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Research contributions for future e-government and e-participation

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Objective 5.6 ICT solutions for Governance and Policy Modelling



Research in e-government and e-participation



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- ❖ History of research on ICT use in public sector since several decades
- ❖ Research along different viewpoints and disciplines
 - Including holistic approaches
- ❖ Research with distinct types of results
 - Empirical findings
 - Advancing institutional and modernisation theories with the inclusion of ICT components
 - Streamlining innovative technological findings to the needs of public sector
 - Developing new innovations

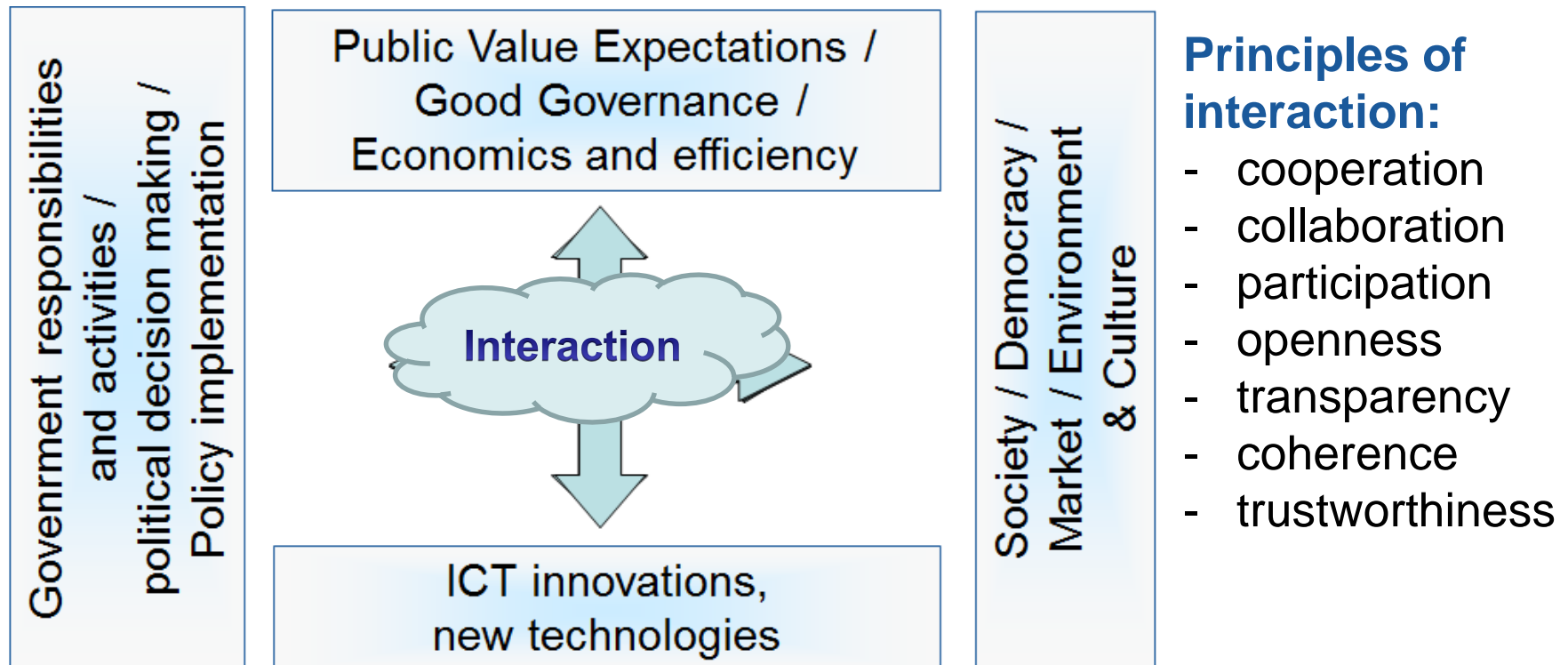
Holistic view on e-government and e-participation from a research perspective



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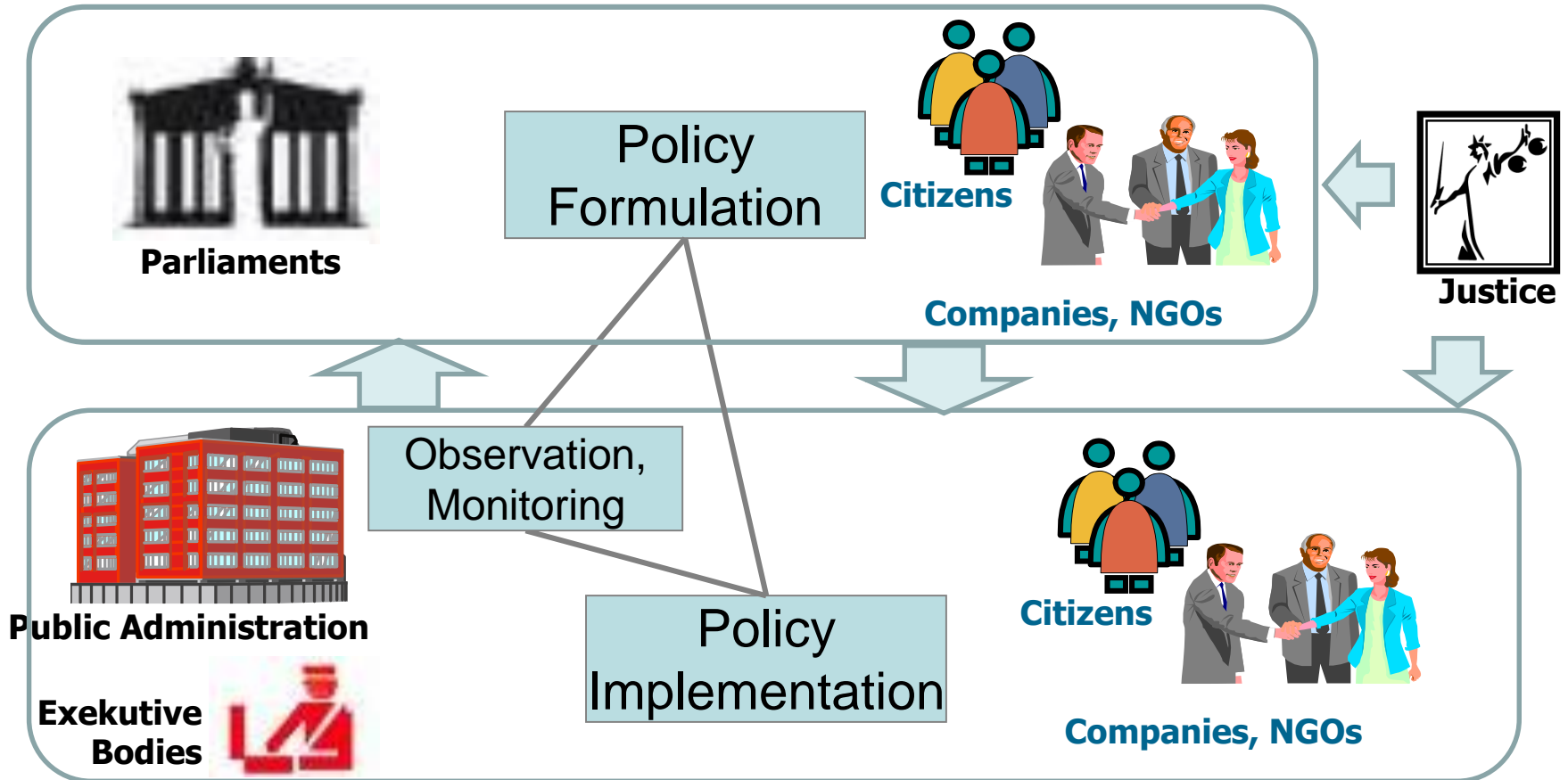


Scoping e-government and e-participation along three key activities of Government



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Key questions researched (1)

- ❖ How ICT can bring innovation to the public sector
- ❖ Which approaches to choose to successfully introduce innovative ICT
 - ❖ How can innovative public sector activities be conceptualized and implemented through the use of advanced ICT
- ❖ How to ensure public sector governance and implementation of good governance principles through innovative ICT
- ❖ How to optimize resources and capacities with the help of modern ICT
 - E.g. through crowd-sourcing, exploitation of open and big data, engagement of stakeholders in public service provision and policy decision-making



- ❖ How new digital media can support more open and participative government
 - i.e. how to effectively involve citizens in policy decision making and how to make decision-making more transparent and understandable to citizens
- ❖ What implications do new innovations bring to governments and state
 - Changing roles, changing models of government, changing values and expectations, changing modes of interaction, etc.
- ❖ How can we innovate to better meet the requirements of an ever emerging society and economy



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Research on ICT supported e-government enabling ...

SIX FUTURES OF E-GOVERNMENT AND E-PARTICIPATION

(1) Citizens, businesses and CSOs engaging via social media and mobile ICT (1)



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- ❖ Engagement from the grassroots and via social media in politics and improvement of online public service offers
- ❖ Through different technologies, including mobiles
 - Converging technologies
 - Not a vast number of apps, but all seamlessly integrated
- ❖ Using also cloud infrastructures (but not only)
- ❖ Engaging the crowds and individuals / institutions



(1) Citizens and CSOs engaging via social media and mobile ICT (2)



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- ❖ Engagement creating public value-add to
 - Policy dialogue
 - Democratic principles of participation
 - Openness
 - Acceptance
 - Inclusion



(2) Multi-channel provision of government services, developed partly through crowds



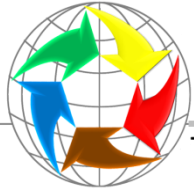
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- ❖ *Government and participation services designed and developed by / in collaboration with crowds*
 - *citizens and companies engage actively*
- ❖ *Where appropriate, services and infrastructures are in clouds*
- ❖ *Services accessible online through different channels*
 - *Convergence of technologies*
 - *Including physical access for those not willing or not able to access via smartphone, tablet, digital TV, kiosk, traditional PC, ubiquitous tools ...*



(3) Policy decision-making using intelligent simulations and exploiting open and big data sources (1)



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- ❖ *Extensive use of simulations in policy decision-making*
 - *Different approaches to policy modelling and simulation integrated (micro-macro, social behavior, games, ...)*
 - *Simulations help test distinct policy options in an intelligent and easy to understand way to support*
 - ❖ *better understanding*
 - ❖ *more transparency*
 - ❖ *better informed decision making*
 - ❖ *capacity building*



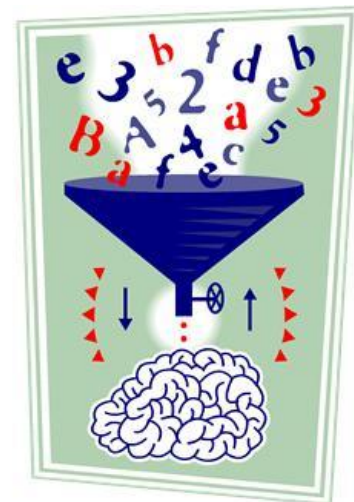
(3) Policy decision-making using intelligent simulations and exploiting open and big data sources (2)



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- ❖ Involving key stakeholders, crowds and swarm intelligence
- ❖ Embarking on open data combined with stakeholder inputs (evidence-driven)
- ❖ Exploiting big data analytics



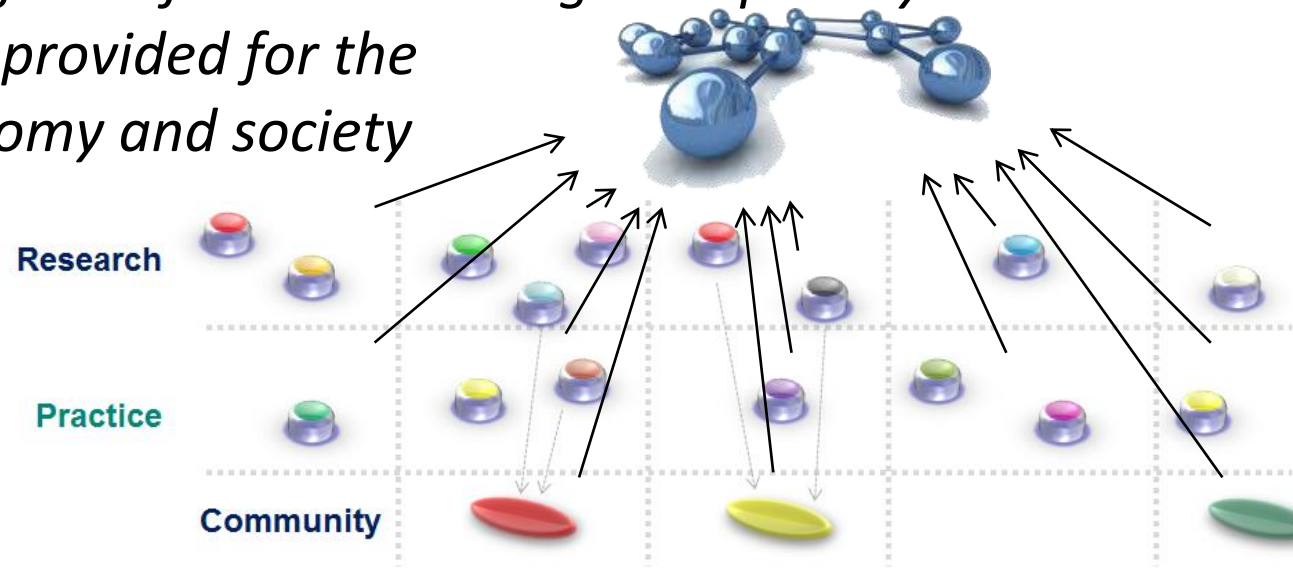
(4) A new culture of openness and transparency has led to more trust and higher public value-add



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- ❖ *Use of ICT enabled a new culture of openness and transparency*
 - *Open government data use; active engagement of stakeholders and crowds in policy decision making*
- ❖ *More trust through transparency, openness, participation*
- ❖ *Solutions found for a good balance ensuring less corruption, fraud and spying out of data - ensuring data privacy – while data are openly provided for the benefits of economy and society*



(5) Standards and interoperability for Europe without digital barriers



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❖ Legal, organizational, semantic and technical interoperability exist

- Digital IDs
- Data exchange
- E-infrastructures



❖ Move around in Europe without digital barriers

❖ Do business without digital barriers





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(6) European interoperable e-government facilitating trade, living and studying anywhere around the globe

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- ❖ European e-government contributes to facilitate trade and exchange with countries all over the globe in different sectors
 - education, doing business, travelling, living elsewhere for a while, etc.
- ❖ Businesses are enabled to easily trade without barriers from governments across Europe
 - E-procurement across borders
 - Service provision across borders
 - Business lifecycle supporting branches or moving
- ❖ Digital IDs can be used everywhere (also across borders) and in all sectors





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The precondition

**DIFFERENT ACADEMIC DISCIPLINES WORK
TOGETHER WITH PRACTICE (ICT AND
GOVERNMENTS) TOWARDS THESE FUTURES**



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Thank you for your attention !

URL: <http://www.policy-community.eu>



<http://www.linkedin.com/groups/Policy-Making-20-416579>

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