UN Public Administration Programme

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

Capacity Development Workshop on
"ICT and E-Government in SIDS: Responding to the SAMOA Pathway"

11-12 February 2015
Seoul, Republic of Korea

SMART GOVERNANCE &
SUSTAINABLE DEVELOPMENT IN SIDS

Adriana Alberti & Keping Yao

Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs

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Global attention to SIDS

International Year of
Small Island
Developing States
2014

ISLAND VOICES GLOBAL CHOICES
UN Conference on Small Island Developing States
Apia, Samoa | 2014

UN Commitment for SIDS

- 1994 Barbados Programme of Action
- 2005 Mauritius Strategy of Implementation
- 2014 SAMOA Pathway (SIDS Accelerated Modalities of Action)

Draft Outcome document of the 3rd Intl Conference on SIDS (A/CONF.223/3)

110. We recognize that access by small island developing States to appropriate reliable, affordable, modern and environmentally sound **technologies is critical to achieving their sustainable development objectives and in fostering an environment** that provides incentives for innovation and entrepreneurship and that science, technology and innovation are essential enablers and drivers for sustainable development.

111. In this regard, we reaffirm **our commitment to** support the efforts of small island developing States to gain access, on mutually agreed terms, to appropriate, reliable, affordable, modern and environmentally sound **technologies and know-how and to increase connectivity and the use of information and communications technology through improved infrastructure**, training and national legislation, as well as public and private sector involvement.

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Global attention to SIDS

- Unique vulnerabilities and challenges in SIDS in pursuing sustainable development:
  human settlements dispersed over large geographical areas, high costs for goods and services, infrastructure problems, dependency on imports, vulnerable to economic crises, growing trade imbalances, natural disasters

- UNPOG and eGB/DPADM – SIDS Research Findings presented before Special Event of the Sixty-ninth session of the UNGA 2nd Committee "ICT and E-Government in SIDS: Responding to the SAMOA Pathway Call for Action" on November 14, 2014

  "Technology creates virtual bridges that nullify physical distance, mitigate the impact of geographical isolation, and permit travel in more than one direction,"

  Ambassador Sebastiano Cardi, Chair of the Second Committee.

  "Virtual bridges have the potential to unite us all in our effort to face our common but differentiated responsibilities if there is a strong collective vision of the future we want."

  Ms. Tishka Francis, Vice-Chair of the Second Committee

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Critical Role of Good Governance and Effective Institutions in the Context of the Post 2015 Development Agenda

## Outcome Document - Open Working Group on Sustainable Development Goals

OWG

"Sustainable development emphasizes a holistic, equitable and far-sighted approach in decision-making at all levels. It rests on integration and a balanced consideration of social, economic and environmental goals and objectives in both public and private decision-making. It emphasizes intra-generational and intergenerational equity" (E/2013/69, para. 6)

Critical Role of Good Governance and Effective Institutions in the Context of the Post 2015 Development Agenda

Eradication of Poverty

Well-Being for All

Economic Development

Three Dimensions of Sustainable Development

Environmental Sustainability

Social Development
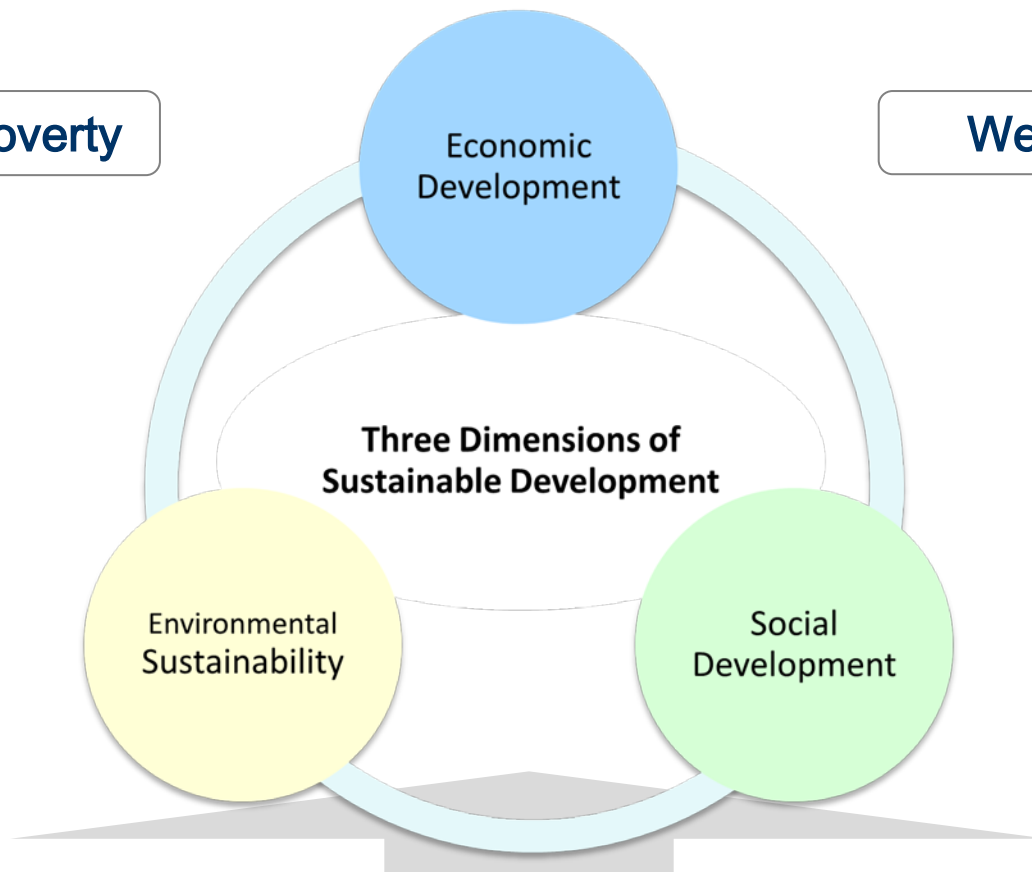
Smart Governance, including transparent, effective and accountable institutions, are essential building block for the achievement of sustainable development
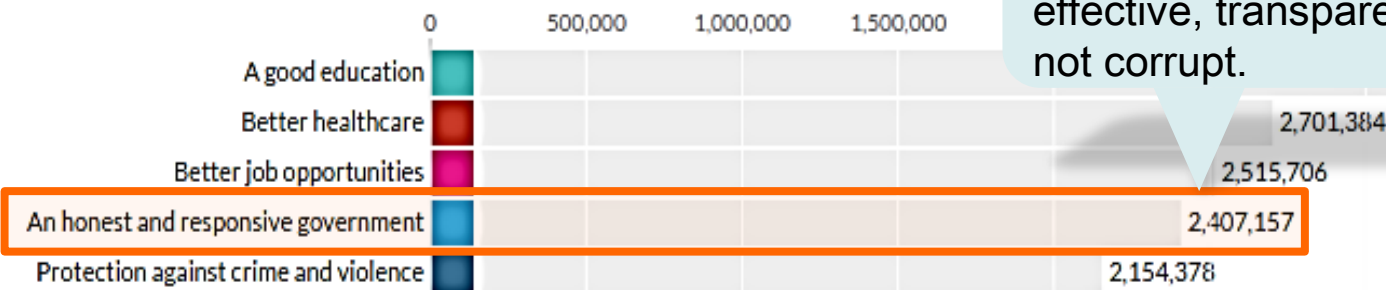
Critical Role of Good Governance and Effective Institutions in the Context of the Post 2015 Development Agenda

MY WORLD.
THE UNITED NATIONS
GLOBAL SURVEY
FOR A BETTER WORLD.

✓ MARK A DIFFERENCE

5,023,385 votes for All Countries & Country Groups / All Genders

> This means that there are great expectations for governments to be effective, transparent, accountable and not corrupt.

	votes
A good education	
Better healthcare	2,701,384
Better job opportunities	2,515,706
An honest and responsive government	2,407,157
Protection against crime and violence	2,154,378

"People should have a say on what the government's priorities should be, and confidence that they will implement those priorities competently. Governments should agree and implement standards for making information available to all people on how public money is spent"

Six elements for delivering on SDGs?

- Responding to all goals **as a cohesive and integrated whole will be critical** to ensuring the transformations needed at scale

- Specific targets are set for **disadvantaged groups and indicators will need to be broadly disaggregated** across all goals and targets

- The essential elements are further integrated by the application of **the principle of universality** while also recognizing **the realities of differentiated national needs and capacities**

- All partners pursue sustainable development, requiring transformations in approaches **to leadership, policy coherence, strategy and collaboration.**

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E-government promoting six essential elements

1.   Dignity
- Gender equality and women's empowerment;
- Young people – <u>e-employment, innovation, e-registration</u> for starting small enterprises;
- <u>Citizen engagement and e-participation</u> for women, youth, minority and disabled

2. People
- Healthy lives – i) e-government for empowering women against violence; ii) <u>e-health and open health data</u> for improving health of women and children;
- Education and training for young people – <u>e-education and online training</u>.

E-government promoting six essential elements

3. Prosperity
- Innovation in sustainable and resilient infrastructure, cities and human settlements – <u>e-government for building resilience and disaster risk management</u>;
- <u>Digital economy</u> for new job opportunities and inclusive growth;
- <u>Innovation in cities</u>;
- Management of natural resources – <u>big data, open government data and renewed importance of GIS</u> for real-time monitoring and evaluation.

4. Planet
- <u>E-environment services</u>;
- Building resilience and reduce disaster risk

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E-government promoting six essential elements

5. Justice

- <u>Effective governance</u> demands that the public institutions at all levels be inclusive, participatory and accountable to the people – <u>Open government data and e-participation</u>;
- Combat corruption – <u>e-procurement for transparent government transactions</u>;
- Rebuild and reintegrate societies after crises and conflicts – (investment for building<u>) resilience for overcoming fragility</u>.

6. Partnership

- Restoring trust important for forging partnership between developed and developing countries – <u>governance and transparency of public institutions essential</u>;
- Public-private-people partnerships.

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E-government promoting six essential elements: Impact on future work

- E-government for gender equality
- Big data, data analytics and data revolution for building resilience
- E-government for disaster risk management
- IOT with Mobile
- E-government for public health combating disease breakout
- Citizen engagement and democratic participation
- Open government data for restoring trust in government
- Innovative public-private partnerships for development
- Use of social media for financing for development, crowdfunding and crowdsourcing

Why Smart Governance?

As knowledge networks increase in scope and range, social media reshapes the way people communicate; information is readily available 24/7 and development challenges (including economic, social and environmental) are increasingly inter-twined and complex.

What kind of governance can allow for more sustainable solutions?

"SMART Governance"

Governments that are succeeding in tackling complex issues are those that are **engaged in finding new ways** to effectively create public value through innovative, effective, inclusive, collaborative, open and citizen-oriented **service delivery and public policy decision-making leveraging the potential of modern technologies.**

This approach requires a **transformation** of government's role, leadership capacities, functions, institutional frameworks and processes.

Main Pillars of Smart Governance

1) Collaborative Leadership and Shared Vision

2) Integration and Coordination through Whole-of-Government Approaches

3) Citizen Engagement, Collaboration and Co-creation of Public Value

4) Innovative public-private Partnerships

5) Digital Connectivity, Open Data and Use of Analytics

6) Innovation for sustainable development

SMART GOVERNANCE

Innovation

Digital Connectivity

Partnership

Collaboration

Integration
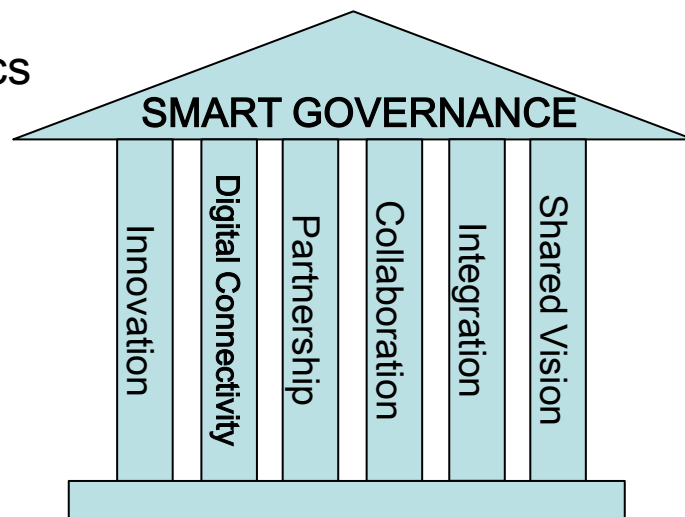
Shared Vision

Collaborative Leadership and Shared Vision

Collaborative leadership is the capacity of leaders to work across organizational boundaries to inspire, engage and motivate people and teams to work together in pursuit of common goals. It is considered as one of essential components to realize the transformation of government. Also, a shared vision needs to be aligned with appropriate leadership capacities, institutional frameworks, processes, resources and infrastructure.
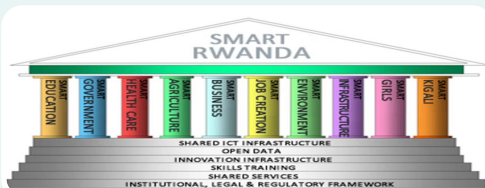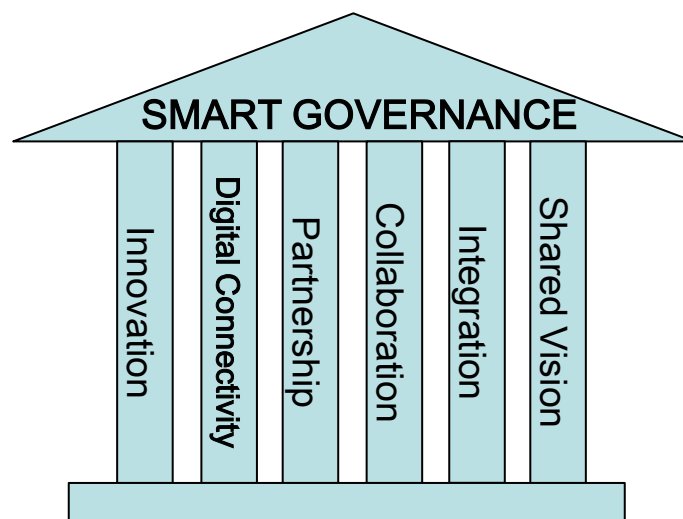

RWANDA

National Information and Communication Infrastructure Plan

USA

We the People – e-Petition website

SMART GOVERNANCE

Innovation | Digital Connectivity | Partnership | Collaboration | Integration | Shared Vision

Integration and Coordination through W-O-G Approaches

- Increased effectiveness of government's responses- More effective and coordinated policy responses to complex issues;
- Enhanced efficiency by reducing duplications of processes and procedures in programme management, and simplifying service delivery;
- Better service delivery by integrating services and thereby saving time and resources, and increasing citizens' trust in government.

Innovative Practices

FRANCE

www.service-public.fr

ABU DHABI, UAE

Abu Dhabi Government
Contact Centre

KOREA

Digital Budget and
Accounting System (DBAS)

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Integration and Coordination through W-O-G Approaches

World e-Government Leaders in 2014

2014 Rank	Country	Region	2014 EGDI
1	Republic of Korea	Asia	0.9462
2	Australia	Oceania	0.9103
3	Singapore	Asia	0.9076
4	France	Europe	0.8938
5	Netherlands	Europe	0.8897
6	Japan	Asia	0.8874
7	United States of America	Americas	0.8748
8	United Kingdom	Europe	0.8695
9	New Zealand	Oceania	0.8644
10	Finland	Europe	0.8449
11	Canada	Americas	0.8418
12	Spain	Europe	0.8410
13	Norway	Europe	0.8357
14	Sweden	Europe	0.8225
15	Estonia	Europe	0.8180
16	Denmark	Europe	0.8162
17	Israel	Asia	0.8162
18	Bahrain	Asia	0.8089
19	Iceland	Europe	0.7970
20	Austria	Europe	0.7912
21	Germany	Europe	0.7864
22	Ireland	Europe	0.7810
23	Italy	Europe	0.7593
24	Luxembourg	Europe	0.7591
25	Belgium	Europe	0.7564
	World Average		0.4712

UN E-Government Survey

➢ In 2014, for the first time, all 193 UN Member States had national websites.

➢ At the regional level, Europe continued to lead followed by the Americas, Asia, Oceania and Africa.

➢ Effective regional cooperation will help support change programs and advance e-government development (Examples: European Union, African Union's Programme for Infrastructure Development)

➢ Almost 43% of United Nations Member States today provide information about their CIO for e-government. 73 Countries offered a "One-Stop-Shop" portal in 2014.

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Citizen Engagement, Collaboration and Co-creation of Public Value

There are different levels of citizen participation in service delivery, citizen's own service production being the highest level of citizen engagement. Citizens can be informed of a service; can be consulted about specific aspects of a service, can be asked to take part in the decisions about the type of services needed by the community and can be empowered to take the lead in the delivery of services.

Innovative Practices
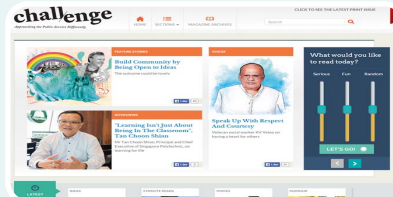
Citizens as agents of change

Crowdsourcing

- FixMyStreet (UK)
- Aircraft noise registration system (Netherlands)
- Checkmyschool.org (Philippines)

Crowdfunding

- KIVA
- Grameen Foundation

Challenge Gov

- United States
- Singapore

Hackhathons

- Uniked Kingdom
- United States Congress

Citizen Engagement, Collaboration and Co-creation of Public Value

UN E-Government Survey

e-Information: 104 countries provide archived information about the sectors assessed.

e-Consultation: 49% of countries provide a facility for feedback regarding the improvement of their online services.

e-Decision Making: 75 Member States place their e-participation policy online.

Today 118 countries use some form of social media.

Between 2012 and 2014, the number of countries offering mobile apps and mobile portals doubled to nearly 50 countries.

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Innovative Public-Private Partnerships

- PPPs are defined as an innovative organizational and financial solution that emerges from cooperation between the public and the private sector with a view to supplementing the government's public response to growing social needs in a specific sector, country or region.

- The first step in such an innovative transformation is the creation of a city-wide strategy that allows leaders to view their cities as an interdependent system of systems, and to assess ways in which ICT can be used to improve them all.

Innovative Practices

| e-Mitra (India) | Eastern African Submarine Cable System (EASSy) | Estonia Rural Connectivity | Egypt Smart Village |

3

Digital Connectivity, Open Data, Big Data and Use of Analytics

"…limited knowledge hampers progress towards inclusive growth and employment creation, and technological progress for sustainable development."
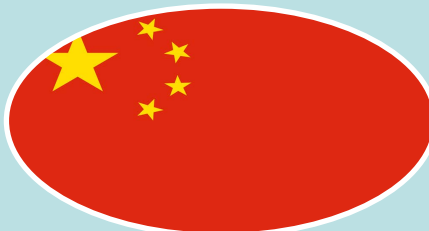
\- Realizing the Future We Want for All

Innovative Practices

Boston About Results (BAR), Boston, United States

the City's performance management program that uses performance measurement and data analytics to develop strategies

People's Republic of China

- Chinese Government Public Information Online portal
- National Bureau of Statistics of China
- Dalian Province data site
- Data Shanghai and Data Beijing
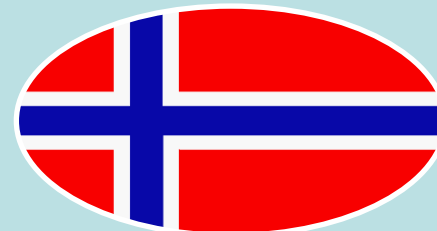
Agency for Public Management and eGovernment, Norway

- e-ID
- Offentlig Elektronisk Postjournal (centralized platform to search and request documents)

Digital Connectivity, Open Data, Big Data and Use of Analytics

UN E-Government Survey
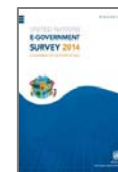
An estimated **1.1 billion households worldwide** are still not yet connected to the Internet.

Digital divide: In 2014, 40% of national portals allowed for flexible font size.

Only 46 countries have taken the next step and established dedicated portals for data sharing.

Innovation for Sustainable Development

"*Successful innovation is the creation and implementation of new processes, products, services and methods of delivery which result in significant improvements in outcomes efficiency, effectiveness or quality*" (Albury & Mulgan, 2003)

Innovation is required to:

- provide better and more inclusive services;
- engage civil society and the private sector in development efforts;
- promote openness and accountability; and
- promote more inclusive societies.

Provision of customized services

creating the conditions for wealth creation and employment

SMART GOVERNANCE

Innovation

Digital Connectivity

Partnership

Collaboration

Integration

Shared Vision
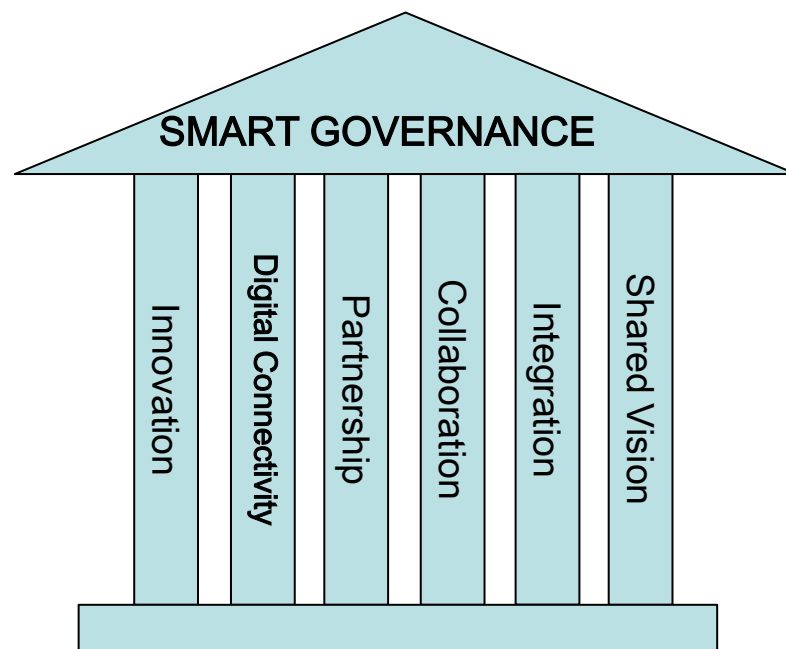
Public sector lead Innovation for Sustainable Development

Social Innovation

Cyber Agriculture Wikipedia

Dep. of Agriculture, Sri Lanka

Implementation Date: 2010

Business Innovation

GOV.UK

Government Digital Service, UK

Implementation Date: 2012

Environmental Innovation

Eco Mileage Program

Seoul Metropolitan Government

Implementation Date: 2009

Source: http://ecomileage.seoul.go.kr/home/index.do

Public sector lead Innovation for Sustainable Development

Social Innovation

- **E-education**
- **E-health services**
- **Security**
- **Transportation**
- **Community planning**
- **Inclusive social safety nets**
- **Services to vulnerable groups**
- **Welfare networks**
- **Youth engagement**
- **Silver innovation**

Business Innovation

- **Online integrated business registration**
- **Easy property registration systems**
- **Open data licensed for commercial use**
- **Easy tax payment systems**
- **Innovative agricultural programmes**
- **Employment opportunities portals**

Environmental Innovation

- **MyEnviornment**
- **Citizen-participating greenhouse emissions**
- **Monitor energy, water consumption for savings**
- **Green procurement**

Source: http://ecomileage.seoul.go.kr/home/index.do

ACCESS

CITIZEN-CENTRIC

1. Context & Situation Analysis

Vision of Holistic Innovation for Responsive Service delivery

VALUES BELIEFS BEHAVIOR

LEGAL & NORMATIVE Frameworks

2. Future Envisioning

3. National Governance Framework and Road-Map for Smart Governance

Institutional and Organizational Innovation:
Whole-of-government Approaches and Effective Decentralization

Innovative transformation of leadership and public officials capacity

Process Innovation: Multi-channel service delivery/ bridging digital divide for inclusion of vulnerable groups

Innovative Mechanisms for citizen engagement in service delivery

Knowledge Management and Sharing for Innovation, transparency

Environment & Technology: Leveraging the potential of ICTs

4. Implementation - Action
Programmes –Projects- Initiatives-Decisions

Public Administration in action
Standards-Performance-Procedures-Systems-Processes (duties-responsibilities)

Monitoring Evaluation Accountability

Service Delivery (Access-Quality-Responsiveness, Cost-effectiveness)

Public Good Trust & Legitimacy

-**Development-Prosperity and Enhanced Quality of Life of Citizens**

QUALITY

COST-EFFECTIVENESS

A Holistic Approach: WHAT and WHY?
(1) Given that challenges are cross-cutting and require holistic responses, innovation should not only be seen as a single practice, but as a process to transform government to better respond to its citizens' needs and aspirations.

(2) In this sense, innovation can be defined and measured in terms of quality and degrees of transformation in relation to context specific sustainable development goals and citizens' aspirations.

(3) It is, therefore, essential to address in an integrated and holistic manner strengthening institutional frameworks, processes and mechanisms, leadership and HR capacities, ICT development and knowledge sharing, innovative channels to engage citizens and partners to deliver services equitably and effectively.

.

Why smart governance so important for sustainable development

• All governments are faced with a set of complex, multi-faceted and interdependent challenges;

• Global challenges including poverty, inequality, climate change, peace and security, are such that no single actor—let alone single government or single ministry—can effectively deal with them on their own;

• Effective collaboration among agencies across all levels of government is essential, as it is with non-governmental actors, to ensure good governance and good development outcomes;

• Collaborative governance, underpinned by a well-functioning public administration, is crucial to improving people's lives;

• E-government and innovation can provide significant opportunities to transform public administration into an instrument of sustainable development.

Roadmap for Promoting Smart Governance for Sustainable Development in SIDS

Key enabling conditions for the promotion of smart governance to address the large societal challenges we face include ensuring appropriate:

- Holistic policy, legislative and regulatory frameworks;
- Shared visionary and committed leadership and human resources;
- Collaborative institutional and organizational arrangements;
- Engaging citizens and building innovative partnerships with the private sector, and civil society;
- IT strategic management for collaboration and knowledge management;
- Supporting research and innovation across society as a whole, including business, economic and social innovation.

Thank you

alberti@un.org, yaok@un.org