

**2015 Jeju Forum for Peace and Prosperity
Towards a New Asia of Trust and Harmony**



UNPOG-WeGO Joint E-Government Track

Organized by the United Nations Project Office on Governance,
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs
and
World e-Governments Organization of Cities and Local Governments

AIDE-MEMOIRE

Jeju, Republic of Korea

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1. SPONSORSHIP AND PURPOSE

The United Nations Project Office on Governance (UNPOG), Division for Public Administration and Development Management, Department of Economic and Social Affairs is jointly organizing with the World e-Governments Organization of Cities and Local Governments (WeGO) an e-government track within the framework of the 2015 Jeju Forum for Peace and Prosperity, which will focus on “*Towards a New Asia of Trust and Harmony*”. This event, which will be held in Jeju, Republic of Korea, from 21 to 22 May 2015, is organized by the Jeju Peace Institute and other hosts, including the Jeju Special Self-Governing Province, the International Peace Institute, and the East Asia Foundation.

The purpose of the e-government track, which is composed of four sessions, is to provide a platform for discussion on how to improve public service delivery through greater collaboration among government agencies at all levels, how to better engage citizens, as well as how to enhance trust in government.

It is expected that over 100 participants, including senior government officials from national and local levels, experts from academia, civil society and international organizations, will take part in this event.

2. BACKGROUND AND CONTEXT

The United Nations General Assembly in its resolution entitled “The Future We Want” has reaffirmed the strong need to achieve sustainable development by promoting sustained, inclusive and equitable economic growth, creating greater opportunities for all, reducing inequalities, raising basic standards of living, fostering equitable social development and inclusion and promoting the integrated and sustainable management of natural resources and ecosystems. The Resolution has also highlighted that all levels of government and legislative bodies play an important role in promoting sustainable development¹.

The United Nations E-Government Survey 2014 has further emphasized that effective collaboration among agencies across government levels (national and sub-national) and with non-government actors is essential to good governance². Adopting a whole-of-government approach to link local governments’ services with national governments’ development strategies and priorities, as well as enhancing capacity building of local governments can significantly improve citizen-centric services and public sector efficiency. Collaboration between national and local governments is increasingly important in light of the global trend of urbanization, which presents daunting challenges to public sector management. The Open Working Group for Sustainable Development Goals proposed to include a goal on making “cities and human settlements inclusive, safe, resilient and sustainable”³. As the immediate interface between the government and citizens, local governments hold a critical position in responding directly to citizens’

¹ See A/RES/66/288

² UN E-Government Survey 2014, Chapter 4, Section 4.2, Page 76

³ Goal 11, Open Working Group for Sustainable Development Goals

demands for public services, and therefore in building trust. If well managed, cities offer important opportunities for sustainable development. Cities can be effective drivers of inclusive economic growth, as well as social and environmental innovation given the fact that they can more easily mobilize citizens as co-creators of public value⁴.

The promotion of sustainable cities requires that local governments work with the central government and engage citizens to address issues such as industrialization, infrastructure, economic growth, health, education, and environmental protection. The ability of public sector agencies to work together, and their capacity to involve citizens in a wide-ranging dialogue with government can be greatly facilitated by e-government. During the past decade, an increasing number of United Nations Member States has embraced e-government as an effective policy tool to improve public sector accountability, transparency and efficiency, to increase citizen engagement, as well as to bridge the digital divide and facilitate citizens' access to services through multi-channel service delivery.

Good governance and innovation in public administration, including through e-government, are critical to delivering services that are accessible, inclusive and effective, which in turn, can contribute to enhancing trust in government and prosperity in Asia and the Pacific region. Building appropriate public sector capacities, particularly in the area of innovation and e-government, at both national and local levels is central to the efforts of building trust and harmony.

3. THEMES AND OBJECTIVES

The e-government track, which is composed of four e-government sessions, will provide an open, inclusive and participatory platform for participants to discuss how e-government can promote sustainable development, build synergy between central and local governments, bridge the digital divide, and contribute to citizen engagement. These sessions will be organized around the following themes:

1. E-Government for Sustainable Development;
2. Bridging Central and Local Governments with a Whole-of-Government Approach
3. Engaging Citizens in Public Service Delivery: Bottom-up Approach of Local E-Government Initiatives
4. Executive City Dialogue: Building Trust in Local Governments through e-Government

UNPOG will be responsible for organizing Session 1 and 3 whereas WeGO will organize Session 2 and 4. The objectives of each session are as follows.

⁴ Keynote Address of Under-Secretary-General Wu Hongbo, *Sustainable Urban Development and the Future of Shanghai in 50 Years*, 31 October 2014, Shanghai, China

Session 1 E-Government for Sustainable Development

- To identify key policy issues on governance and public administration in the context of the Post-2015 Development Agenda, especially in the Asia and Pacific region;
- To examine the role of ICT and government innovation in promoting sustainable development; and
- To explore how to advance e-government for maximizing its impact on sustainable development.

Session 2 Bridging Central and Local Governments with Whole-of-Government Approaches

- To discuss how central governments can better support local governments' e-government initiatives and capacity building;
- To share best practices on top-down approaches, in which central governments promote and implement their initiatives at the local level;
- To enhance knowledge of legal and institutional frameworks of integrated e-government initiatives by leading countries and cities; and
- To discuss challenges caused by technical and administrative gaps between central and local e-government initiatives.

Session 3 Engaging Citizens in Public Service Delivery: Bottom-up Approach of Local E-Government Initiatives

- To discuss how citizen engagement contributes to more efficient and transparent public service delivery;
- To share best practices on citizen-centric services by empowering citizens to engage in the decision-making process; and
- To introduce new technologies for citizen engagement.

Session 4 Executive City Dialogue: Building Trust in Local Governments through e-Government

- To identify critical dimensions of governance that promote or impede trust in local governments;
- To discuss the features of e-Government that could contribute to improving trust in local governments; and
- To share unique city-level e-Government initiatives and future vision for building trust with citizens.

4. EXPECTED OUTCOMES

The E-Government Sessions are expected to achieve the following outcomes:

- Increased understanding of the critical role of e-government in contributing to sustainable development
- Enhanced knowledge of new technologies for citizen engagement and improved understanding of how citizen engagement contributes to an efficient and transparent public service delivery;
- Recommendations to both national and local governments on how to promote and implement central governments' initiatives at the local level and how to bridge the technical and administrative gaps between national and local public service delivery;
- Policy recommendations for improving trust in local governments through e-government.

5. CONTACT INFORMATION

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