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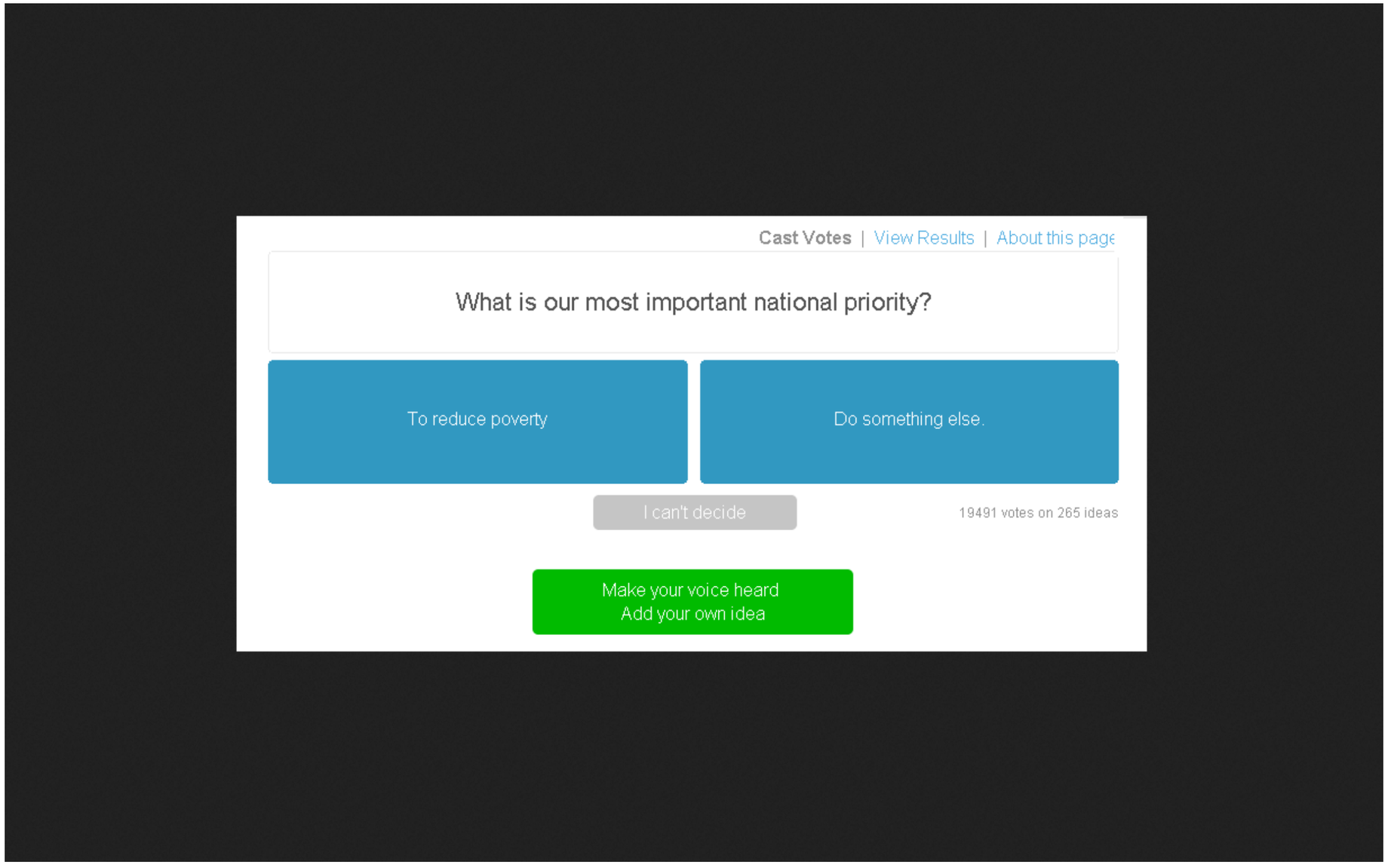
ENHANCING PUBLIC-PRIVATE SECTOR DIALOGUE
THROUGH ICT-ENABLED CITIZEN ENGAGEMENT

Utpal Misra

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
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WHAT DO WE MEAN BY CITIZEN ENGAGEMENT?

GOAL	INFORM	CONSULT	ENGAGE	COLLABORATE	EMPOWER
	Provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	Obtain public feedback on analysis, alternatives, and/or decisions	Work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	Partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	Place final decision-making authority in the hands of citizens.

Source: IBM Center for The Business of Government www.businessofgovernment.org

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.

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THE USE OF TECHNOLOGY IN CITIZEN ENGAGEMENT

USE OF TECHNOLOGY

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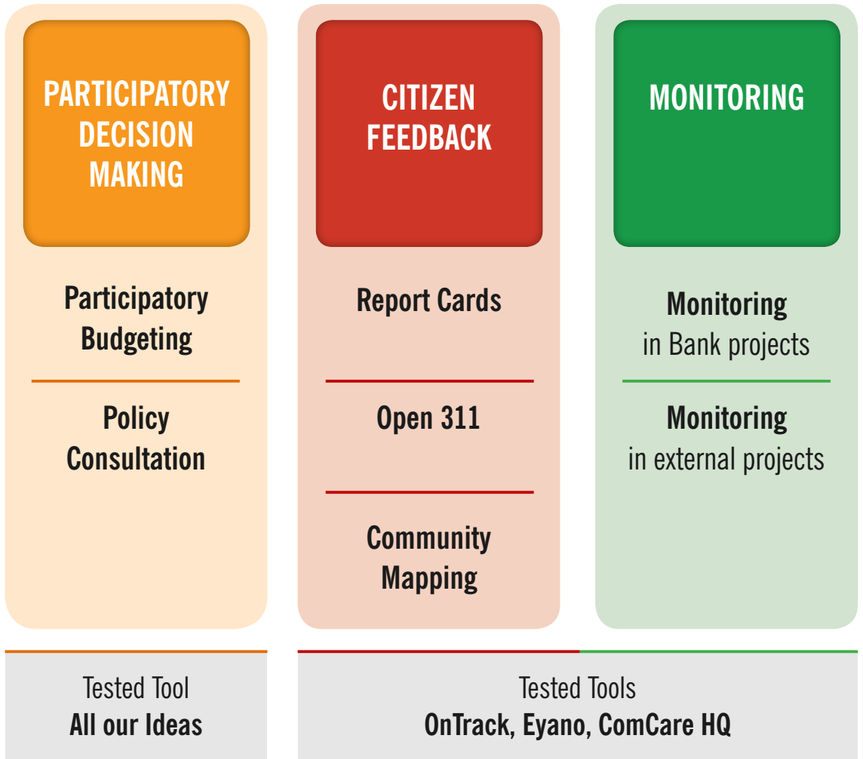
THE THREE "PILLARS OF ENGAGEMENT" OF ODTA



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RESULTS

DRC PARTICIPATORY BUDGETING

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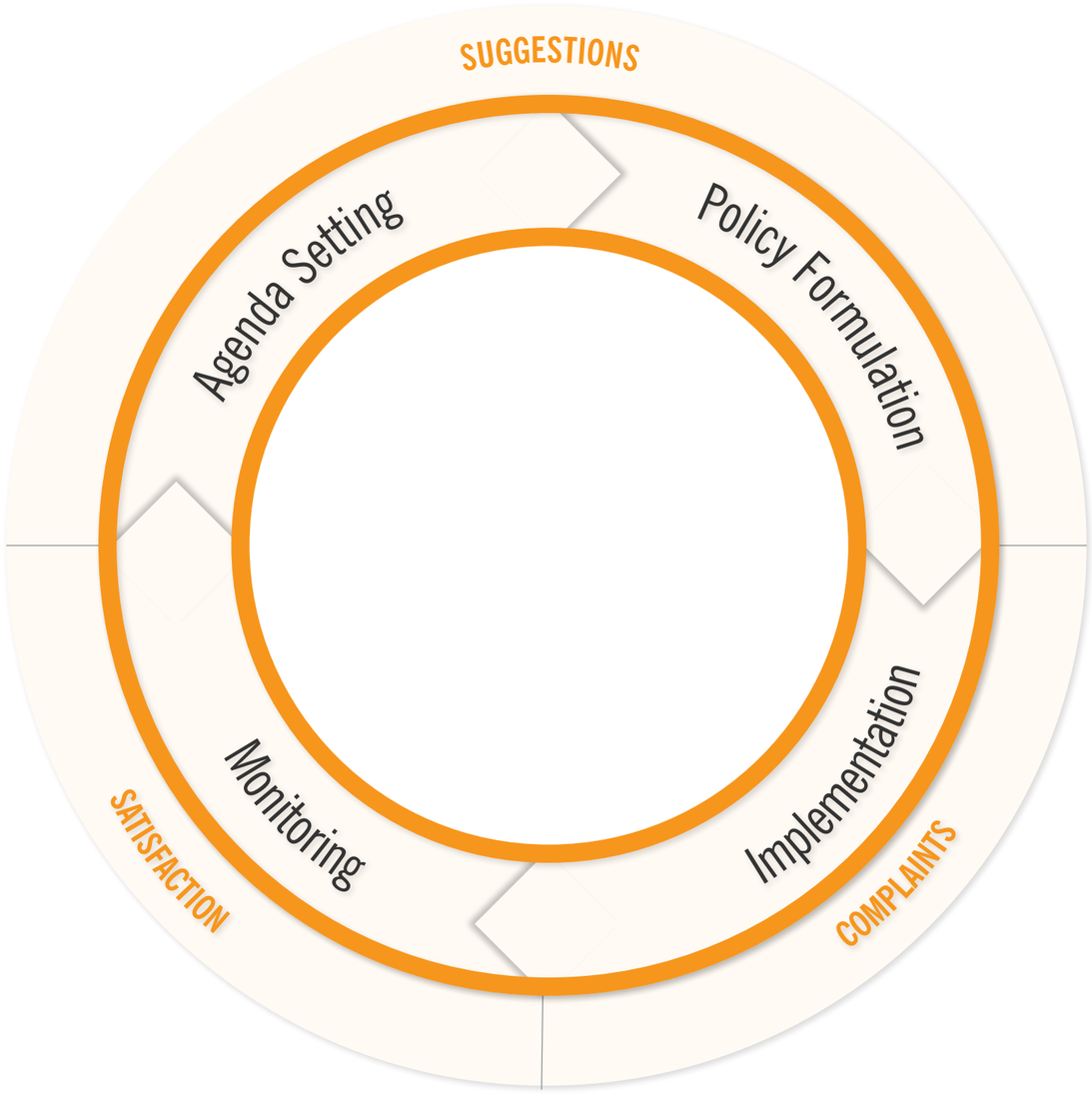
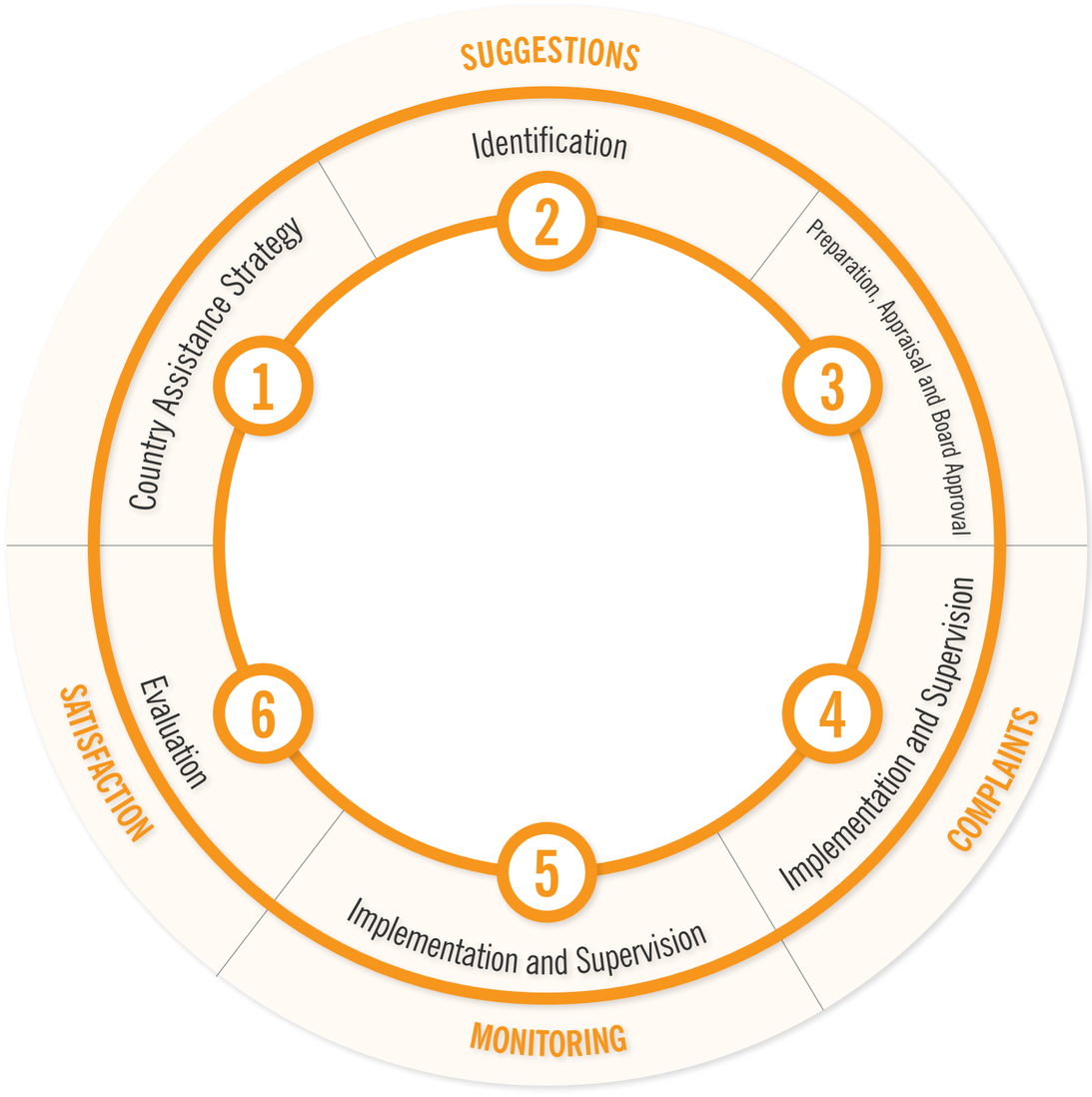
CITIZEN ENGAGEMENT IN A PROJECT CYCLE





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RESULTS

BRAZIL | THE GOVERNOR ASKS

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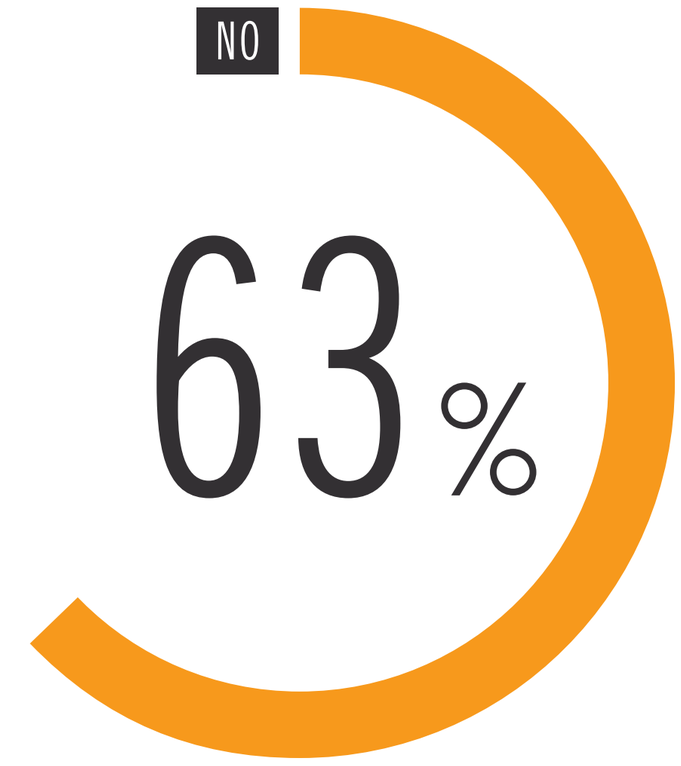
IF THE PB VOTING SYSTEM WASN'T AVAILABLE THROUGH THE INTERNET, WOULD YOU STILL HAVE VOTED?



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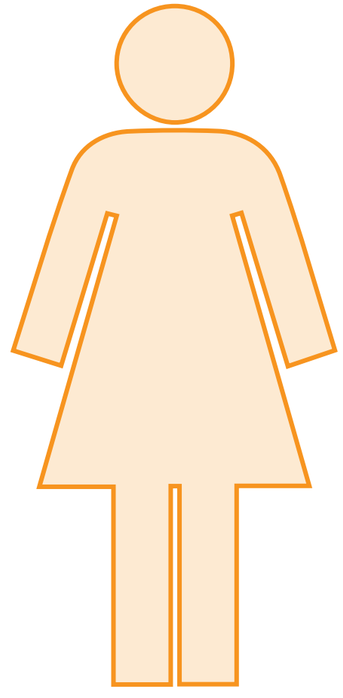

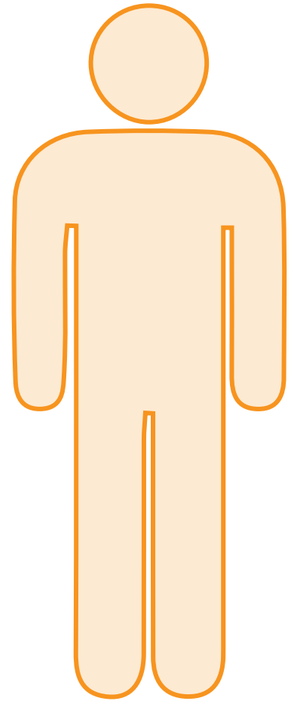

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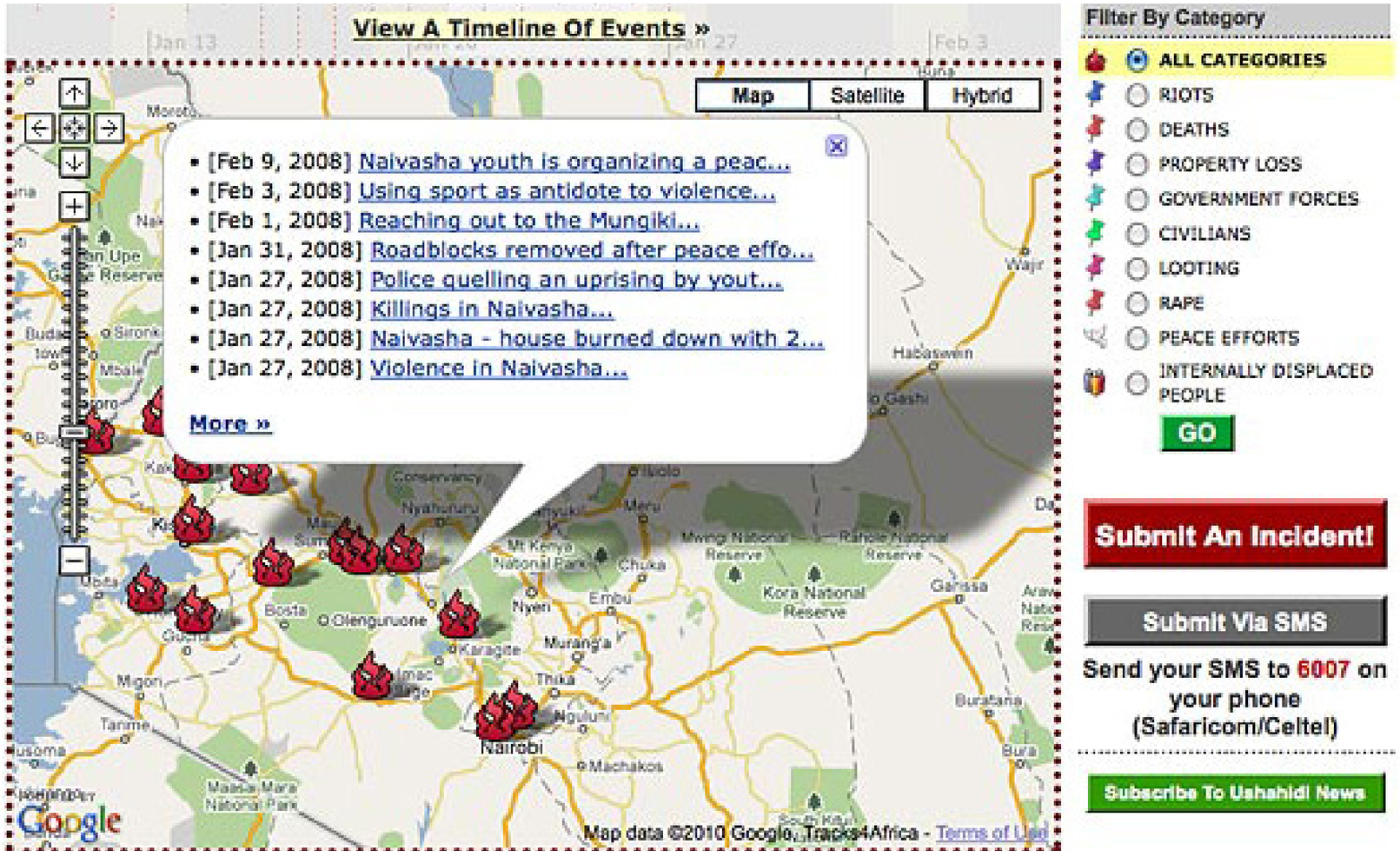
USE OF ICT IN CRISES

Ushahidi

POST-ELECTION MAPPING IN KENYA



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)

Subscribe To Ushahidi News

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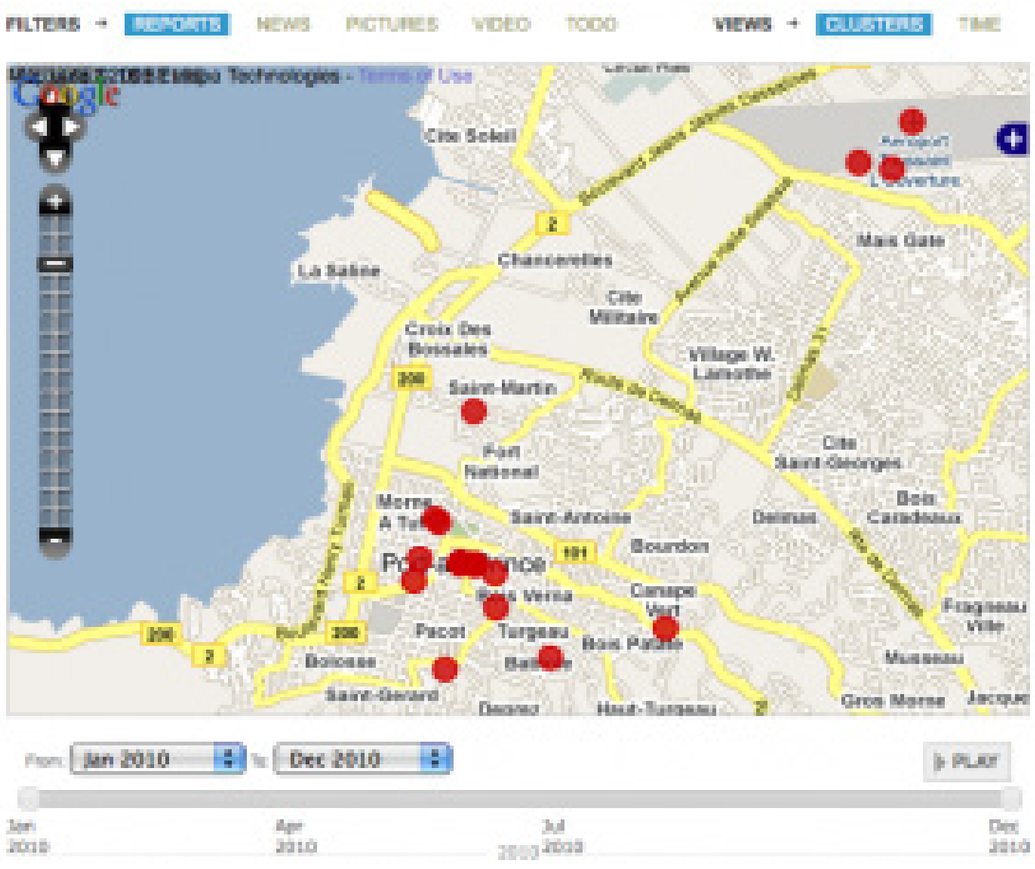
POST-EARTHQUAKE MAPPING IN HAITI



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ALL OUR IDEAS

CREATE. CONTRIBUTE. DISCOVER.

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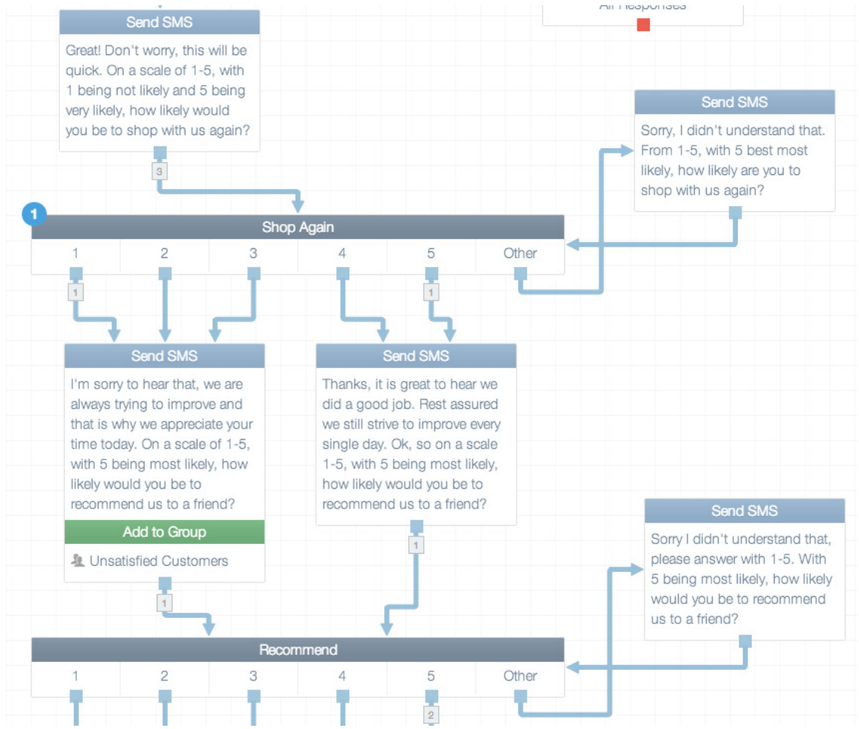
textit



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.

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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

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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

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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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