e-Participation Experience in Chinese Taipei

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Since 2004, Chinese Taipei has been listed among the top 3 in the global e-government rankings conducted by Brown University of the U.S.

The e-vision in 2020:
From e-government to e-governance

Presentation Structure
- Part I: Introduction of Taiwan e-Governance Research Center
- Part II: e-Participation cases in Chinese Taipei
Part I

Introduction of
Taiwan e-Governance Research Center
At-A-Glance

- The Taiwan e-Governance Research Center (TEG) was established in 2007, with support from the Research, Development and Evaluation Commission (RDEC).
- The TEG’s goal is to develop policy guidelines to further e-government program.
- The TEG aims to be an international center to share knowledge and database of e-governance.
**Mission**

The TEG aims to

- Combine theories with reality to provide a perspective on e-governance development;
- Cooperate with international scholars and institutions to advance e-government and diffuse know-how of e-governance;
- Build a knowledge database for e-governance issues and integrate a one-stop online resource;
- Develop a cross-country e-governance framework to provide advice in evaluating e-governance development worldwide.
Taiwan e-Governance Research Center

People

Pin-Yu Chu, Director
- Professor, National Chengchi University
- Ph.D., Stanford University

Lichun Chiang, Deputy Director
- Associate Professor, National Cheng Kung University
- Ph.D., University of Southern California

Naiyi Hsiao, Deputy Director
- Assistant Professor, National Chengchi University
- Ph.D., State University of New York at Albany

Tzu-Wen Sung, Chief Executive Officer
- Postdoctoral Fellow, National Chengchi University
- Ph.D., Claremont Graduate University
Current Projects

- The Vision of e-Government in 2020: An Application of Scenario Planning
- A Panel Study on the Effectiveness of e-Governance
- A Study on Government IT Workforce and Budgeting Management—Status Quo, Challenges, and Solutions
- Adaptation of Governing Relationship in Electronic Government
- Cost Benefit Analysis of e-Governance
Part II

e-Participation Cases in Chinese Taipei

1. Taipei City Mayor’s E-mail Box (TCME)
2. RDEC National Policy Think Tank Online
What is e-Participation?

- e-governance (Efficiency)
  - e-government

- e-democracy (Legitimacy)
  - Service Delivery
  - Public Consultation
  - Decision-making

- e-Enabling
- e-Engaging
- e-Empowering
Case I: e-Participation at Municipal Level

Taipei City Mayor’s E-mail Box (TCME)
Background of TCME

- Democratization, 1st Mayor General Election at 1994
- Responsiveness
- New Information and Communication Technologies (ICT)
- Citizen Complaints Handling Mechanism
- Taipei City Mayor’s E-mail Box (TCME)
The TCG Citizen Complaints System

Figure 2-1. The TCG Citizen Complaints System

- Mayor’s email-Box
- Source of Classified Letters to the Mayor
- Meeting with the Mayor
- Letters to the Editors of Newspaper or Magazines
- Phone
- Visits in Person
- TCG Operator
- Civil Document Reception and Distribution Office
- Integrated Services Center
- 12 Administrative District Offices
- Division Four, The Secretariat
- Computing Center
- Bureau and Department Under Mayor’s Direct Jurisdiction
- Meeting with Bureau Chief/Deputy Director
- Email Box of Bureau Chief/Deputy Director
- Letter to the Editors
- Phone to Bureau/Dept.
- Letters/Fax
- Visit in Person
- Phone
- Citizen’s Input
- TCG’s Response
### Citizen Complaints Procedure and Media

<table>
<thead>
<tr>
<th>Media</th>
<th>Letter / Fax</th>
<th>Phone</th>
<th>Visit in Person</th>
<th>E-mail</th>
<th>Letter to Newspaper</th>
<th>Total (monitored)</th>
<th>Total% (monitored%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BD</td>
<td>1156 (1034)</td>
<td>1236 (51)</td>
<td>111 (5)</td>
<td>82 (5)</td>
<td>2585 (1095)</td>
<td>21.12% (15.11%)</td>
<td></td>
</tr>
<tr>
<td>APPBD</td>
<td></td>
<td>113 (33)</td>
<td></td>
<td></td>
<td>113 (33)</td>
<td>0.92% (0.46%)</td>
<td></td>
</tr>
<tr>
<td>EBDMX</td>
<td></td>
<td></td>
<td>1290 (605)</td>
<td></td>
<td>1290 (605)</td>
<td>10.54% (8.35%)</td>
<td></td>
</tr>
<tr>
<td>TCME</td>
<td></td>
<td></td>
<td>4080 (3879)</td>
<td></td>
<td>4048 (3879)</td>
<td>33.33% (53.54%)</td>
<td></td>
</tr>
<tr>
<td>CL</td>
<td>1169 (740)</td>
<td>571 (113)</td>
<td>94 (18)</td>
<td>77 (1)</td>
<td>1911 (872)</td>
<td>15.61% (12.04%)</td>
<td></td>
</tr>
<tr>
<td>MM</td>
<td>680 (246)</td>
<td>691 (243)</td>
<td>483 (32)</td>
<td></td>
<td>483 (32)</td>
<td>3.95% (0.44%)</td>
<td></td>
</tr>
<tr>
<td>ISC</td>
<td>600 (243)</td>
<td>136 (60)</td>
<td></td>
<td></td>
<td>273 (180)</td>
<td>14.54% (10.06%)</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3005 (2020)</td>
<td>2498 (407)</td>
<td>937 (148)</td>
<td>5370 (4484)</td>
<td>12242 (7245)</td>
<td>100% (100%)</td>
<td></td>
</tr>
<tr>
<td>Total%</td>
<td>24.55% (27.88%)</td>
<td>20.41% (5.62%)</td>
<td>7.65% (2.04%)</td>
<td>43.87% (61.89%)</td>
<td>3.53% (2.57%)</td>
<td>Ratio of monitored 59.18%</td>
<td></td>
</tr>
</tbody>
</table>
TCME Processed E-mails and Trends

- Type III
- Type I and II

SARS
<table>
<thead>
<tr>
<th>TCME Performance Measures</th>
<th>2nd Quarter of 2001</th>
<th>2nd Quarter of 2002</th>
<th>3rd Quarter of 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>As an effective communication channel</td>
<td>82.2% (208) / 8.7% (22)</td>
<td>9.1% (23)</td>
<td>77.6% (548) / 13.7% (87)</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>32.8% (83) / 41.1% (104)</td>
<td>26.1% (66)</td>
<td>37% (261) / 38.9% (275)</td>
</tr>
<tr>
<td>(1) Extent complaints resolved</td>
<td>32.9% (79) / 55.4% (133)</td>
<td>11.7% (28)</td>
<td>33.3% (241) / 47.3% (313)</td>
</tr>
<tr>
<td>(2) Time efficiency to be resolved</td>
<td>59.4% (149) / 22.3% (46)</td>
<td>18.3% (56)</td>
<td>61.2% (432) / 17.8% (126)</td>
</tr>
<tr>
<td>(3) Service attitudes</td>
<td>64.7% (163) / 19.5% (49)</td>
<td>15.8% (40)</td>
<td>66.8% (471) / 20.1% (142)</td>
</tr>
<tr>
<td>Valid N</td>
<td>253</td>
<td>707</td>
<td>444</td>
</tr>
</tbody>
</table>

Source: Chen and Hsiao, 2001; Hsiao et al., 2002
<table>
<thead>
<tr>
<th></th>
<th>2nd Quarter of 2002</th>
<th></th>
<th>3rd Quarter of 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Satisfied / Very Satisfied / Dissatisfied Neutral</td>
<td>Satisfied / Very Satisfied / Dissatisfied Neutral</td>
<td></td>
</tr>
<tr>
<td>(1) Extent to which FAQ helps resolving complaints</td>
<td>31.3% (21) 20.9% (14) 47.8% (32)</td>
<td>36.7% (18) 18.3% (9) 44.9% (22)</td>
<td></td>
</tr>
<tr>
<td>(2) Extent to which FAQ helps understand public affairs</td>
<td>45.1% (101) 8.1% (20) 46.7% (115)</td>
<td>52.1% (86) 9.1% (15) 38.8% (64)</td>
<td></td>
</tr>
<tr>
<td>(3) Friendliness of FAQ Web-based interface</td>
<td>47.2% (116) 5.3% (13) 47.6% (117)</td>
<td>43.9% (72) 7.3% (12) 48.8% (80)</td>
<td></td>
</tr>
</tbody>
</table>

Source: Hsiao et al., 2002
**QUESTION:** TCME users usually complain about the system “not solving the problem,” what are the reasons behind these complaints?

<table>
<thead>
<tr>
<th>Rank</th>
<th>Answers</th>
<th>Vote (N)</th>
<th>Vote (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Citizen with illegal demands</td>
<td>20</td>
<td>37.7%</td>
</tr>
<tr>
<td>2</td>
<td>Citizen with “unrealistic expectations”</td>
<td>10</td>
<td>18.9%</td>
</tr>
<tr>
<td>3</td>
<td>Citizen not understand the situation well</td>
<td>10</td>
<td>18.9%</td>
</tr>
<tr>
<td>4</td>
<td>Can’t alter government’s policies</td>
<td>9</td>
<td>17.1%</td>
</tr>
<tr>
<td>5</td>
<td>Respondents are not front-line law enforcers</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>6</td>
<td>Effecting people’s interest</td>
<td>2</td>
<td>3.7%</td>
</tr>
<tr>
<td>7</td>
<td>Unclear contents, hard to reply</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>53</td>
<td>100.0</td>
</tr>
</tbody>
</table>
Conclusion

- **ICT and citizen participation**: reduces costs to “entry”, increase workload of the public sector
- **The problem of consumer’s satisfaction**: FAQ, data mining, digital divide, CRM
- **The problem of problem solving**: public managers vs. politicians, internal customer’s satisfaction
Exploring Internal and External Service Chains of Electronic Government Services

Understanding these critical concepts and their relationships.

Allowing public administrators to better serve citizens and employees through internal marketing.
Case II: e-Participation at National Level

RDEC National Policy Think Tank Online
**Goals**

- Public participation
- Strengthen policy communications
- Shape public opinion
- Implement discussion of policy
Strategy for Promotion

- System construction
- Lectures on operations
- System maintenance operations
- Competitions
- Special Topic Forums
Status of Promotions

- **Dec. 2006**: Completion of the system.
- **Sept. 2006**: Held nine workshops with over 600 staff in attendance.
- **As of Feb. 2008**: Posted information on websites, including 240 policy reports, 181 policy discussion forums, 39 national pitch forums.
Thanks for your Atentions