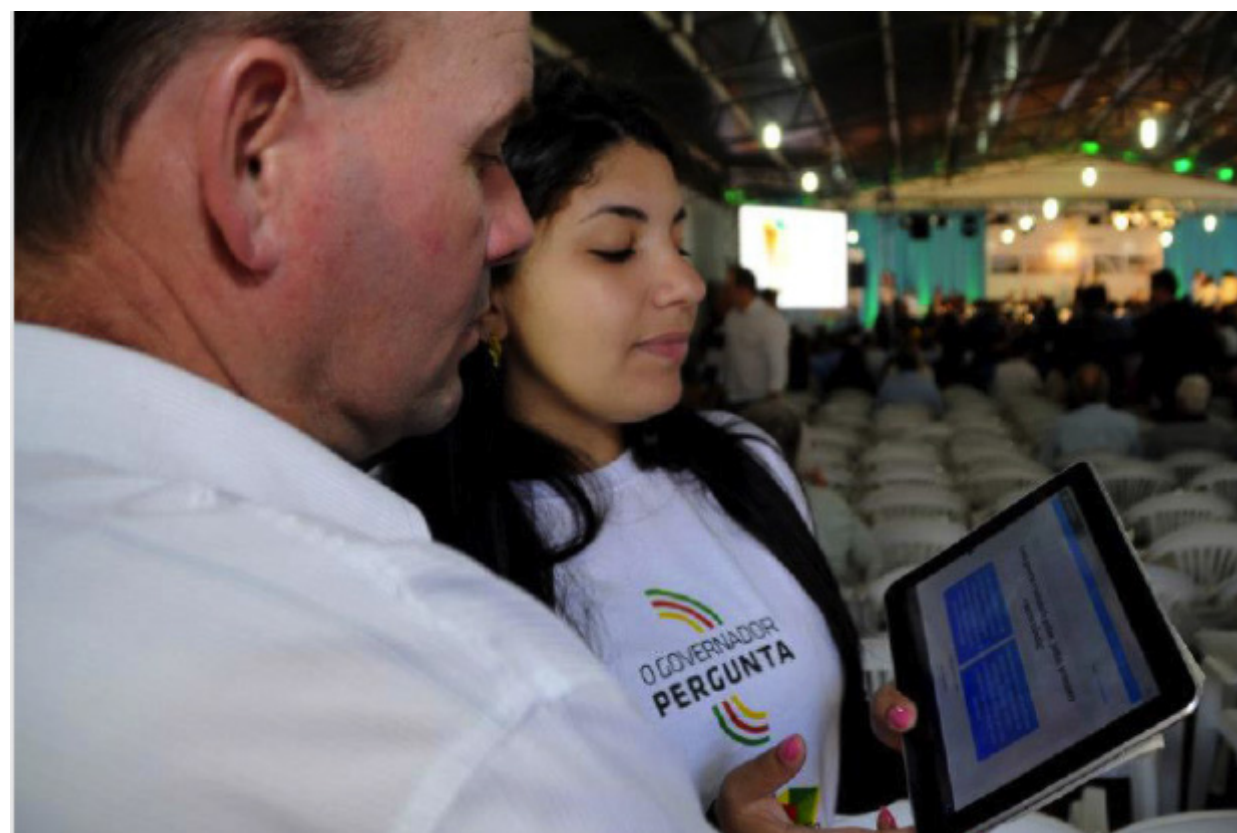


CITIZEN ENGAGEMENT IN A PROJECT CYCLE

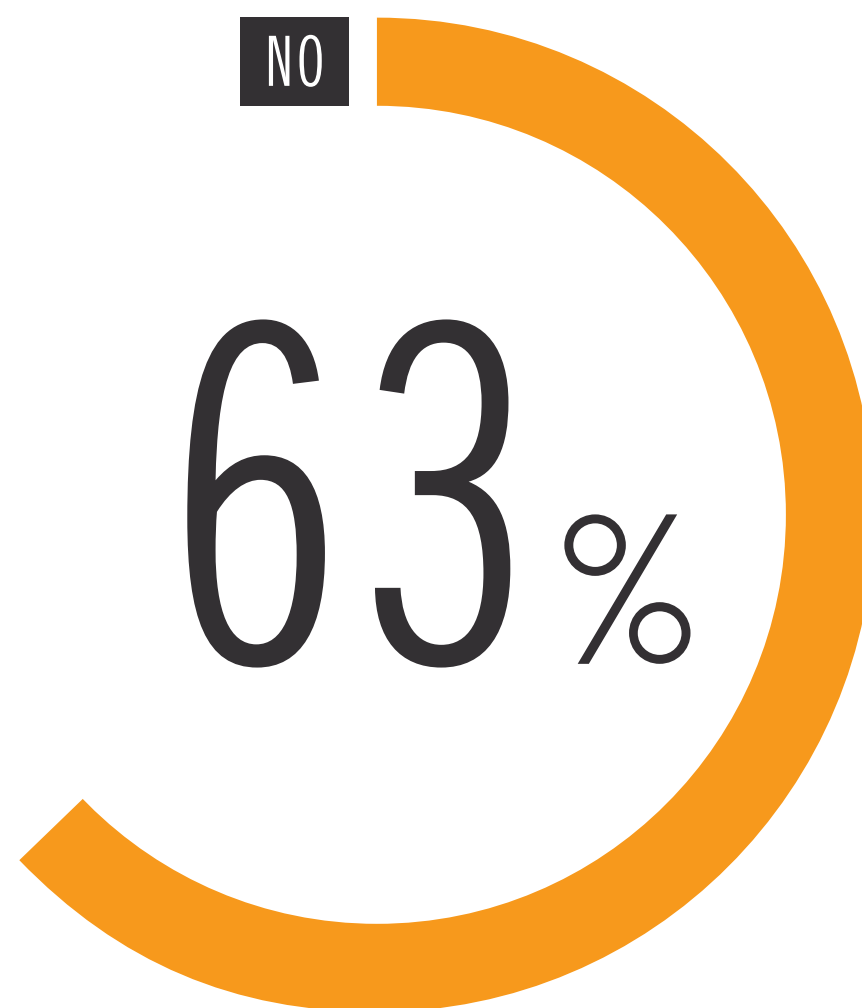


RESULTS

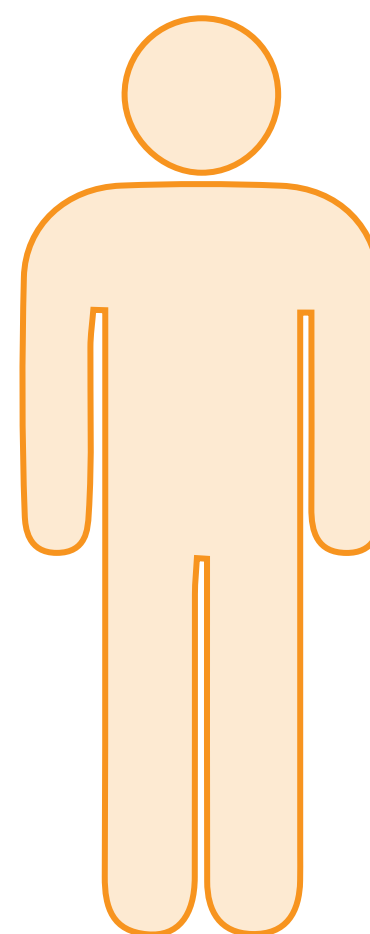
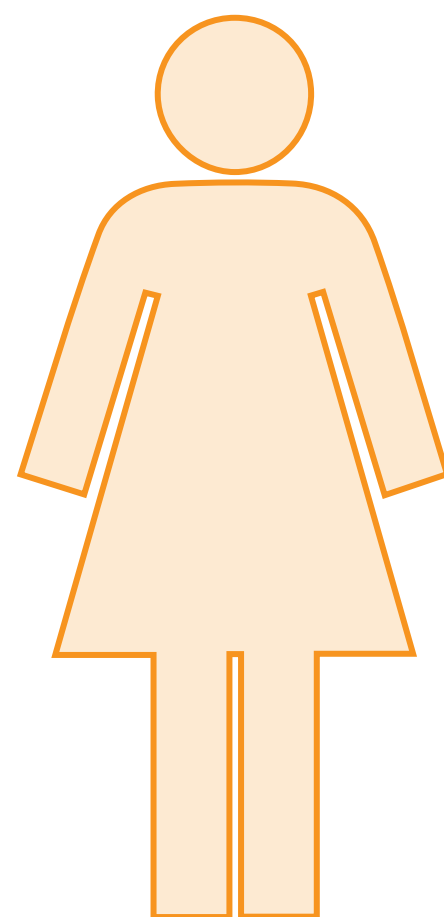
BRAZIL | THE GOVERNOR ASKS



IF THE PB VOTING SYSTEM WASN'T AVAILABLE THROUGH THE INTERNET, WOULD YOU STILL HAVE VOTED?



55%



45%

USE OF ICT IN CRISES




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The Ushahidi Platform
You can use the Ushahidi Platform for information collection, visualization and interactive mapping.

[View a demo](#), or [download the platform](#) to get started.

Key Features

- Free & Open Source**
The Ushahidi Platform is free for you to download and use. It is released under the [GNU Lesser General Public License \(LGPL\)](#).
- Interactive Mapping**
One of the most powerful ways to visualize information is to display it on a map. The Ushahidi platform give you rich information mapping tools.
- Dynamic Timeline**
Track your reports on the map and over time. You can filter your data by time and then see when things happened and where, as it's also tied to the map.
- Multiple Data Streams**
The Ushahidi Platform allows you to easily collect information via text messages, email, twitter and web-forms.

The Ushahidi Platform has been used worldwide by activists, news organizations and every-day citizens.

Products

- The Ushahidi Platform
- Community Resources
- The SwiftRiver Platform
- Crowdmap
- Consulting

What is the Ushahidi Platform?

[Watch The Video](#)

Download The Platform

Current version: 2.7.1

Ushahidi 1-Pager

This two page document provides a more extensive overview and history of Ushahidi.

[DOWNLOAD](#)

The Latest Buzz

One moment... we're loading the tweets!

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POST-ELECTION MAPPING IN KENYA

View A Timeline Of Events »

Map Satellite Hybrid

Filter By Category

- ALL CATEGORIES
- RIOTS
- DEATHS
- PROPERTY LOSS
- GOVERNMENT FORCES
- CIVILIANS
- LOOTING
- RAPE
- PEACE EFFORTS
- INTERNALLY DISPLACED PEOPLE

GO

Submit An Incident!

Submit Via SMS

Send your SMS to **6007** on your phone (Safaricom/Celtel)

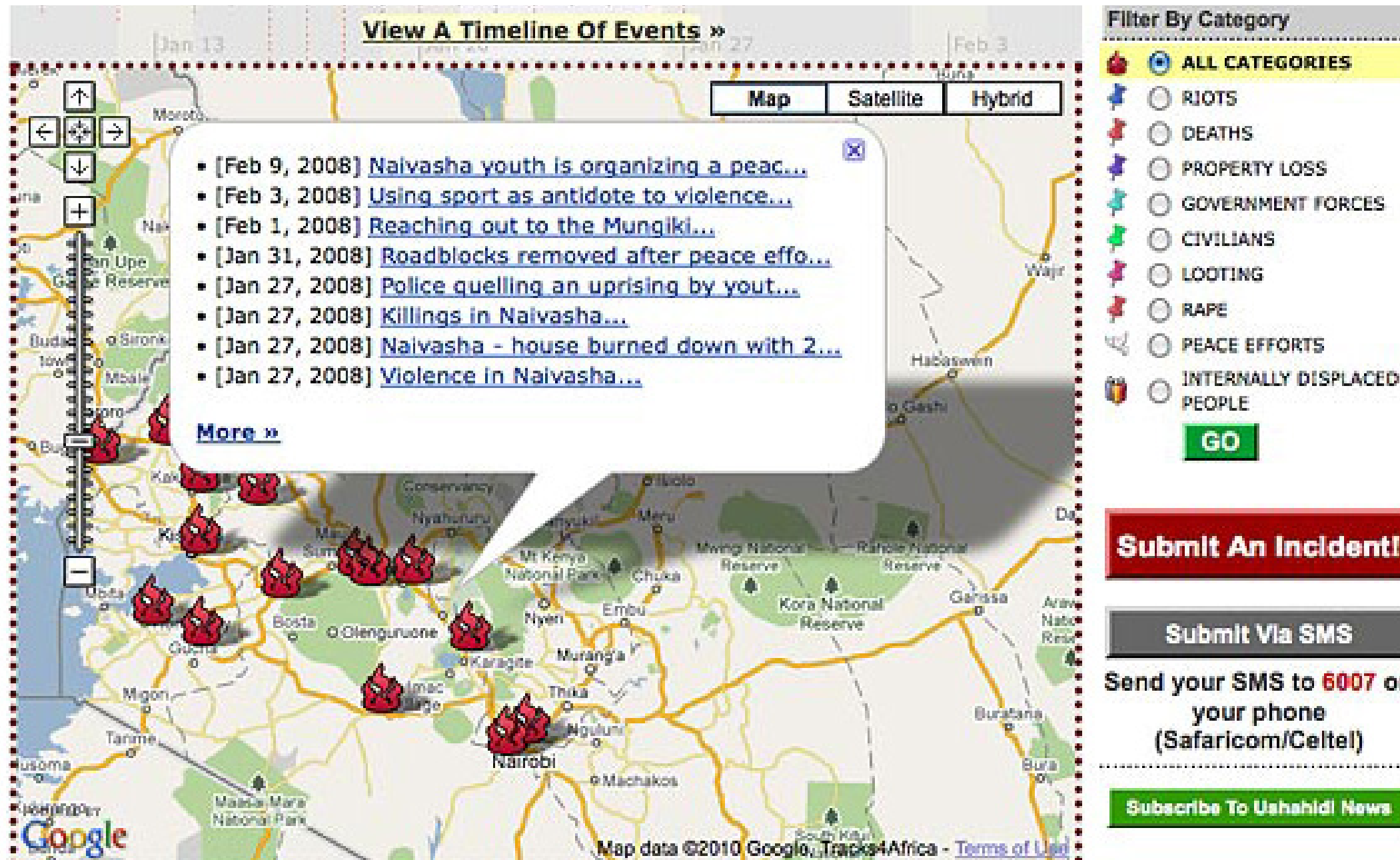
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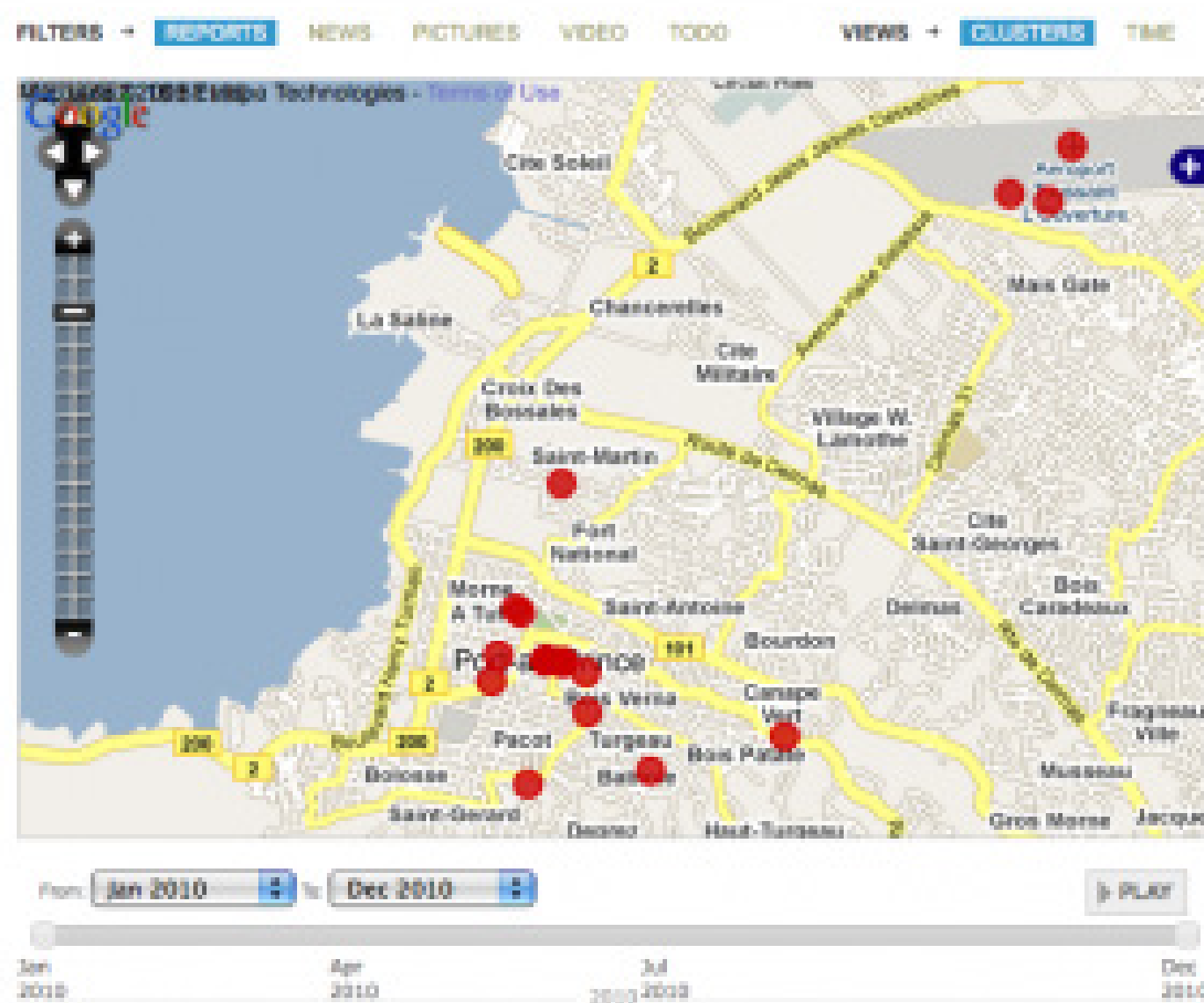
Timeline of Events:

- [Feb 9, 2008] [Naivasha youth is organizing a peac...](#)
- [Feb 3, 2008] [Using sport as antidote to violence...](#)
- [Feb 1, 2008] [Reaching out to the Mungiki...](#)
- [Jan 31, 2008] [Roadblocks removed after peace effo...](#)
- [Jan 27, 2008] [Police quelling an uprising by yout...](#)
- [Jan 27, 2008] [Killings in Naivasha...](#)
- [Jan 27, 2008] [Naivasha - house burned down with 2...](#)
- [Jan 27, 2008] [Violence in Naivasha...](#)

More »



POST-EARTHQUAKE MAPPING IN HAITI



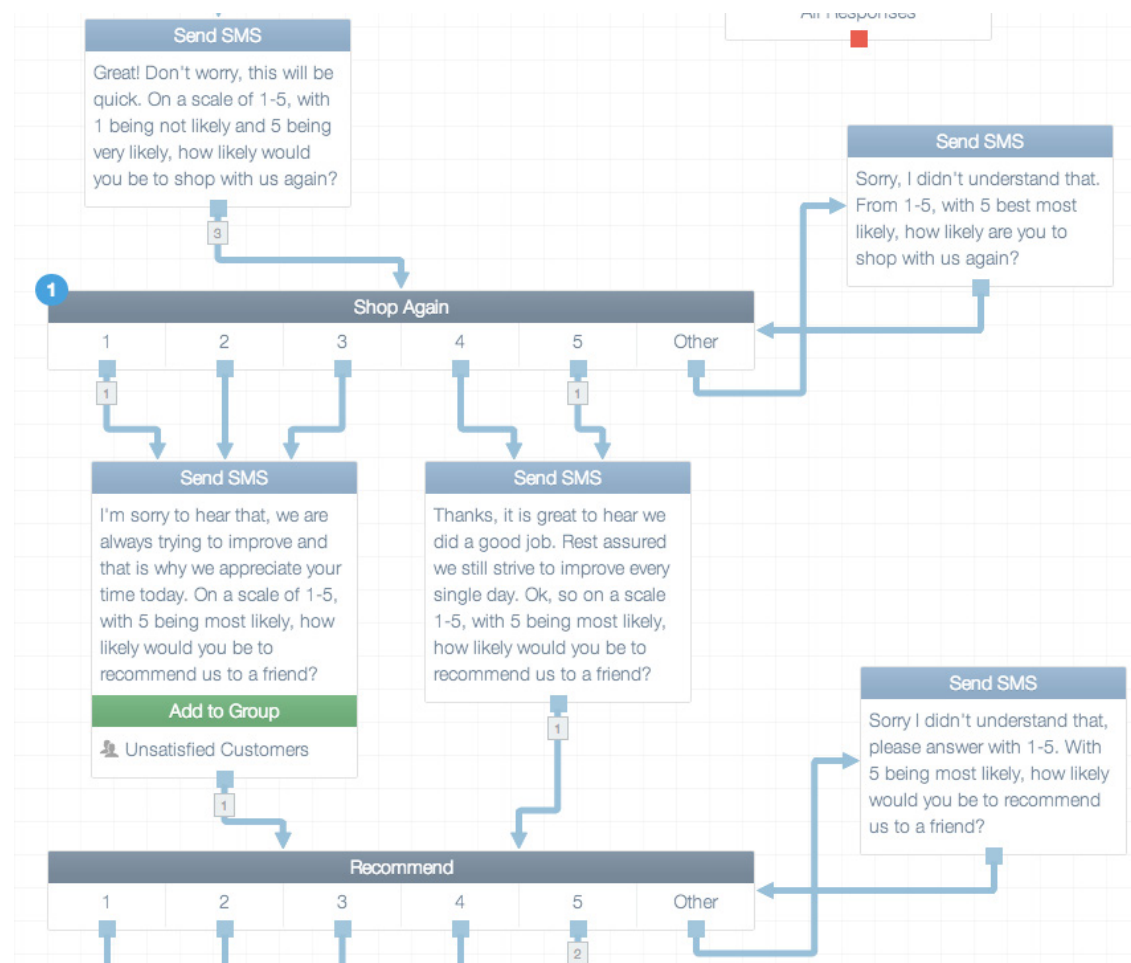
+ CATEGORY FILTER










ALL OUR IDEAS
CREATE. CONTRIBUTE. DISCOVER.

text it



Add a Phone Number

To get started you need to add a phone number to your account. You can choose to use an Android phone and your own cell phone plan or we can connect you with a service provider in your country directly.

 Android Phone	Works in any country and uses the cell phone plan you already have. You just need an Android phone to get started.
 Twilio Number	Instantly add a dedicated phone number in the area code of your choice from your connected Twilio Account .
 Connect Nexmo	A great way to connect if you are outside the United States or UK. Connect a Nexmo Account and get a dedicated number in a few minutes.
 Infobip Number	Easily add a two way number you have configured with Infobip using their APIs.
 External API	Use our pluggable API to connect an external service you already have.



ADVANTAGES OF ICT BASED CITIZEN ENGAGEMENT

- ▶ COST EFFICIENCY
- ▶ REAL TIME RESPONSE
- ▶ CONVENIENT
- ▶ HIGHER LEVEL OF PARTICIPATION
- ▶ INCLUSIVENESS

CAVEATS

- ▶ SURVEY HAS TO BE CONCISE
- ▶ QUESTIONS HAVE TO BE RELEVANT AND WELL-ARTICULATED AND MOSTLY CLOSED
- ▶ PURPOSE OF THE QUESTIONS HAS TO BE CLEAR
- ▶ USE OF MULTIPLE CHANNELS HAS TO BE EXPLORED
- ▶ ALL ASPECTS OF THE PROJECT HAS TO BE COMMUNICATED WELL
- ▶ SUSTAINABILITY ISSUES (COSTS, TECHNICAL KNOW-HOW, TIMELY RESPONSES) HAVE TO BE CONSIDERED

FOR SMS SURVEYS / FEEDBACK

- ▶ AN AGENCY WHO WILL BEAR THE COST
- ▶ AGREEMENT WITH THE NETWORK PROVIDER
- ▶ GETTING A SHORT CODE
- ▶ BULK SMS
- ▶ VAS PROVIDERS
- ▶ SEQUENCING, NUMBER, AND TIME OF SMS SENT

ARE YOU READY FOR ICT-ENHANCED CITIZEN ENGAGEMENT?

- ▶ DO YOU HAVE BUY-IN FROM THE CITIZEN/STAKEHOLDERS/TARGET GROUP?
- ▶ DO YOU HAVE BUY-IN FROM THE POLICY MAKERS?
- ▶ HAVE YOU IDENTIFIED A RESPONSIBLE AND CAPABLE AGENCY TO OVERSEE THE PROCESS?
- ▶ IS THE AGENCY READY TO ACT ON THE RESPONSES RECEIVED?
- ▶ ARE YOU CLEAR ON YOUR GOALS (WHAT YOU WANT FROM THE PROCESS)?
- ▶ HAVE YOU COMMUNICATED WITH THE CITIZENS/STAKEHOLDERS/TARGET GROUPS?
- ▶ HAVE YOU IDENTIFIED THE PROPER TOOLS AND APPROACHES?
- ▶ IS THERE GOING TO BE SUSTAINED ENGAGEMENT?



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<https://twitter.com/OpenGLAM>



The Open Data Handbook
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The PUBLIC
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THANK YOU

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