

# Can technology address governance issues?



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## Google returned 59.9 million pages when queried on **governance issues in India**

- **India's problems stem more from important issues like governance and corruption. One of the solutions is to harness the potential of IT and e-governance.** If there is e-governance and people start asking questions about things relevant to them, it will bring in transparency and accountability. The operative word here is government's role. It's a question of having the political will to do so. **Arjun Malhotra, CEO Headstrong**
- **Govt paper admits corruption at all levels in civil services.** They (bureaucracy) **must use technology as an enabler for achieving greater efficiency,** "it notes and laments that the e-governance plan of the government has seen delays. (source

# Governance: Definition

- The collection of systems, processes, culture and capabilities that combine to make it possible to **take and implement decisions** which are widely accepted as **necessary, appropriate and fair.**
- Decisions that **define expectations, grant power, or verify performance.**
- Appropriate mandate, being able to “**co-produce**” **good governance and accountability** with governments and citizens working together and testing the **effectiveness of governance in the end against measures like trust, legitimacy and competence**

# Decision Making and Implementation of Decision taken

Decision making	Implementation of Decision
<ul style="list-style-type: none"><li>- Does it correspond to what people want (their priorities)?</li><li>- Is it co-produced with citizen?</li><li>- Is it based on right kind of data?</li><li>- Is it fair and appropriate?</li></ul>	<ul style="list-style-type: none"><li>- Is the implementation process transparent?</li><li>- Can the implementation be measured and monitored?</li><li>- Is the benefit reaching the intended target group?</li><li>- Do people have access to avail what is being created for them?</li></ul>

# Some Governance Issues

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Poor

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Poor Compliance and enforcement

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Planning & Priority Issues

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Uneven

***Corruption = (Monopoly + Discretion) – Accountability***

# Technology Addresses Governance Issues

Issues	Technology enables
Corruption (lack of transparency)	Increased transparency which leads to increased accountability
High Transmission Losses	Elimination of middlemen by enabling self-service and direct service delivery
Poor or uneven access to education, health and other services	Quality remote health care and education; Fin/eco/social inclusion
Gap between government priorities and those of people	Citizen engagement (participatory democracy)
Declining trust in the government	
Plans not fully based on right kind and amount of data	Handling and processing of high volume of data
Poor or non-existent performance monitoring and measurement system	Real time measurement/recording/analysis
Low productivity/inefficiency	Increases productivity
Weak administration of laws and weak civil administration	Capacity building (training/Collaboration)

# Transparency and Accountability

- Using technology to cut out the often corrupting influence of the middle man transactions that impedes the free flow of data to citizens
- Making decision process transparent

## Examples

- **Transport department apps** (ex automated driving testing track for driving license issue in Bangalore )
- **Ushahidi** in Kenya
- **RTI** (database on what has been sought, analysis to identify weak spots in govt machinery etc.
- **Publishing performance results of departments (USA),**
- **E-procurement**, keeping spend analysis data in public space
- **"Do Not Pay"** tool to stop improper payments (Whitehouse USA)

# Increasing Access

- Increases access to education, health and other services

Ex

- Broadband,
- Mobile,
- Tele-healthcare
- Tele-education
- Financial inclusion (mobile ATM)



\* A movie at the end

# Engagement and Participation

- Use of technology, especially social media, to encourage input from citizens about
  - service quality and delivery,
  - Priority setting
  - policy development (enabling people to add their comments and views on public policy documents and decisions)
- Collaboration with other citizens and/or government workers on developing new ideas/solutions;
  - Use of video by government leaders to hear concerns of residents/discuss issues. (Increasing ability of govts to listen and respond.)
  - Crisis commons responses to things like the Haiti earthquake to quickly create situation maps that tell people what is happening on the ground;
  - Crowdsourcing (ex fixmystreet, seeclickfix etc)
  - Citizen from consumer to *Prosumer*

# Enforcement and Compliance

- Mobile computing system with first responders/field staff (direct reporting from the field which is time stamped and geo-tagged. Ex reporting by inspectors, health workers etc.)
- City surveillance system/Intelligent traffic system (to improve compliance and have better enforcement)
- Direct and indirect tax department applications having capability to do 360 degree assessment and criteria based audit system

# Open Data

- Unless there are national security or privacy considerations, all public data should be “open” that is, **machine readable, easy to find and use, add** to etc...
- Seeing open data as a core resource **to fuel innovation** and the development of new services that citizens could find useful (eg aggregating public transport information and making it easily available on mobile phones)
- **World Bank stakes leadership position by announcing Open Access Policy and launching Open Knowledge Repository under Creative Commons m[effective July 1, 2012]**
- Ex [www.data.gov](http://www.data.gov) (USA); [www.data.gov.uk](http://www.data.gov.uk)

# www.data.gov USA

The screenshot shows the Data.gov website in a Windows Internet Explorer browser window. The browser's address bar displays "http://www.data.gov/". The search bar contains the text "open data". The website header includes the Data.gov logo with the tagline "EMPOWERING PEOPLE" and a search box. A navigation menu lists categories: HOME, DATA, APPS, COMMUNITY, METRICS, OPEN DATA SITES, GALLERY, and WHAT'S NEW. The main content area features a large banner for "FEDERAL DATA CENTER CONSOLIDATION" with a blue "UPDATED" diagonal banner. Below the banner is a list of datasets under the heading "Latest Datasets". At the bottom, there are three sections: "DATA AND APPS" with a map, "COMMUNITIES" with a network diagram, and "OPEN GOVERNMENT" with an American flag. The Windows taskbar at the bottom shows the system tray with the date and time "Monday, April 16, 2012 4:22 PM".

DATA.gov - Windows Internet Explorer provided by Cisco

DATA http://www.data.gov/

Google open data

DATA Data.gov

An Official Website of the United States Government

Monday, April 16, 2012 | Text: A+ A- A | Share

**DATA.GOV**  
EMPOWERING PEOPLE

Site search SEARCH

HOME DATA APPS COMMUNITY METRICS OPEN DATA SITES GALLERY WHAT'S NEW

**FEDERAL DATA CENTER CONSOLIDATION**

UPDATED

List of Federal Data Centers shut down by end of 2011 as a result of the Federal Data Center Consolidation Initiative

**Latest Datasets**

- NSF Graduate Research Fellowship Program...
- Science and Engineering Indicators: 2012
- The 2001 Residential Finance Survey - Owners...
- The 2001 Residential Finance Survey - Rental...
- 2010 Federal STEM Education Inventory Data...
- Livestock and Grain Market News Search
- NSF Graduate Research Fellowship Program...

**DATA AND APPS**

**COMMUNITIES**

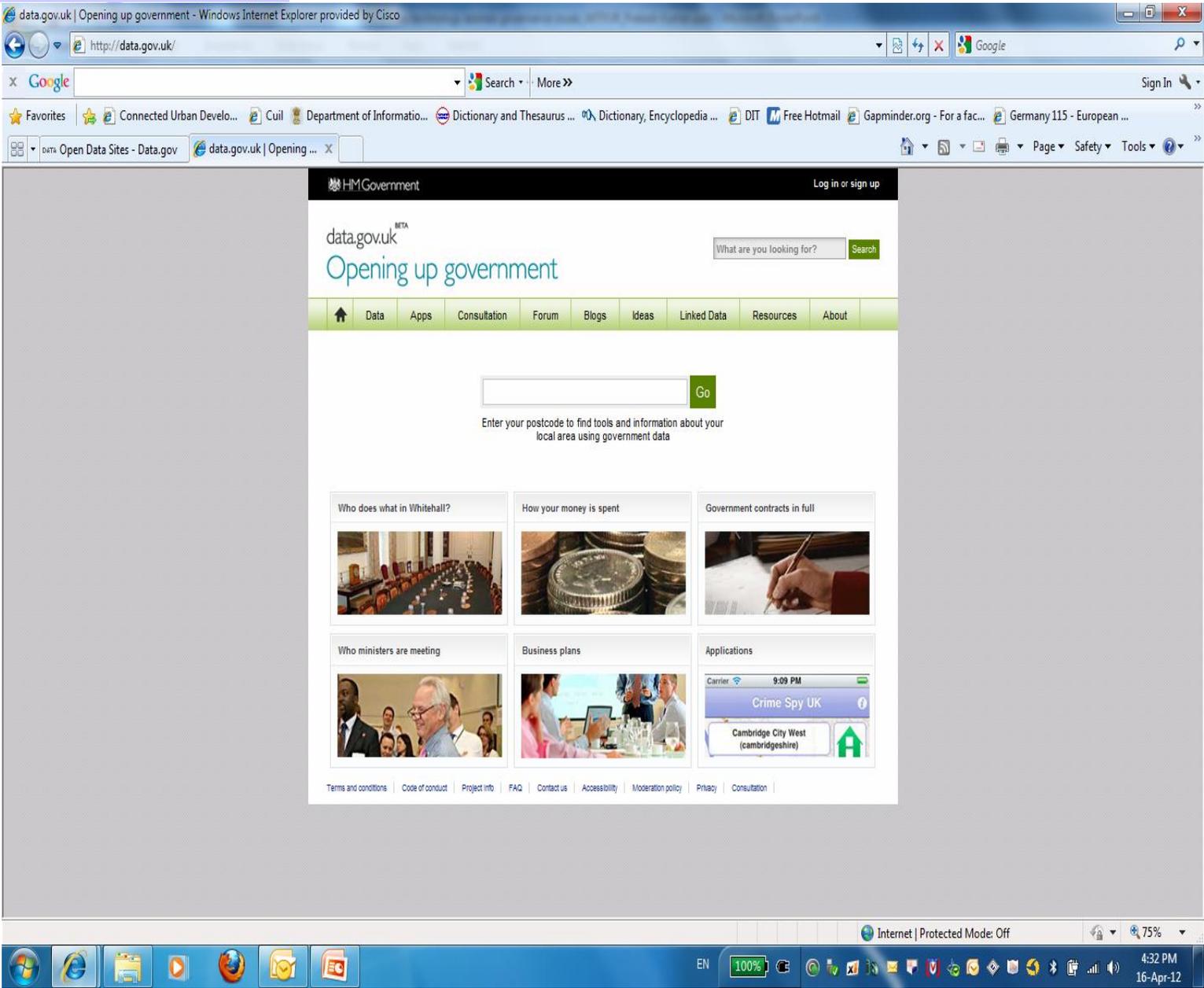
**OPEN GOVERNMENT**

Internet | Protected Mode: Off

EN 100%

4:22 PM 16-Apr-12

# data.gov.uk



## Some Examples

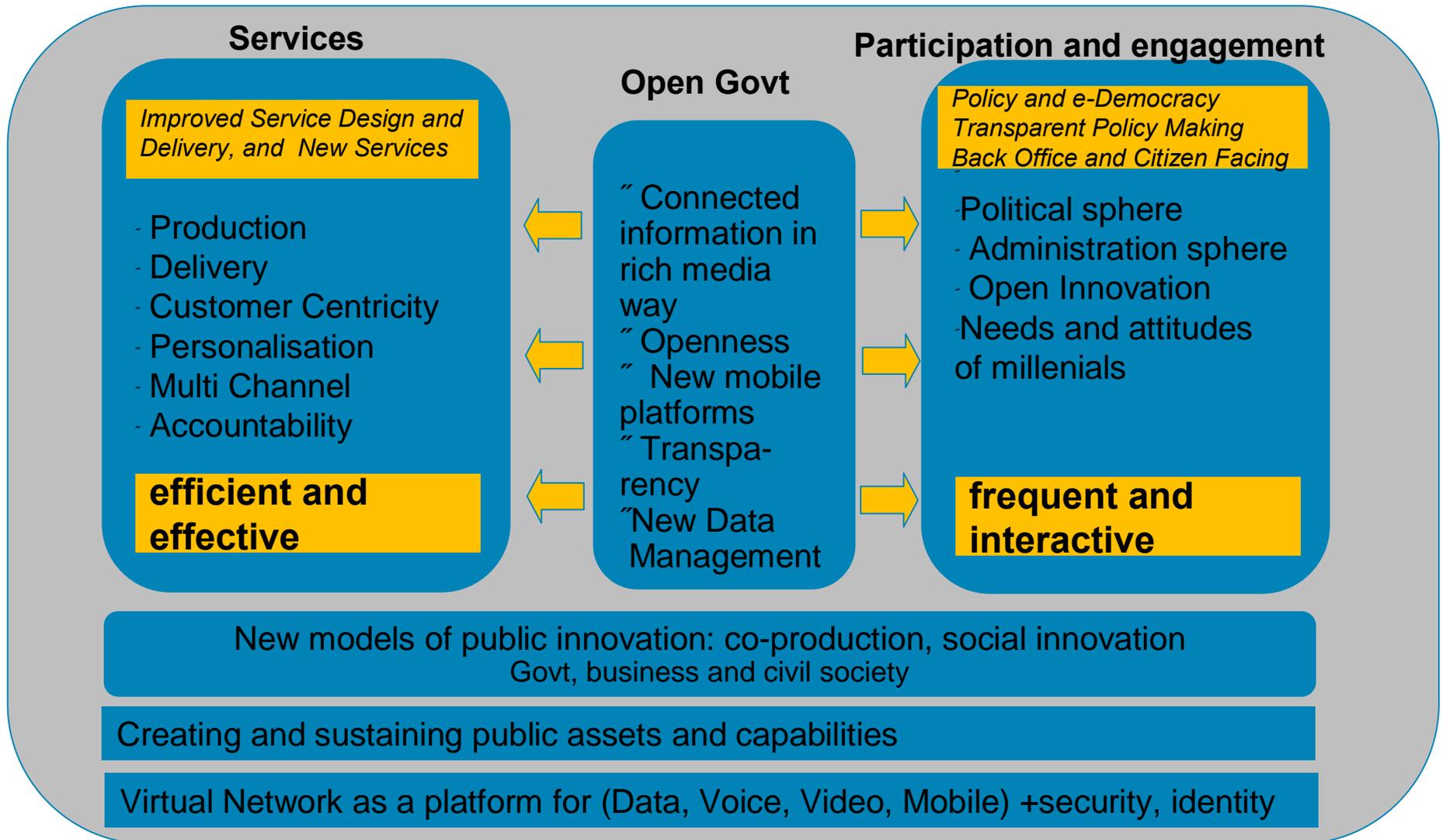
- **Location specific data**
- **How taxpayer's money is spent**
- **Use your iPhone to know crime statistics in your area**
- **"Routine disclosure**
- **"How departments are performing vi-a-vis the priorities**
- **" Who ministers are meeting**
- **" Who does what in Whitehall**
- **"Infrastructure: Transport timetables, traffic information or road potholes , or a journey planner app**
- **"Accountability: Financial and budget statements for armchair auditors**
- **"Media: Potential headlines and stories for journalists**
- **"Status and progress updates: performance data, such as the number of outcomes met in a specific project**

# Can technology address governance issues?

- Yes, but when applied properly
- That will lead us to Next Generation Government and Governance (NG3), which the millennial generation has started demanding in many jurisdictions



# Next Generation Government and Governance



# Technology for Social Inclusion

