

# Transparency, Accountability and E-Government: Korea case

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# What This Presentation will Outline

- A General Understanding of e-Government
- Cases for Improving Transparency thru e-Government in Korea
- Implications and Future Consideration

# I. E-Government: A Concept and Reality in Korea

## Better Society



## 1) A Definition

**optimizing business process’, or ‘government service provision through the Internet’.**

**Recently, ‘government business processes, services, and political participation of citizens’ (e-democracy)**

## - OECD on E-Government

- The use of information and communication technologies, and particularly the Internet, **as a tool to achieve better government**
- **E-Government is more about *government* than about ‘e’.** ICT does not improve government on its own, but needs a coordinated effort across all of government to integrate ICT as a component of government modernization and reform.

# E-Government and the Governance Agenda

... supports broader governance objectives

- Efficiency
- Accountability and transparency
- Trust, privacy and security
- Equity and access
- Citizenship
- Helps achieve specific policy outcomes (e.g. e-learning, e-health, e-procurement)

... is becoming more pervasive

- Impacts on existing governance structures
- Remove barriers: budget, regulations, digital divide
- Structured collaboration
- Measurement and evaluation

## 2) Goals of e-Government

### (1) Maximization of Internal Performance of the Government

- A. Improvement of Administrative Efficiency
- B. Expected Effects of Administrative Information

### (2) Implementation of Customer-Oriented Service Offering Systems

### (3) Building Highly Transparent/Responsible/Reliable Government

## II. The Current Korea's Strategy for e-Government: President Roh's Administration

the Presidential Committee on Government Innovation and Decentralization (PCGID) adopted e-Government as one of the major government projects to innovate the government, and has promoted it as a strategic means of reforming government administration and improving civil services. The PCGID established the e-Government vision and promotion principles of the Participatory Government of Korea in May 2003.

The e-Government Expert Committee under PCGID mapped out **an e-Government roadmap** in August 2003 including 10 agenda in four areas and 31 major tasks and confirmed detailed action plans for each of the 31 tasks in October 2003.



The Participatory Government's vision for e-Government is to implement **'the world's best open e-Government.'** An 'open' e-Government emphasizes **transparent government administration** and **active civil participation** in government administration. To this end, the following three detailed plans are provided:

**1) To build a networked government based on service delivery innovation**

A networked government should be built to enable bilateral partnership between the government and the people by pursuing quantitative expansion and qualitative sophistication of civil services through e-Government, utilizing information technology that can overcome limitations of time and space.

**2) To build a knowledge-based government to improve administrative efficiency and transparency**

By opening, sharing, and jointly utilizing administrative information owned by government agencies, and consequently, advancing the efficiency and transparency of government administration, a knowledge-based government should be built that can function as an enabler of information and knowledge utilization.

**3) To build a participatory government to implement governance by the people.** By enabling the public to take part in government through electronic media, a 'government by the people' can be achieved.

# \* Direction and Vision

## 1. Government Procedure Reform (G2C)

Paper-based  $\Rightarrow$  Electronic-based document

Departmental procedures  $\Rightarrow$  Service flow-based procedures

## 2. Civil Services Reform(G2C, G2B)

Departmental visit and face-to-face process  $\Rightarrow$  Single window, no visit and online handling

Limited participation  $\Rightarrow$  Expanded online participation

## 3. Information Resource Management Reform(on Common Basis)

Departmental, functional management  $\Rightarrow$  Government-wide integrated management

Departmental standard  $\Rightarrow$  Common standard and interoperability

## **4 Areas**

Government Procedure Reform

Civil Service Reform

Information Resource Management Reform

Legal Reform

## **10 Agenda**

Establishment of online process

Expanded sharing of administrative information

Redesign of procedures to be service-oriented

Advancement of civil services

Advancement of business services

Expanded online participation by citizens

Integration and standardization of information resources

Enhancement of information security system

Specialization of human resources and organizations

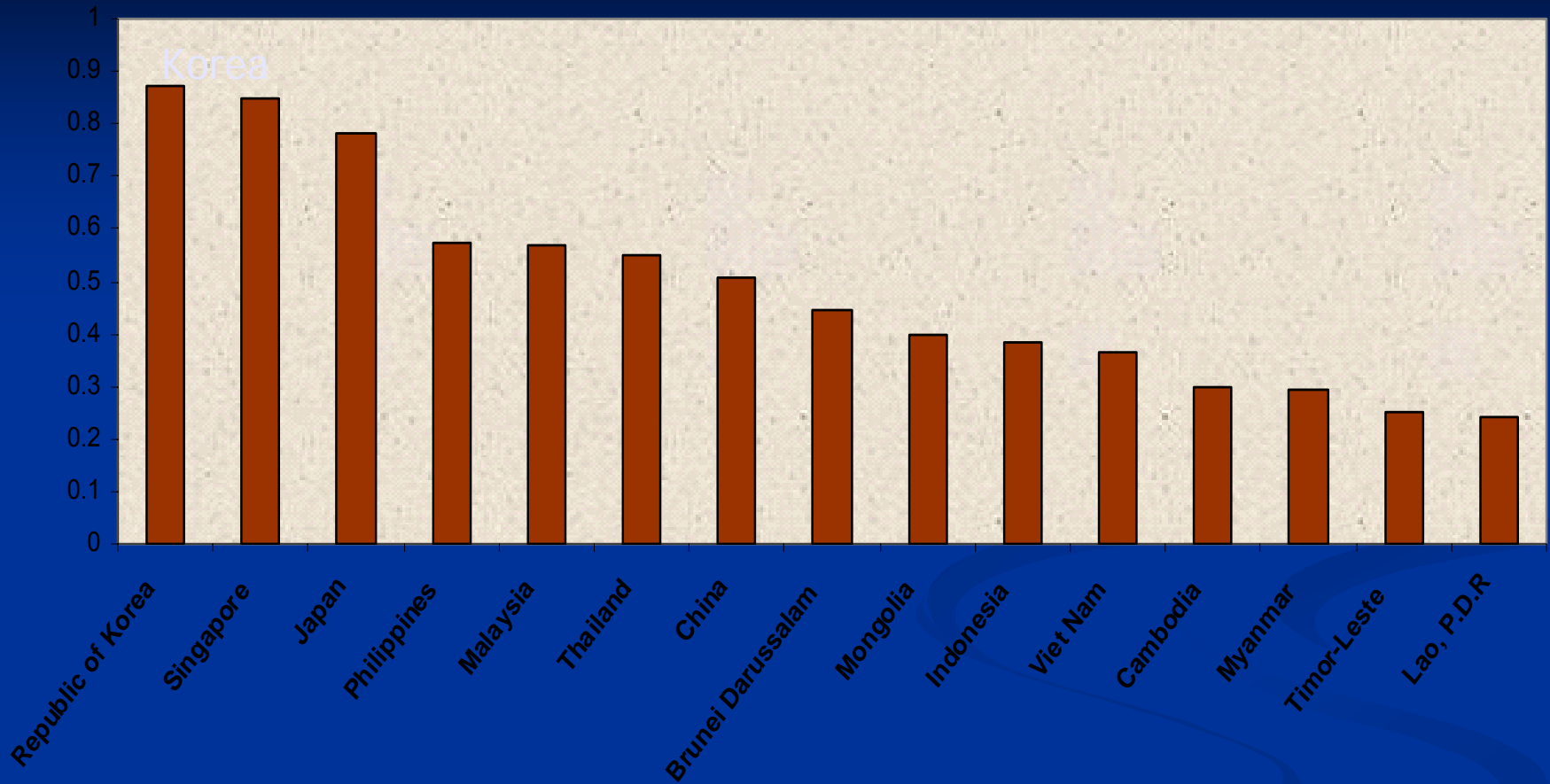
e-Government legal reform

# \* The Status of e-Gov in Korea:

## UN Global E-government readiness

Rank	Country	Index
1	United States	0.906
2	Denmark	0.906
3	Sweden	0.898
4	United Kingdom	0.878
5	Republic of Korea	0.873
6	Australia	0.868
7	Singapore	0.850
8	Canada	0.843
9	Finland	0.823
10	Norway	0.823
11	Germany	0.805
12	Netherlands	0.802
13	New Zealand	0.799
14	Japan	0.780
15	Iceland	0.779

# E-government rankings in Eastern Asia 2005



Graphically the rankings show Korea as the No.1 in e-government readiness in the region

# Top 10 economies performance by stage of e-government readiness

	Stage 1: Emerging presence	Stage II: Enhanced presence	Stage III: Interactive presence	Stage IV: Transactional presence	Stage V: Networked presence
USA	100	99	100	100	76
Singapore	100	94	99	100	83
UK	100	99	99	100	76
Republic of Korea	100	98	96	90	80
Denmark	100	97	98	90	78
Chile	100	93	93	85	65
Australia	100	95	93	80	61
Canada	100	99	90	61	69
Sweden	100	99	92	63	52
Germany	100	95	100	54	41

# E-government readiness by stage in Asia

	Stage 1	Stage 11	Stage III	Stage IV	Stage V
	67-100 % utilization				
Korea	100	98	96	90	80
Japan	100	94	92	37	56
Philippines	100	91	82	44	35
	34 - 66 % utilization				
Thailand	88	89	76	20	31
Argentina	100	83	74	39	24
Malaysia	100	69	70	29	20
China	100	75	71	5	24
	1 - 33 % utilization				
Brunei Darussalam	63	39	24	0	9
Mongolia	100	34	19	0	11
Cambodia	100	30	26	0	7
Viet Nam	0	45	17	0	9
Myanmar	88	22	13	2	4
Lao, PDR	0	8	16	0	0

### **III. Transparency/Accountability:** A Conceptual Understanding

- e- Government as the embodiment of transparent government through tight monitoring is based on the principle of citizens' sovereignty over their nation.
- e- Government can secure the citizen's right to know, safeguard their participation in government and ensure the transparency and responsibility of government operations by allowing the facilitation of laws that ensure publication and availability of governmental organizations' information.
- Eventually, this will result in the realization of a trustworthy government.



# Transparency

- Usually defined as the opposite concept of secrecy or secretiveness in government(one of factors causing government failures and bureaucratic dysfunctions)
- One of the important visions and goals under new public management(NPM) reforms in the advanced countries.
- Can be attained not only by e-government initiatives, but also by other means such as legal and regulatory reform, business process reengineering(BPR) etc.
- Can be categorized into three dimensions:
  - enhancing the right to know and disclosure of public information to customers and general publics,
  - controlling corruptions
  - enhancing the quality of decision making process and outputs in government

## Accountability

- Dealing with the demands and expectation one is facing as a public administrator
- Sometimes interchangeably used as responsibility d/r responsiveness
- A strategic understanding: accountable to whom or accountable for what
- A critical issue: how to square a certain level of accountability

# IV. Transparency/Accountability thru e-Gov in Korea

## 1. Cases for Improving Transparency

### 🌐 Site for the Disclosure of Administrative Information ([www.open.go.kr](http://www.open.go.kr))

🌐 Operates an integrated site through which citizens can view a list of administrative information and request the disclosure

- Users can request the disclosure of information and view results, search for an integrated list of disclosed information, and consult a list of the latest information.
- Since its launch in April 2006, it has provided lists of 4 million sets of administrative data and linked services with 780 government agencies.
- The results of requests are sent via email or mobile phone (SMS).



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## Electronic Procurement Service ([www.g2b.go.kr](http://www.g2b.go.kr))

### Online processing of procurement transactions between government agencies and businesses

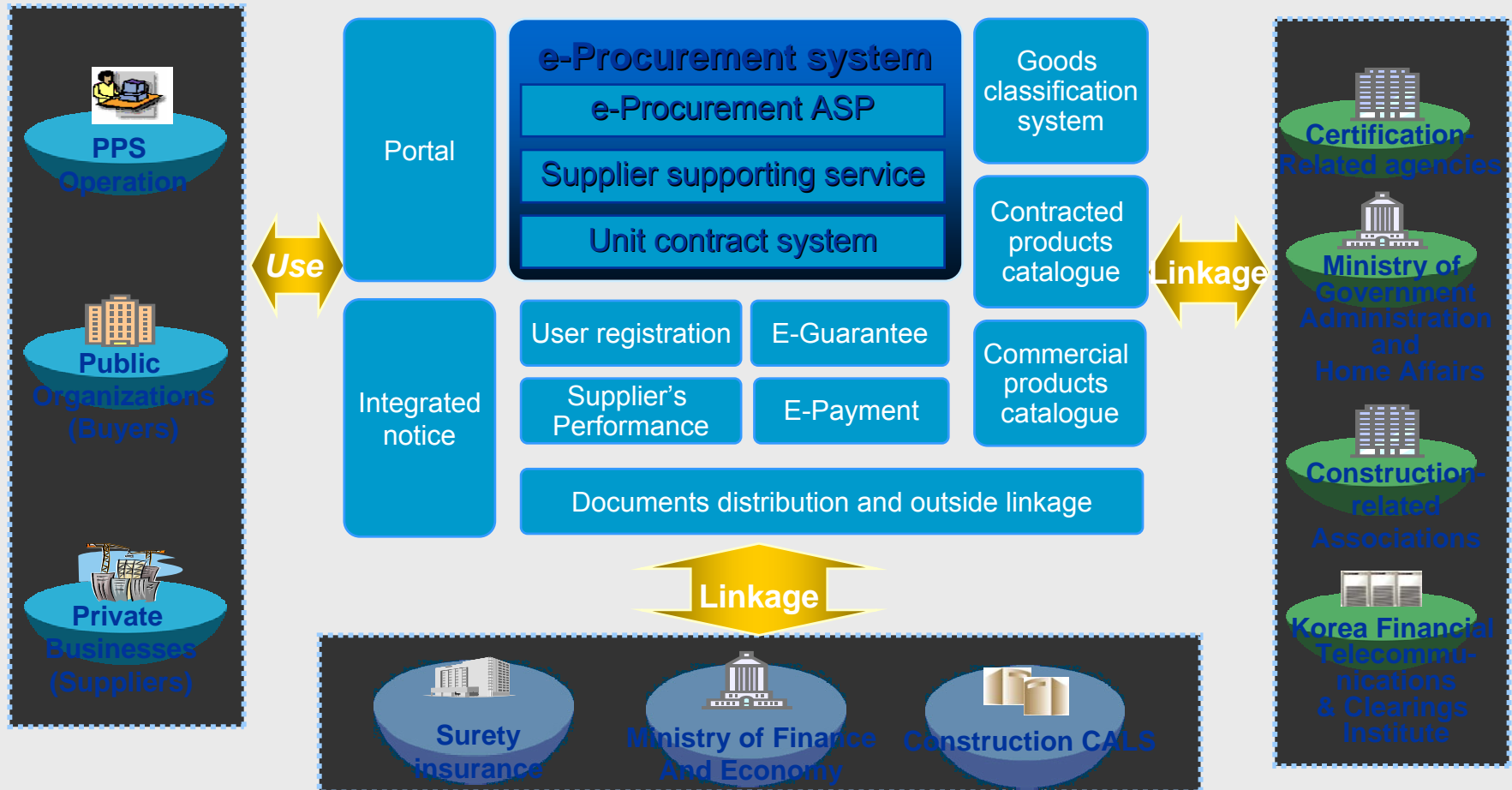
- Enables complicated, document-oriented procurement administration procedures to take place over the Internet
- 92% e-bidding participation rate and 99.6% e-purchase rate (as of '05)
- 30,000 government agencies and 150,000 companies use the website, and 100,000 people visit daily, exchanging over 100,000 documents.



# ■ Concept and Service of e-Procurement

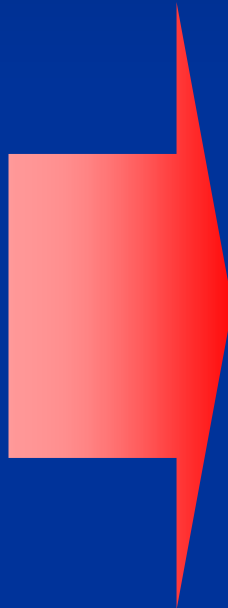
- A single website for public procurement
    - GePS provides integrated bidding information including detailed specifications and criteria for the evaluations, etc
    - One-time registration enables participation in all bidding
  - Online transactions
    - All processes are digitalized from purchase request, bidding, contract, to payment, and information is provided online
    - Accessible to information of 58 other institutions whose systems are linked with GePS, and one-stop service is available
- **Just by connecting to the Internet, public organizations and private businesses can process their procurement work online based on the autonomy of each procuring entities.**

# Internal & External System Architecture



## Before

- The business intending to deal with the government had to expend high cost and inefficiency by having to visit each agency and manually do the paper words to participate in each public bidding
- The suppliers had to register with each agency that it wanted, to do business with
- The payment was made through the government check took about two weeks after delivery



## Now

- Government e-Procurement System(G2B) is available, the process is much more convenient and transparent
- They only have to register once through the G2B system ([www.g2b.go.kr](http://www.g2b.go.kr)) and then they can participate in all biddings from every agency
- online G2B help system eases complicated bidding procedure (e.g., request for procurement, supplier qualification, bidding registration, Q&A, contracting, etc.)
- It's made through automatic online transaction and only takes a few hours

# ■ Achievements

- Raised productivity

- Saved annual transaction costs of US\$ 4.5 billion
  - US\$ 4.1 billion of business expenses was saved in terms of time and transportation (US\$ 0.4 B for public organizations)

- Improved transparency

- Achieved a crystal clear administration by providing information in real time and expanding the provision of information
  - Promoted fair competition by expanding bidding opportunities
- Reduced face-to-face contacts between businessmen and officials



# Achievements

- Received with the Public Service Award (UN, Jun. 2003)
- Evaluated as the best e-government service provider (OECD, May 2004)
  - A strong pull-through effect on ICT use in the private sector and no further actions are required
- Reflected the standardized process in the UN global standard (UN/CEFACT, Mar. 2005)
  - Registration → Public Invitation → Tender/Opening Tender → Publication of Award



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## **Information sharing ([www.share.go.kr](http://www.share.go.kr))**

➔ **Alleviates public inconvenience in obtaining verification documents by sharing administrative information**

- **Since late 2002, 20 types of administrative information concerning five areas (resident, real estate, automobile, corporate and tax)**

➔ **Promotes real-time availability of necessary information through information sharing between central and local governments( provincial, city/districts).**

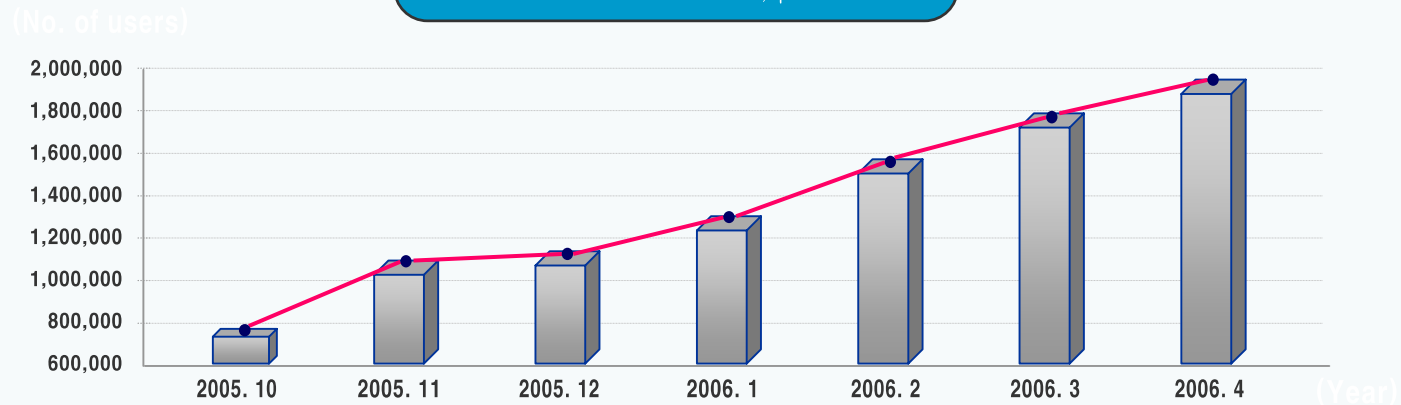
- **Facilitating links with 21 types of information in city/district government and 18 areas of information in provincial government**

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➔ A system enabling information sharing with private entities such as banks to be established before 2007

✧ Expected to generate cost savings of over 4 trillion KRW by diminishing the expense of distributing documents and by reducing public servants' working hours.

Number of Service Users, per month



## 2. Cases for Improving Accountability

### Online Citizen Participation Portal ([www.epeople.go.kr](http://www.epeople.go.kr))

 Provides a venue in which citizens' suggestions, e-hearings, e-forms and real-time open discussions can take place

- Offers integrated services formerly provided by individual agencies from 2005

 Provides a single window for appeals to a violation of rights or losses incurred by an unlawful or unjust act of a government administration agency

### Usage (2005)

- 3,308 citizen suggestions (314 accepted), 6 e-hearings, 140 e-forums, 116 citizen participation clubs (15,000 members), etc.
- ※ Civil complaints and citizen suggestions are processed within 7 and 30 days, respectively



## \* **E-participation Index (UN)**

- E-Participation index is a qualitative assessment of the quality, relevance and usefulness of government websites in providing online participatory tools to the people.

# E-participation Index: top 10 countries

	Country	Index
		2005
1	United Kingdom	1.0000
2	Singapore	0.9841
3	United States	0.9048
4	Canada	0.8730
5	Republic of Korea	0.8730
6	New Zealand	0.7937
7	Denmark	0.7619
8	Mexico	0.7619
9	Australia	0.7143
10	Netherlands	0.6984

- It is followed by Singapore and then the United States
- **Korea** is ranked 5<sup>th</sup> among all 191 countries of the world
- **The United Kingdom**, scores the highest and forms the comparator for the relative performance of all other countries.

## IV. Future Directions

1. Conditions to meet
  - digital divide
  - security
2. Applying ubiquitous technology
3. Global governance thru reinforced global cooperation



***Thank you !***

**e-government**