

E-participation: Connecting Government and Citizens

Case Studies from Singapore

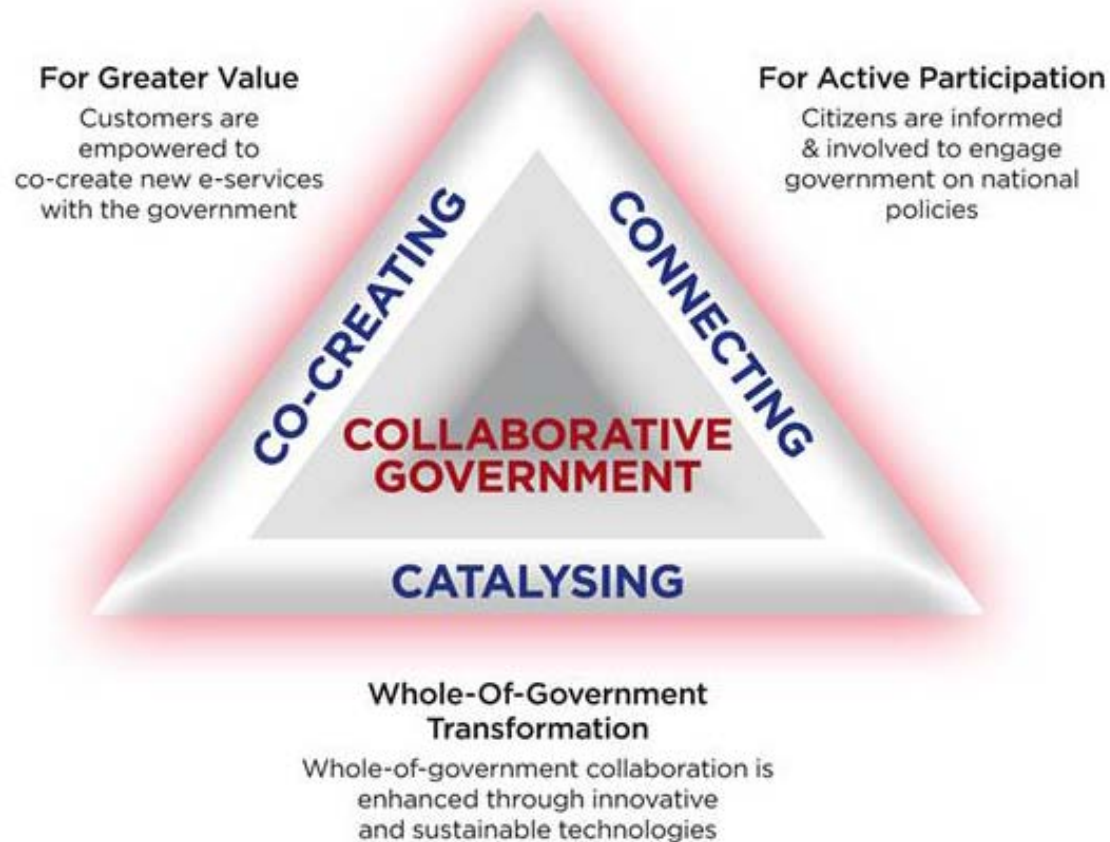
Ms Karen Tan

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Ministry of Communications and Information, Singapore

Singapore's E-Government Strategy

“To be a Collaborative Government that Co-creates and Connects with Our People”




E-inform citizens through multiple platforms

- Multiple touch points with citizens
- Need to make information available on many different platforms to maximise reach
 - Websites
 - Social media
 - Mobile Apps
 - Multimedia – videos, infographics

Websites –

- 1) Develop more citizen-centric content
- 2) Integrated Content across agencies



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Singapore's GDP grew 3.7% in the second quarter of 2013

Published: 12 Jul 2013 08:53 hrs

The Singapore economy grew by 3.7% on a year-on-year basis in the second quarter of 2013, compared to 0.2% in the preceding quarter. On a year-on-year basis, the manufacturing sector expanded by 1.1%, the construction sector grew by 5.6% and services producing industries grew by 5.0%. On a quarter-on-quarter seasonally-adjusted annualised basis, the economy grew by 15.2%, faster than the 1.8% growth in the previous quarter.


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- 17 July 2013
Singapore and Colombia sign agreement to promote greater investment flows
- 17 July 2013
Singapore and Barbados Sign Open Skies Agreement
- 17 July 2013
Decline in Singapore's NODX but growth in NORX in June 2013

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Social service offices, childcare, family etc

Early Childhood Development Agency

The newly launched Early Childhood Development Agency oversees the regulation and development of kindergarten and child/infant care programmes for children below the age of 6. Find out more.



Budget 2013
Singapore

A Better Singapore:
Quality Growth, An Inclusive Society

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Building a More Inclusive Society

Our social strategy aims to promote social mobility; grow incomes for all Singaporeans; maintain a fair and progressive fiscal system to benefit lower and middle-income Singaporeans; and support community initiatives to create a caring society.

read more

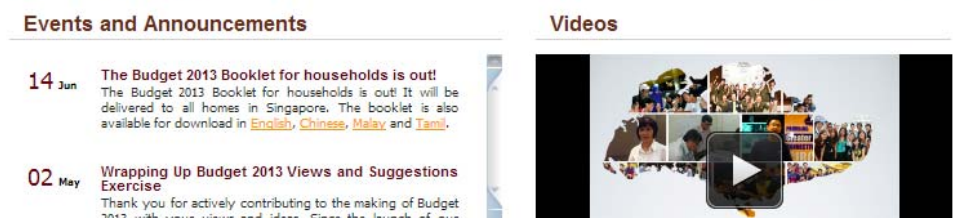
The Budget 2013 Booklet for households is out!

Budget 2013 Featured Videos

Budget 2013 Debate Round-Up Speech

Budget in Brief

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Events and Announcements

14 Jun The Budget 2013 Booklet for households is out! The Budget 2013 Booklet for households is out! It will be delivered to all homes in Singapore. The booklet is also available for download in [English](#), [Chinese](#), [Malay](#) and [Tamil](#).

02 May Wrapping Up Budget 2013 Views and Suggestions Exercise
Thank you for actively contributing to the making of Budget 2013 with your views and ideas. Since the launch of our

Videos



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A progressive workplace and fair work practices ensure that employers are responsible and our employees, particularly low-wage workers, are not shortchanged.

I know employment my rights. I do it right.

Acting Minister (MOM) Tan Chuan-Jin

WorkRight - A joint initiative by MOM and CPF

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- an Employer
- an Employment Agent
- a Job Seeker
- a Safety Professional

LATEST | QUICK LINKS

E-inform & E-engage citizens through Social Media




Government Organisation
Welcome to the official Facebook page of the Singapore Police Force. This site should NOT be used for reporting crimes. For emergencies, please call 999. For non-

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4,884 TWEETS 81 FOLLOWING 11,977 FOLLOWERS

Tweets

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Singapore and Colombia sign agreement to promote greater investment flows sg.sg/sgcolombia Expand 17 Jul
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Haze Forecast and Health Advisory For 18 July #sghaze sg.sg/forecast18jul Expand 17 Jul
- Singapore Government @govsingapore
Singapore and Barbados Sign Open Skies Agreement sg.sg/sgbarbados Expand 17 Jul



Home About the blog

Craning Up Construction Productivity
July 12, 2013

Recently, I posted a blog on (a) the important role played by crane operators to up our construction productivity, and (b) the need for more Singaporean crane operators. I added that it could be a

PIPELINE SUPPLY OF NEW RESIDENTIAL UNITS

| Year | 2013 | 2014 | 2015 | 2016 |
|--|----------------|--------|--------|--------|
| Supply | 14,100 | 16,400 | 23,700 | 18,400 |
| Completion | 13,600 | 16,100 | 20,400 | 22,000 |
| Total Number of Units in Pipeline, April 2013 | 197,559 | | | |

E-inform citizens through Mobile Applications



E-consultation on our shared future

- **“Our Singapore Conversation”**: A year-long effort to consult Singaporeans on Singapore’s direction for the future
- **Objectives:**
 - Identify key areas of concern and suggestions through open-ending idea gathering
 - Encourage a collaborative idea synthesis process
 - Reinforce the need for citizens to be involved and invested in the future of Singapore



E-consultation on our shared future

- Encourages **citizen-citizen dialogue** as well as govt-citizen consultation
- Allows public to understand and prompts them to consider the needs of others as well as the trade-offs
- Builds up **community spirit** and personal investment in the future of Singapore
- Prelim outcomes include policy shifts in national insurance coverage of neo-natal and congenital illnesses as well as immediate tangibles like free museum entry for locals

E-consultation on our shared future

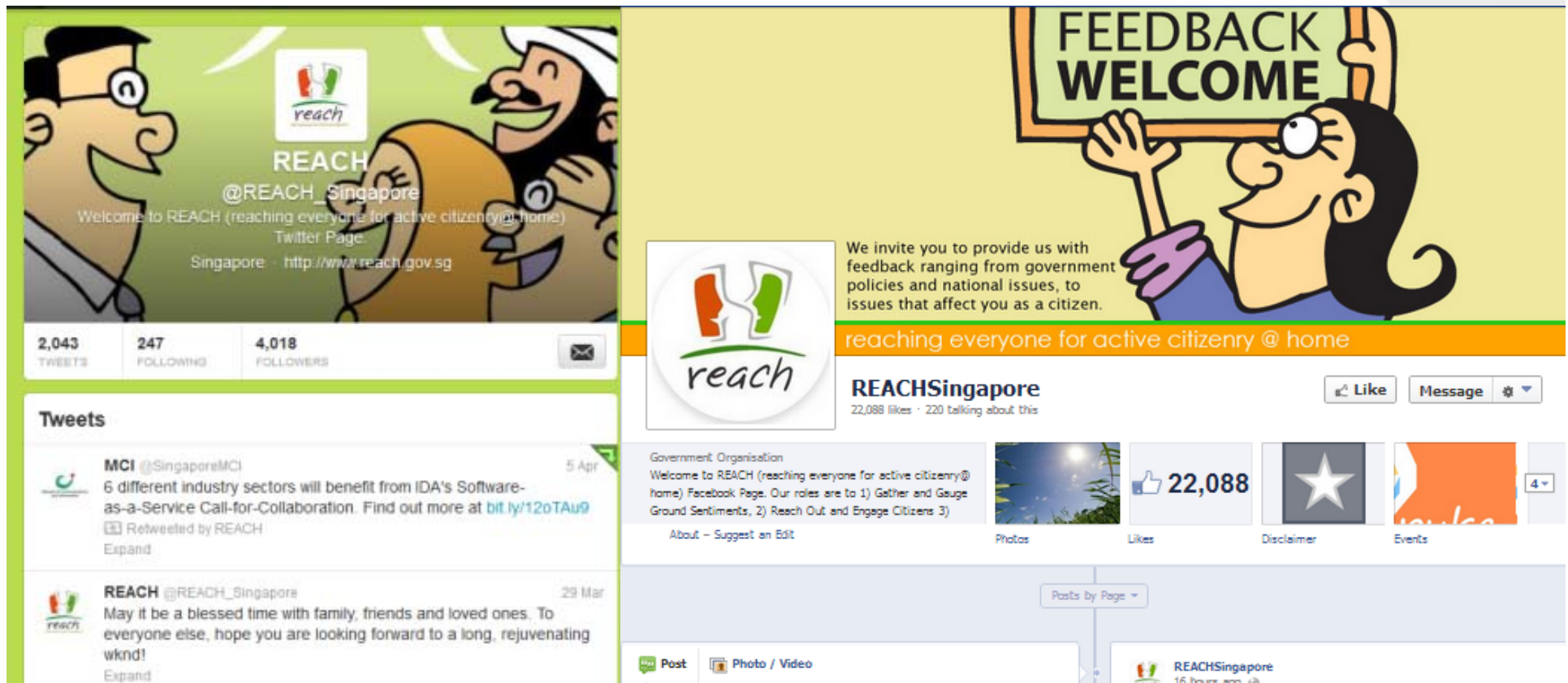
- Complementary offline and online channels
- Websites, social media and multimedia used to inform, engage with and consult the public
- Information from offline translated into online content and vice-versa for synergistic dialogue
 - Videos of offline dialogues and interviews with participants carried online to spark discussions
 - Online chatter fed into the topics for discussion at offline dialogues

E-consultation on our shared future



REACH – Reaching Everyone for Active Citizenry@Home

- Social media to reach out to existing networks & encourage discussions among Singaporeans



The image displays two screenshots of social media profiles for REACH. The left screenshot shows the Twitter profile for @REACH_Singapore, featuring a banner with cartoon characters and the REACH logo. The profile statistics show 2,043 tweets, 247 following, and 4,018 followers. A tweet from MCI (@SingaporeMCI) dated 5 Apr is visible, mentioning a software-as-a-service call-for-collaboration. Another tweet from REACH (@REACH_Singapore) dated 29 Mar wishes everyone a blessed time with family and friends.

The right screenshot shows the Facebook profile for REACHSingapore. The banner features a cartoon woman holding a sign that says "FEEDBACK WELCOME". The profile bio states: "We invite you to provide us with feedback ranging from government policies and national issues, to issues that affect you as a citizen." The profile has 22,088 likes and 220 people talking about it. The page includes navigation tabs for Photos, Likes, Disclaimer, and Events.

REACH: E-Engagement Strategy

- Live Chats (web and Facebook platforms) allow citizens directly chat with policy-makers

BUDGET 2013 'LIVE' FB CHAT

03 MARCH 2013 (SUN), 7.30PM TO 9.00PM

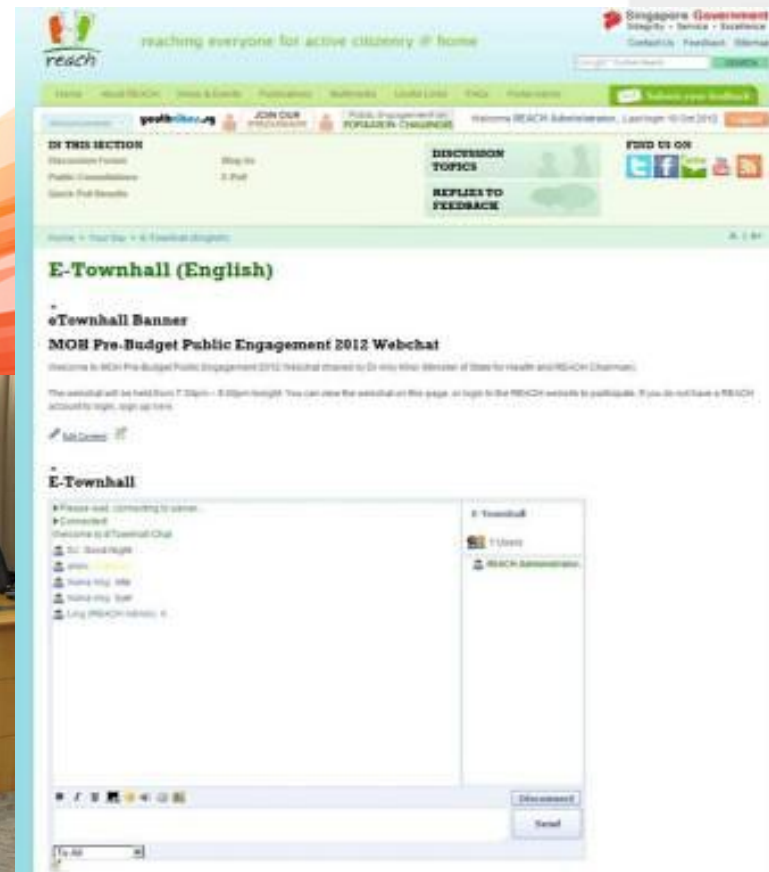
Come join our 'Live' Facebook Chat!



Dr Amy Khor
REACH Chairman

Mr Baey Yam Keng
REACH Vice-Chairman

Mr Zagy Mohamad
Finance and Trade &
Industry CPC Member



Challenges

- More complex operating environment
 - Multi-faceted issues
 - More demanding public
 - Higher expectations
- Shift from “Government to You” to “Government with You”
 - Earning trust and credibility
 - Mutual respect and maturity

E-Participation is iterative

- **Evolving process** which should change as objectives and public expectations change
- Complement offline to bring citizens together instead of dividing the online savvy from those who are not
- Bring the dialogue to the citizens to maximise reach and naturalise a culture of discussion
- Singapore moving towards more **citizen-citizen dialogues**
 - Encourages mutual understanding
 - Commitment to E-Participation grows when citizens' ideas are shared by others
 - Builds up community spirit and individual investment in the process

Thank You