



## UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)  
UN Department of Economic and Social Affairs (UNDESA)



# The Role of Active Participation and Citizen Engagement in Good Governance

**Division for Public Administration and Development Management  
(DPADM/DESA)**

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**New York, 10 September 2013**

# Outline of the presentation

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- What we mean by participation, citizen engagement and good governance?
- Why are those concepts important now?
- What is DESA/DPADM doing to assist member states?
- Conclusions



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# Citizen Participation

*UN Public Administration Glossary:*

“...implies the **involvement of citizens** in a wide range of **policymaking activities**, including the determination of levels of service, budget priorities, and the acceptability of physical construction projects **in order to orient government programs toward community needs, build public support, and encourage a sense of cohesiveness** within neighborhoods.

*UN World Public Sector Report 2008*

<http://www.unpan.org/Directories/UNPublicAdministrationGlossary/tabid/928/language/en-US/Default.aspx>



# Citizen engagement

*UNDESA/DPADM working definition:*

Citizen engagement in public administration implies the **involvement of citizens in decision-making process of the State** – through measures and/or institutional arrangements - so as **to increase their influence on public policies and programmes** ensuring a more positive impact on their social and economic lives.

*Source: Working definition for the United Nations Public Administration Country Studies (UNPACS) - Citizen Engagement Research And Content Development Methodology*



# Good Governance

*UN Public Administration Glossary:*

“... entails **sound public sector management** (efficiency, effectiveness and economy), **accountability, exchange and free flow of information** (transparency), and **a legal framework for development** (justice, respect for human rights and liberties)”

*(World Bank).*

“... focuses on four major components, namely:

- ✓ **legitimacy** (government should have the consent of the governed);
- ✓ **accountability** (ensuring transparency, being answerable for actions and media freedom);
- ✓ **competence** (effective policymaking, implementation and service delivery); and
- ✓ **respect for law and protection of human rights.**

*(ODI and DFID)*

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# UN Conference on Sustainable Development

- ✓ stressed effective governance at local, national, regional and global levels as **representing the voices and interests of all**
- ✓ resolved to **enhance participation and effective engagement of civil society**





# New Global Partnership

## High-Level Panel of Eminent Persons on Post-2015 Development Agenda

(3 Co-Chairs, 24 members, 1 *ex-officio*)



## GOAL 10: ENSURE GOOD GOVERNANCE AND EFFECTIVE INSTITUTIONS

- a) Provide free and universal legal identity, such as birth registrations,
- b) Ensure that people enjoy **freedom of speech, association**, peaceful protest and **access to independent media and information**,
- c) **Increase public participation** in political processes and **civic engagement** at all levels
- d) Guarantee the public's **right to information and access to government data**
- e) Reduce bribery and corruption and ensure officials can be held accountable



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# DPADM Mission



*excerpt from the Mission Statement:*

“ ... it assists the Member States of the United Nations in fostering efficient, effective, transparent, accountable, clean and citizen-centered public governance, administration and services through innovation and technology to achieve the internationally agreed development goals including the MDGs.”

<http://www.unpan.org/DPADM/Home/OurMissionandMandates/tabid/1215/language/en-US/Default.aspx>



# UN Public Administration Programme

(Since 1948)



**Institutional and  
Human Resource  
Development**



**Electronic and  
Mobile Government**



**Citizen Engagement  
in Managing  
Development**



**Open  
Government Data**

**Advancing Public Governance for the Future**

**Future Government = Citizen-centric + Agile and Responsive  
+ Innovative + Inclusive  
+ Open, Transparent and Accountable  
+ Connected + Sustainable**





# Citizen Engagement in Managing Development

Information



Consultation



Decision-Making





# UNPACS – 193 Member States

- ✓ Attempt to capture the key aspects of **Institutionalization of Citizen Engagement**.
- ✓ Are organized around four dimensions or variables of public administration:
  - ✓ (i) policy and regulatory frameworks;
  - ✓ (ii) organizational frameworks;
  - ✓ (iii) channels and modalities; and
  - ✓ (iv) cases of effective practices;
- ✓ Provide comparative information for 193 Member States



# UNPACS Research & Analysis - CE

Division for Public Administration and Development Management (DPADM)  
UN Department of Economic and Social Affairs (UNDESA)



Regulatory Framework

Organizational Framework

## INFORM

## CONSULT

## DECISION-MAKING

### Constitution

**193**

### Freedom of Information Act Date Protection Act

**99**

**76**

### Economic and Social Council - Legislation

**66**

### Legislation on CE in D-M process

**ongoing**

### Information Commissioner

**ongoing**

### Privacy Commissioner

**ongoing**

### Economic and Social Council - Institution

**78**

### D-M institution

**forthcoming**

# Self-Assessment Tools

## CESAQ - Citizen Engagement Self-Assessment Questionnaire

## METEP - Measurement and Evaluation Tool for E- Participation Readiness

Self-assess those measures to engage citizens more directly in the national planning, programme management & their functioning.



Decision & policy  
making

Consultation  
process

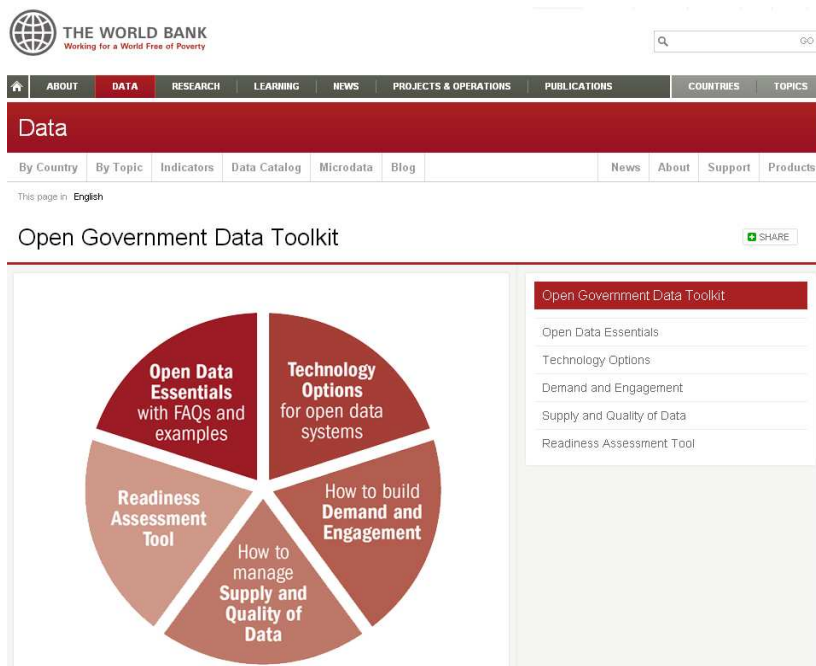
Information  
provision





# Open Government Data and Citizen Engagement Toolkit

- An entry point for the Member States planning to share data
- Includes strategies for opening government data, recommendations about applications and platforms



Complementary

ST/ESA/PAD/SER.E/177

Department of Economic and Social Affairs  
Division for Public Administration and Development Management

Open Government Data  
for Citizen Engagement  
in Managing  
Development

Guidance Toolkit



United Nations

1





# Enabling Environment for Citizen Engagement

Information



Consultation



Decision-Making



Power within



Power with



Power to





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شكرا ▪ 谢谢 ▪ thank you ▪ merci ▪ bienvenidos ▪ gracias

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# Discussion

- What types of participation positively influence the dynamics of interactions, social relations, attitudes and behaviours –both at the personal and institutional levels?
- What are the necessary conditions for enabling truly meaningful/transformational participation?
- How to create such conditions and participatory processes?

