



APEC Workshop on e-Governance
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e-Participation Experience in Chinese Taipei

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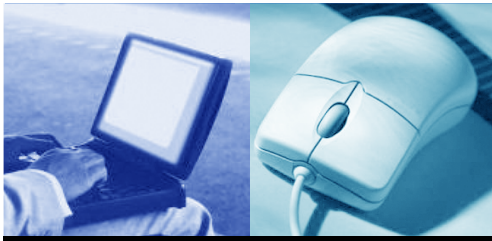
Associate Professor,
National Cheng Kung University





Opening Remarks

- 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





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.



Taiwan e-Governance Research Center

■ 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



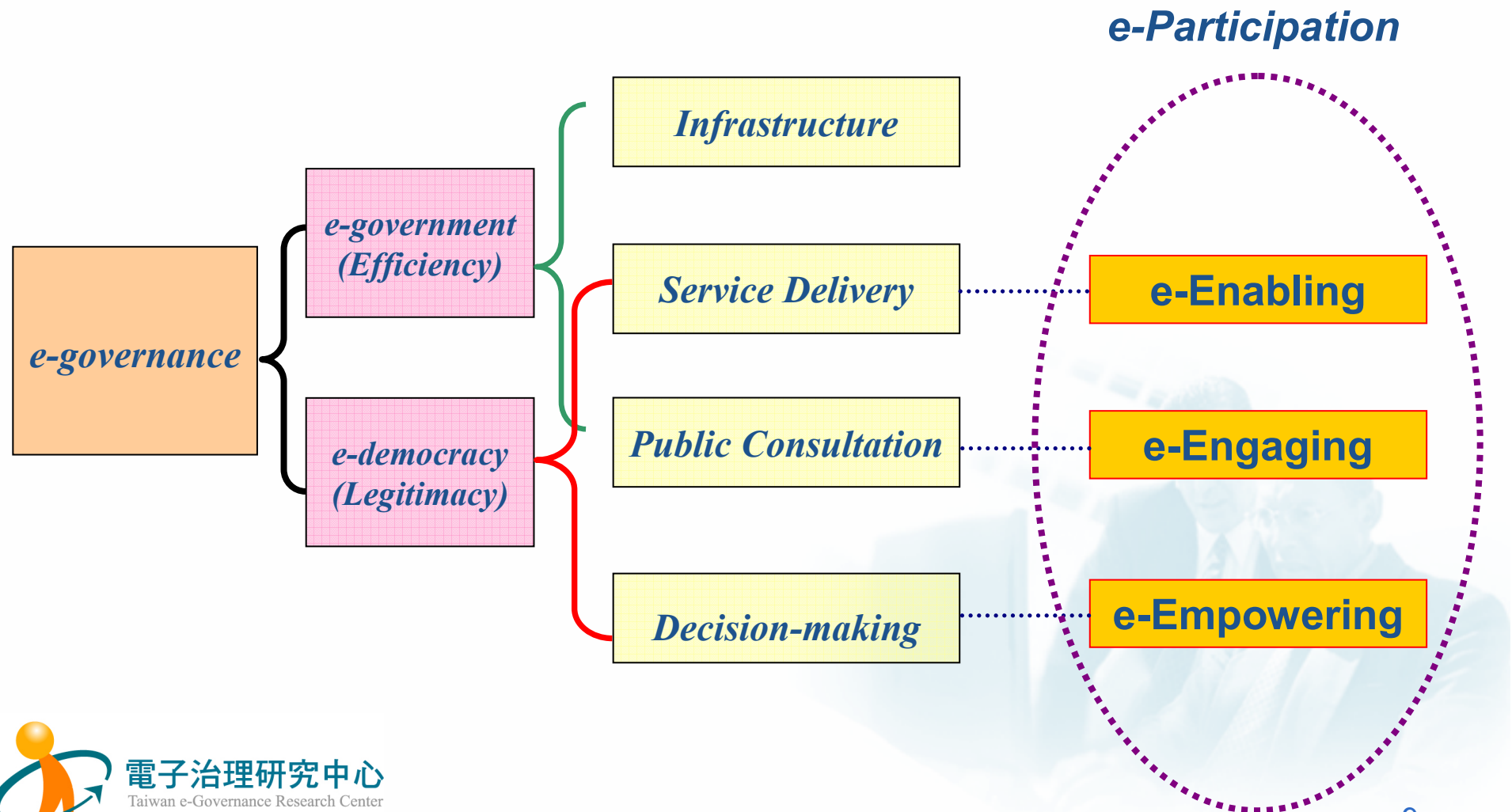
Part II

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?





Case I: e-Participation at Municipal Level

Taipei City Mayor's E-mail Box (TCME)



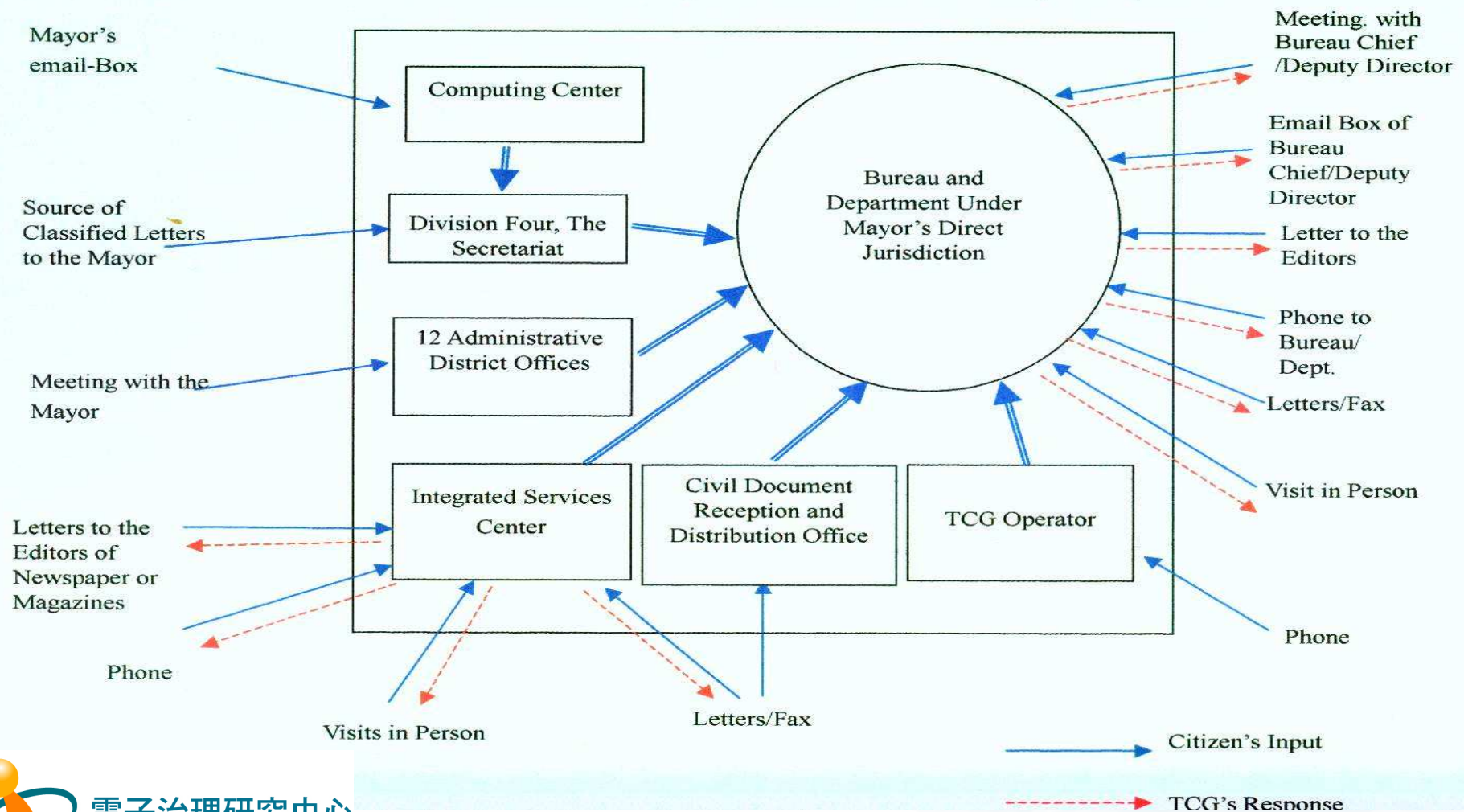
Background of TCME

- 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





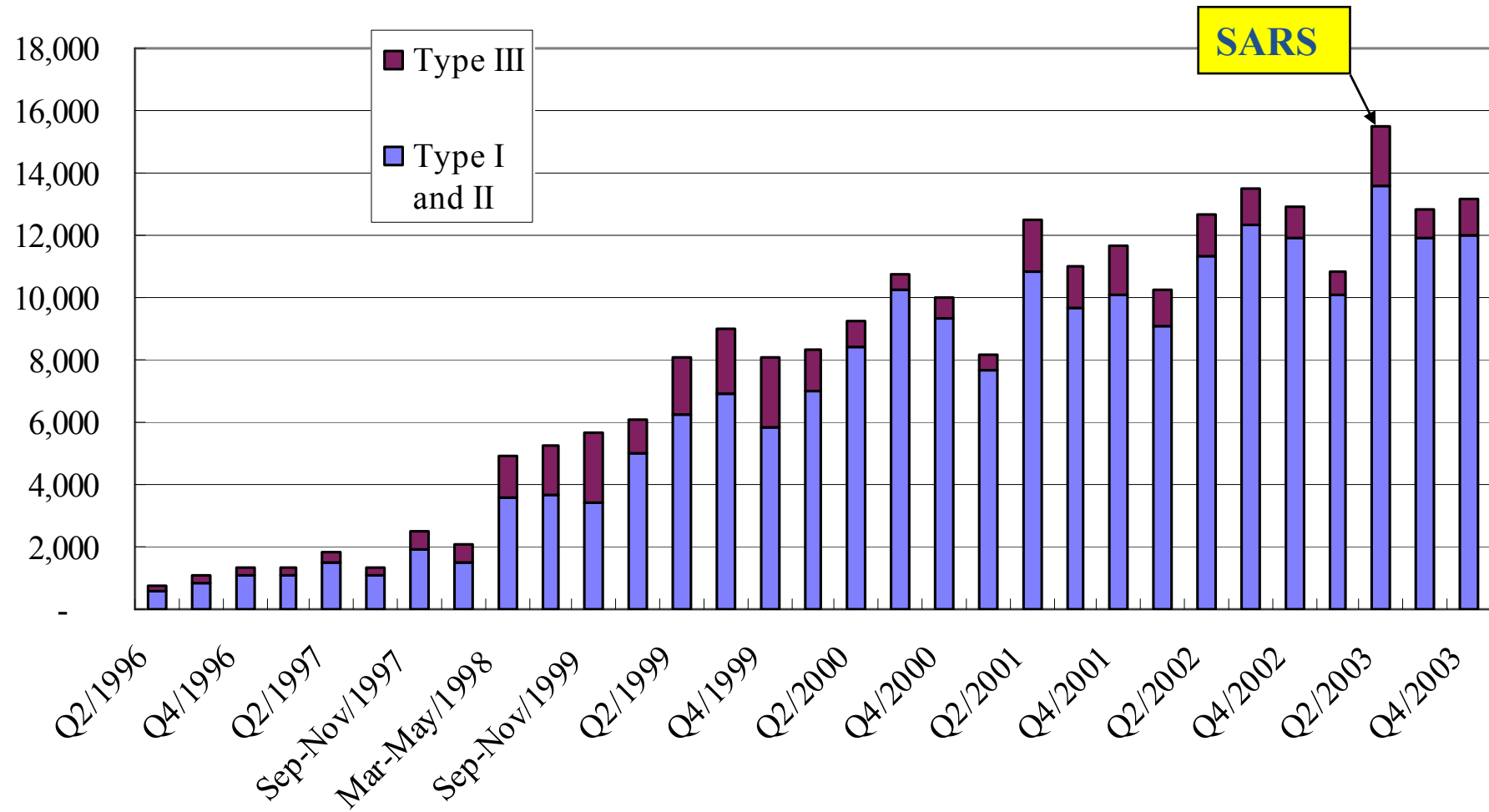
Citizen Complaints Procedure and Media

Media Procedures	Letter / Fax	Phone	Visit in Person	E-mail	Letter to Newspap er	Total (monitored)	Total% (monitored%)
BD ^a	1156 (1034)	1236 (51)	111 (5)		82 (5)	2585 (1095)	21.12% (15.11%)
APPBD ^b			113 (33)			113 (33)	0.92% (0.46%)
EBDMX ^c				1290 (605)		1290 (605)	10.54% (8.35%)
TCME				4080 (3879)		4048 (3879)	33.33% (53.54%)
CL ^e	1169 (740)	571 (113)	94 (18)		77 (1)	1911 (872)	15.61% (12.04%)
MM ^f			483 (32)			483 (32)	3.95% (0.44%)
ISC ^g	680 (246)	691 (243)	136 (60)		273 (180)	1780 (729)	14.54% (10.06%)
Total (monitored)	3005 (2020)	2498 (407)	937 (148)	5370 (4484)	432 (186)	12242 (7245)	100% (100%)
Total% (monitored%)	24.55% (27.88%)	20.41% (5.62%)	7.65% (2.04%)	43.87% (61.89%)	3.53% (2.57%)	100% (100%)	Ratio of monitored 59.18%





TCME Processed E-mails and Trends





TCME Performance Measures from External Customer's Perspective

	2 nd Quarter of 2001			2 nd Quarter of 2002			3 rd Quarter of 2002		
TCME Performance Measures	Satisfied / Very Satisfied	Dis- satisfied / Very Dis- satisfied	Neutral	Satisfied / Very Satisfied	Dis- satisfied / Very Dis- satisfied	Neutral	Satisfied / Very Satisfied	Dis- satisfied / Very Dis- satisfied	Neutral
As an effective communicati on channel	82.2% (208)	8.7% (22)	9.1% (23)	77.6% (548)	13.7% (87)	8.6% (61)	82.4% (365)	10.1% (45)	7.4% (33)
Overall satisfaction	32.8% (83)	41.1% (104)	26.1% (66)	37% (261)	38.9% (275)	23.9% (169)	39.3% (274)	34.7% (154)	26% (115)
(1) Extent complaints resolved	32.9% (79)	55.4% (133)	11.7% (28)	33.3% (241)	47.3% (313)	15.4% (109)	41% (171)	44.1% (184)	14.9% (62)
(2) Time efficiency to be resolved	59.4% (149)	22.3% (46)	18.3% (56)	61.2% (432)	17.8% (126)	20.9% (148)	65% (288)	17.3% (77)	17.6% (78)
(3) Service attitudes	64.7% (163)	19.5% (49)	15.8% (40)	66.8% (471)	20.1% (142)	13% (92)	68.5% (304)	17.6% (78)	14% (62)
Valid N	253			707			444		

Source: Chen and Hsiao, 2001; Hsiao *et al.*, 2002





Perceived Usefulness of FAQ

	2 nd Quarter of 2002			3 rd Quarter of 2002		
	Satisfied / Dissatisfied			Satisfied / Dissatisfied		
	Very Satisfied	/ Very Dissatisfied	Neutral	Very Satisfied	/ Very Dissatisfied	Neutral
(1) Extent to which FAQ helps resolving complaints	31.3% (21)	20.9% (14)	47.8% (32)	36.7% (18)	18.3% (9)	44.9% (22)
(2) Extent to which FAQ helps understand public affairs	45.1% (101)	8.1% (20)	46.7% (115)	52.1% (86)	9.1% (15)	38.8% (64)
(3) Friendliness of FAQ Web-based interface	47.2% (116)	5.3% (13)	47.6% (117)	43.9% (72)	7.3% (12)	48.8% (80)

Source: Hsiao *et al.*, 2002





Internal Customer's Viewpoint: NGT Results

QUESTION: TCME users usually complain about the system “not solving the problem,” what are the reasons behind these complaints?

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



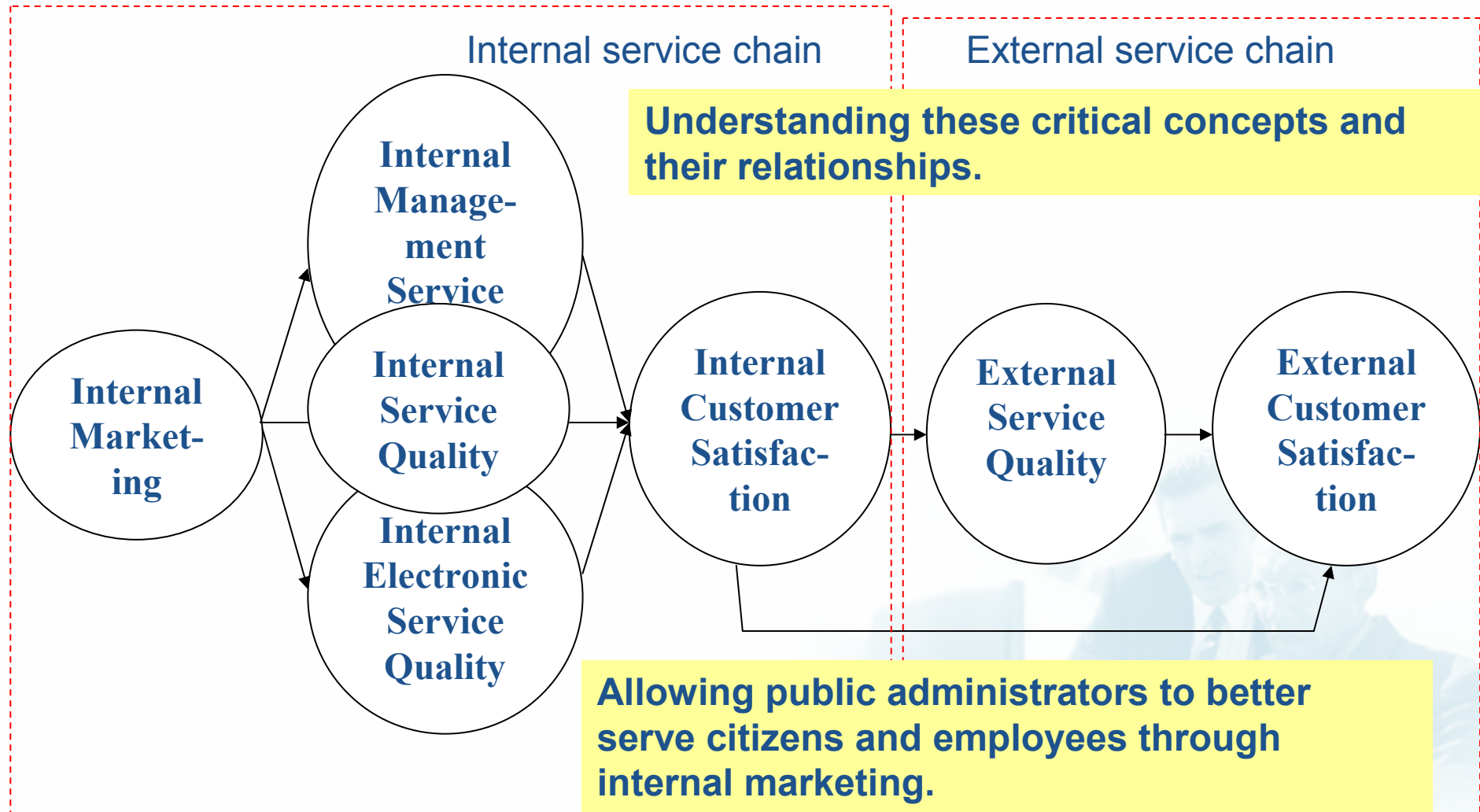
Conclusion

- ***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



Further Research

Exploring Internal and External Service Chains of Electronic Government Services





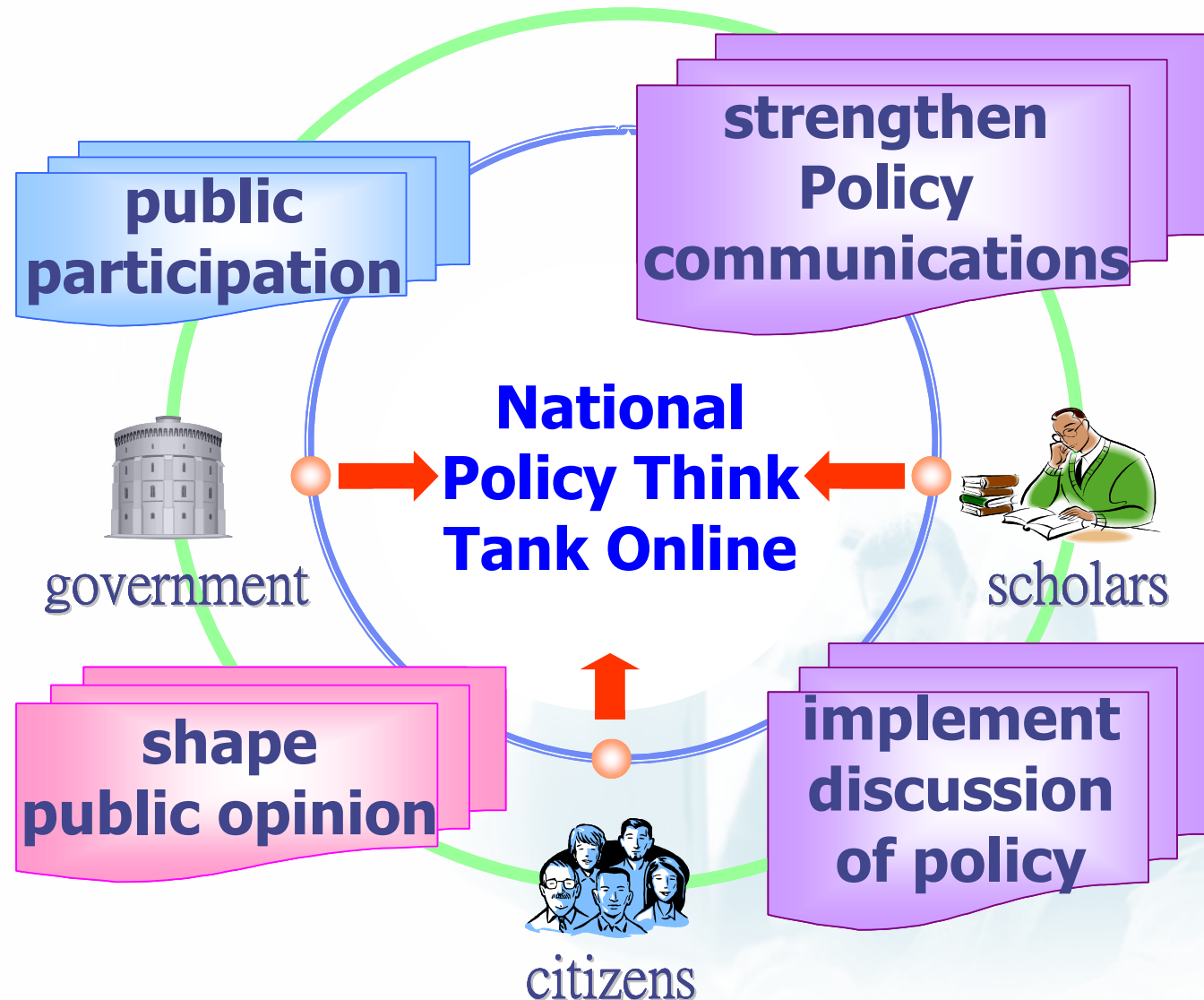
Case II: e-Participation at National Level

RDEC National Policy Think Tank Online



National Policy Think Tank Online

■ Goals





National Policy Think Tank Online

■ Strategy for Promotion

- System construction
- Lectures on operations
- System maintenance operations
- Competitions
- Special Topic Forums



National Policy Think Tank Online

■ 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 Attentions



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