



SCHAKEL TUSSEN **BURGER** EN **OVERHEID**



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eParticipation as a prerequisite for mature eGovernment

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EDem
09
Conference

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Today's Challenge

- eGovernment, eDemocracy, eParticipation, eInclusion, eSociety, eCitizen, ...
- Government 2.0, ...
- Transform Government (public services, cost reduction, transparency, efficiency, ...)
- Citizen is the "Missing Link"
- Relinking Citizen & Government



Citizen =
Asterix

Government = Baron Von Münchhausen







Citizenlink: mission

- Initiative of Dutch Government
- To Improve Public Performance
- By involving Citizens in Innovative Ways
- Runs from 2008-2010
- As part of e-Government Strategy & ICTU





Powered by ICTU

- Status: Public Foundation for Common Funded & Jointly Tendered e-Government Projects
- Aim: Design & Develop Basic Infrastructure for Cooperation between all levels of Government
- Deliveries: Generic Components and Standards compliant with Dutch Interoperability Framework



Citizenlink: tasks

- Promote Service Quality
(adoption of e-Citizen Charter & Service Quality Code)
- Measure Customer Satisfaction
(based on Life Events & Delivery Chains)
- Stimulate Citizen Involvement
(development of eParticipation Instruments)

e-Citizen Charter

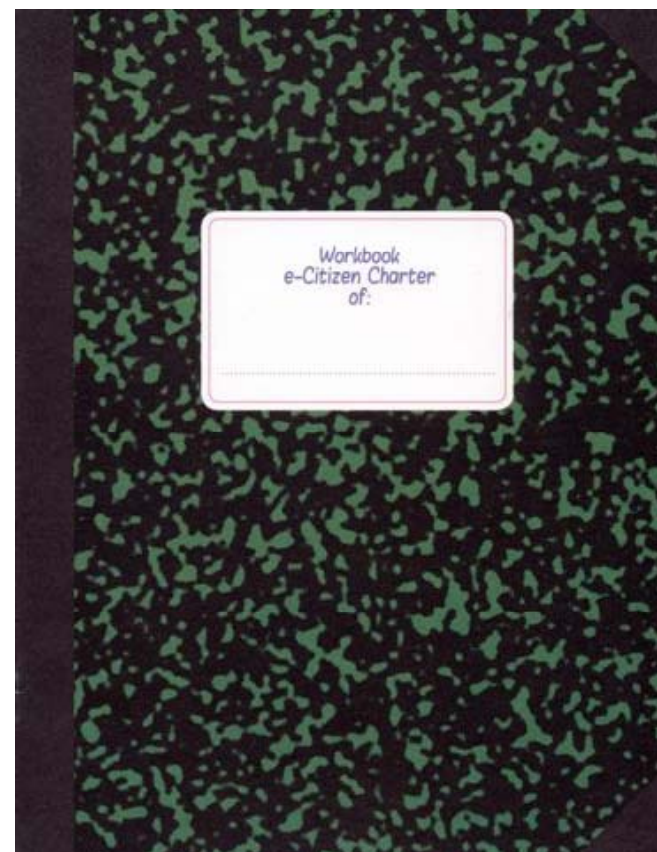
- 10 Quality Requirements for Service Delivery
- Covering contacts for Information, Transaction, Participation
- Not Mandatory but Adopted as a Standard
- Basis for Measurement of Citizen Satisfaction
- European e-Democracy Award 2007
- Recommended by UN, OESO, CoE, UK Cabinet Office



Citizenlink
e-Citizen Charter

BurgerServiceCode

1. Choice of Channel
2. Transparant Public Sector
3. Overview of Rights & Obligations
4. Personalised information
5. Convenient Services
6. Comprehensive Procedures
7. Trust & Reliability
8. Considerate Administration
9. Accountability & Benchmarking
10. Involvement & Empowerment



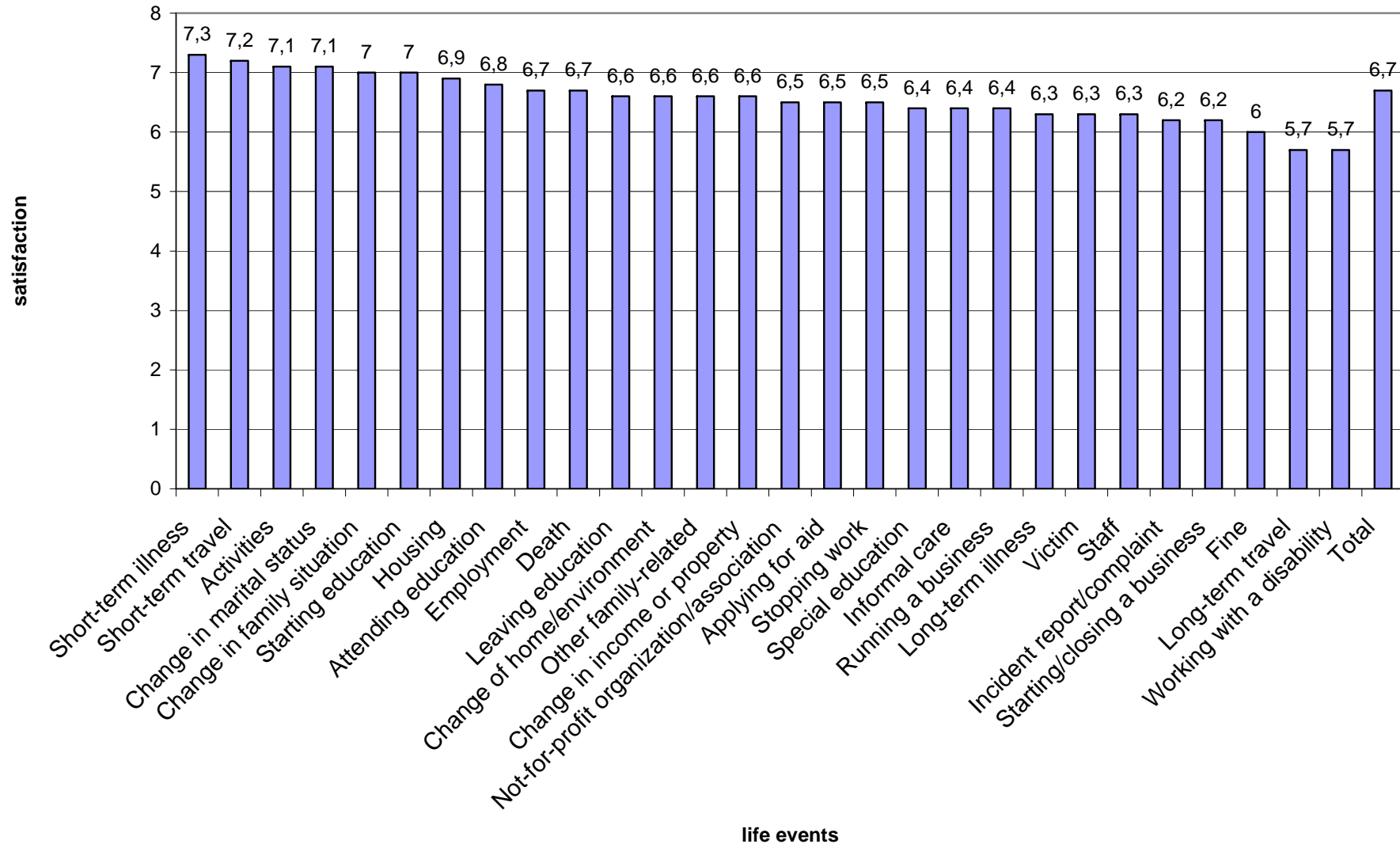
Service Quality Codes

- Concrete Promises about Service Quality
- Transparent & Meaningful Requirements
- Compensation in case of Non Compliance
- Generates external Incentives to support internal Drive for Innovation

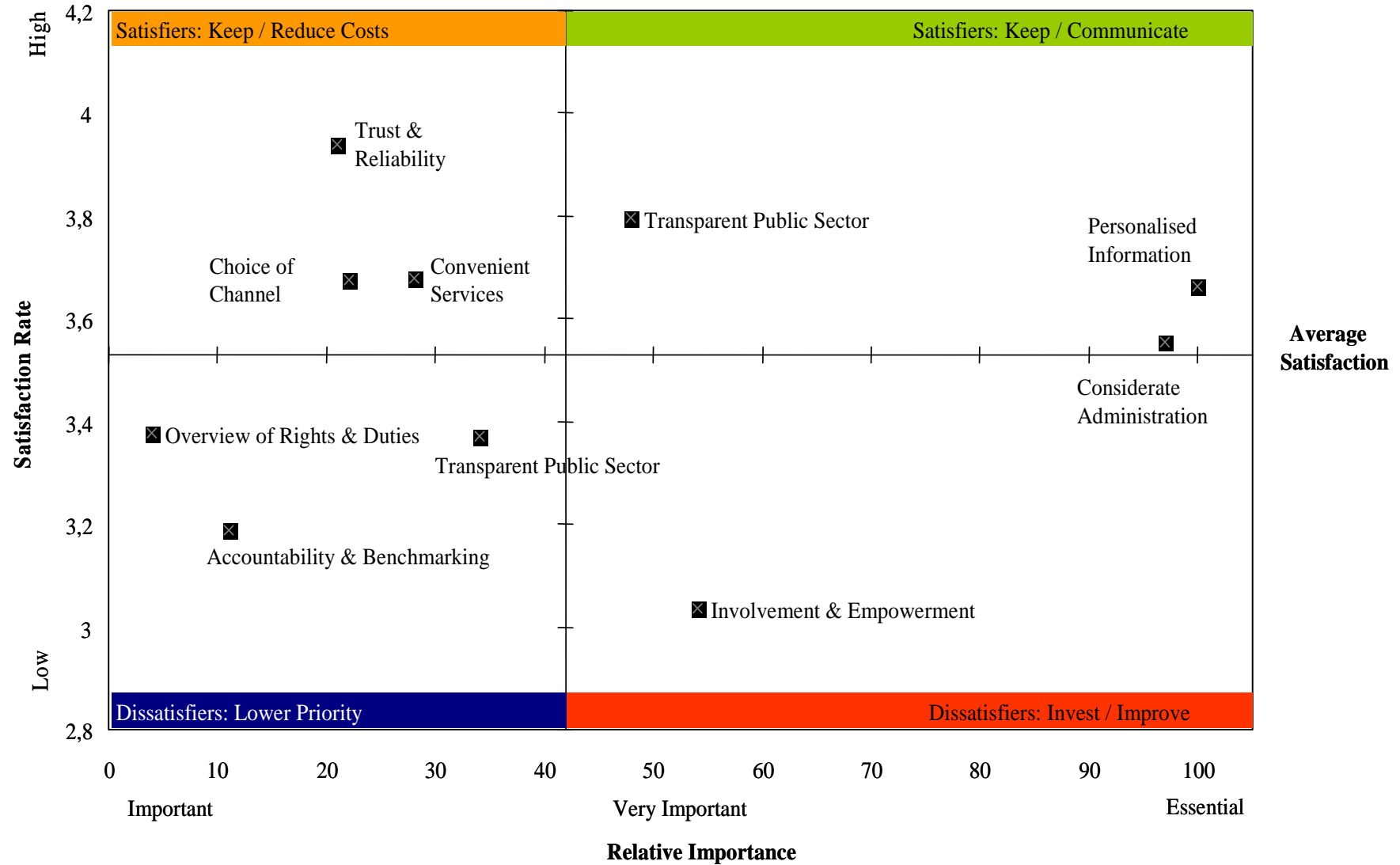
Citizen Satisfaction

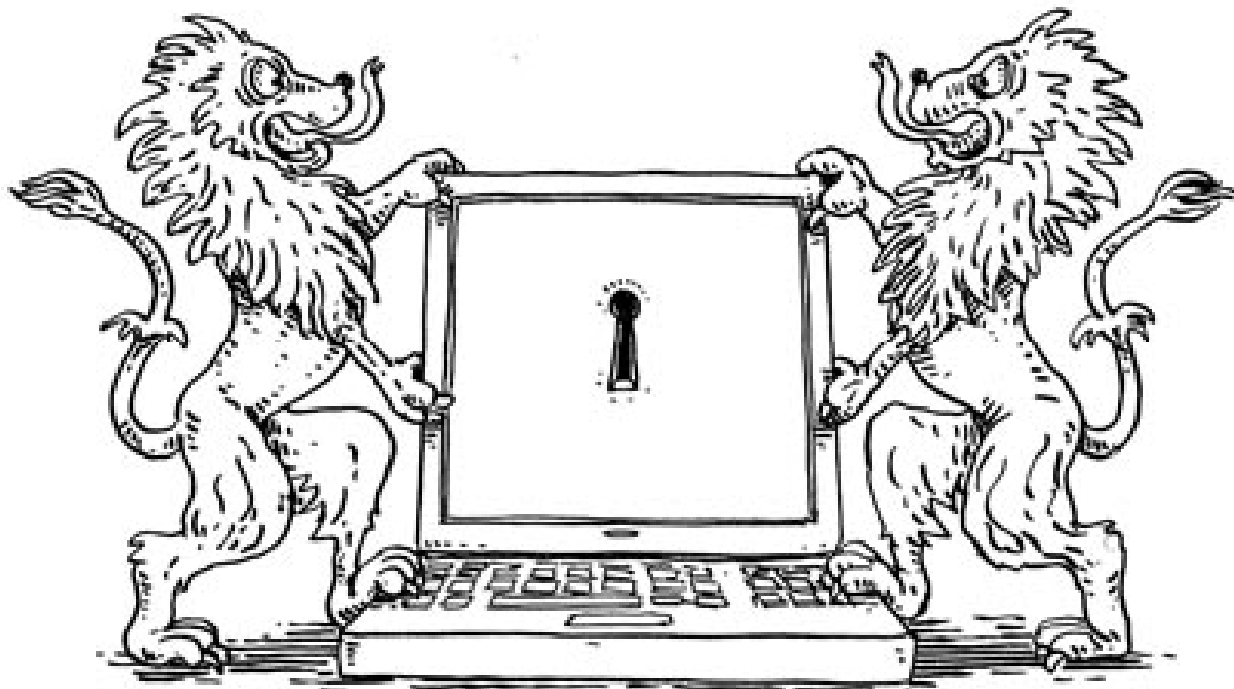
- Evaluation by Customers (Citizens and Businesses) how Life Events are being handled
- e-Citizen Charter as Criterion for Evaluation
- Discovers Delivery Chain Deficiencies and Provides Solutions (Cooperation)
- National Survey & Local or Sectoral Implementation

Satisfaction Scores for Life Events



Priority Matrix e-Citizen Charter Requirements





BETROUWBAAR



eParticipation

- Involving Citizens by Improvement of Service Delivery, Democracy and Inclusion
- Exchange of Knowledge & Development of Tools
- Take Up of 5 specific Initiatives (Web 2.0)
- Annual eParticipation Award



De hinder moet minder

Aktueel **Geluid meetpunt**

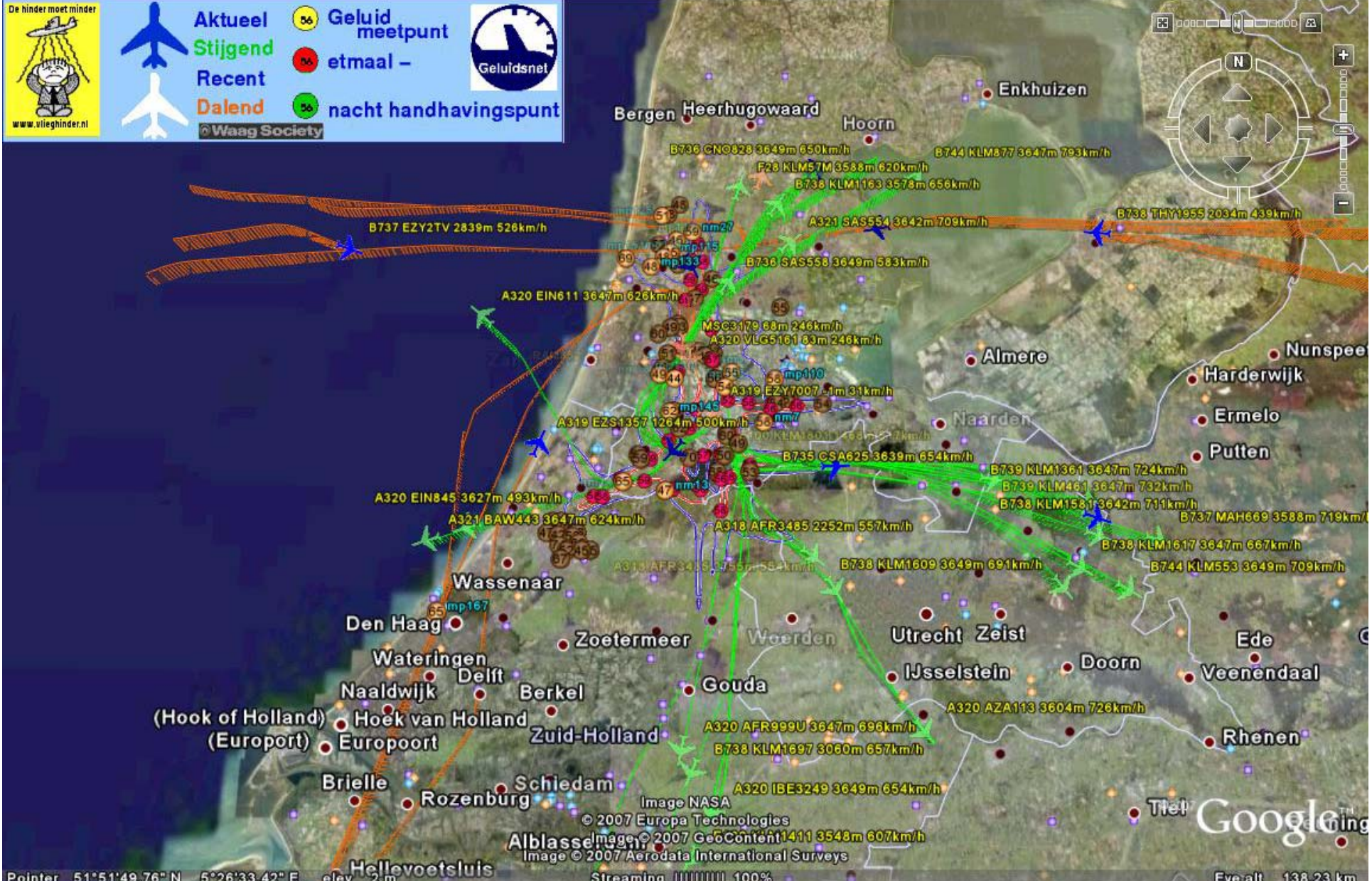
Stijgend **etmaal -**

Recent **nacht handhavingspunt**

Dalend **Waag Society**

www.vlieghinder.nl

Geluidenet





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Citizenlink Performance Incentive

- Adopt e-Citizen Charter (City Council)
- Publish Quality Code (Executive Board)
- Measure Citizen Satisfaction (Departments)
- Involve Customers (Citizens)
- Account annualy for Improvements (Mayor)





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