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

<table>
<thead>
<tr>
<th>Decision making</th>
<th>Implementation of Decision</th>
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<tbody>
<tr>
<td>• Does it correspond to what people want (their priorities)?</td>
<td>• Is the implementation process transparent?</td>
</tr>
<tr>
<td>• Is it co-produced with citizen?</td>
<td>• Can the implementation be measured and monitored?</td>
</tr>
<tr>
<td>• Is it based on right kind of data?</td>
<td>• Is the benefit reaching the intended target group?</td>
</tr>
<tr>
<td>• Is it fair and appropriate?</td>
<td>• Do people have access to avail what is being created for them?</td>
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Some Governance Issues

Poor

Poor Compliance and enforcement

Planning & Priority Issues

Uneven

Corruption = (Monopoly + Discretion) – Accountability
## Technology Addresses Governance Issues

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

New models of public innovation: co-production, social innovation
Govt, business and civil society

Creating and sustaining public assets and capabilities

Virtual Network as a platform for (Data, Voice, Video, Mobile) +security, identity

Services

- Improved Service Design and Delivery, and New Services
  - Production
  - Delivery
  - Customer Centricity
  - Personalisation
  - Multi Channel
  - Accountability
  - efficient and effective

Open Govt

- Connected information in rich media way
- Openness
- New mobile platforms
- Transparency
- New Data Management

Participation and engagement

- Policy and e-Democracy
- Transparent Policy Making
- Back Office and Citizen Facing
  - Political sphere
  - Administration sphere
  - Open Innovation
  - Needs and attitudes of millennials
  - frequent and interactive

Connecting and sustaining public assets and capabilities

Virtual Network as a platform for (Data, Voice, Video, Mobile) +security, identity
Technology for Social Inclusion