

IDEA
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DISCUSSION PAPER

Participants entered a set of comments using these instructions:

“Comments to the discussion paper. Is there anything missing or something that needs to be clarified?”

001

002 bengt

003 While the system is anonymous, please no flaming the chair

004 what about the use of local languages in the development of ICT as a facilitator for democracy?

005 There should have been an introduction to the discussion paper.

006 Important issues are addressed, we need to identify how to implement both ideas and policies

We need to continue to use and develop “traditional media”

007 The paper is a good start, but too general. There are now many different groups, venues and processes addressing these issues. Most of these discussions remain at a very general level. What our group needs to do is identify its comparative advantage, its niche, and focus on a smaller number of specific, “do-able” priorities.

008 in coordinating international organizations, need to find ways to maintain the diversity of ideas. This can enable a wide variety of option from which groups can choose the most appropriate option

009 the discussion paper does not define properly the subject area of our enquiry: what are the discrete areas of e-democracy we want to cover?

*electoral process

*political party workings

*information-media

*e.government services

*e.government/citizen interaction

*human rights advocacy

etc

010 There are many processes going on which are attempting to address the digital divide. The discussion paper was good, but did not identify the unique additionally of this group of people or what uniquely and concretely needs to happen to use ICTs to enhance democracy. Nor did it refer to the many other processes (GKP, DOTForce etc etc) and locate itself within them. We need to be ruthless about ensuring that a concrete, unique contribution emerges from this process.

011 Can we identify one single,

012 The Authoritarian Regime Section is weak. Could some of you provide some additional comments?

013 Yes I AGREE with the paper but I think before we address the issues of the democracy there are other constraints to be addressed such as priority poverty do we need democracy or full stomach! We have to be realistic and approach systematically according to each country's realistic problem.

014 I start with the question of polling versus deliberation - there must be a difference between mere assimilation of many discrete inputs and democratic conversation leading to negotiated and agreed meanings and consensus or at least consent.

015 is it possible to develop a system of coordination that meets the wide variety of needs of diverse international organizations?

016 Yes -

1. What was the process by which the discussion paper was produced?

2. What definition of democracy is being used?

3. Structure: the distinction between the description of the problems and issues with respect to the policy recommendations should be clearer

017 The sheer volume of networking using ICT will probably challenge authoritarian regimes; is there methods available through which the regimes can limit the networking or will they simply have to give up control due to the sheer volume of messages etc. in cyber-space?

018 re item 6

Institutional aspect:

ICT based practices should be explicitly linked with existing institutional arrangements to make them real life politics

- 019 WHAT NEEDS TO BE CLARIFIED WHAT KIND OF DEMOCRATIC INTERACTION WE SPECIFICALLY WOULD LIKE TO ENHANCE. IT HAS BEEN FOUND OUT, FOR INSTANCE, THAT DEMOCRATIC INTERACTION BETWEEN CITIZENS AND GOVERNMENTS DOESN'T COME ABOUT WITHOUT PARTICIPANTS SEEING ANY CONNECTION WITH GOVERNMENTAL POLICY AND THEIR OWN PRIVATE AND DAILY LIVES. THIS TRANSLATION SHOULD BE MADE ONE WAY OR ANOTHER TO INVOLVE A REPRESENTATIVE GROUP OF PEOPLE.
- 020 Democracy and the development of methods for it- based democracy need to consider the power of the civil society, we need to identify training/ education on democracy, which is IT based.
- This will effectively ensure greater participation in democratic processes, be they electoral, human rights based or economic
- 021 There is a danger of us becoming too technology focused. We should start on what people need to engage more effectively in democratic processes. People need access to information that enables them to assume informed opinions, they need the capacity to feed their voices and perspectives into the democratic process, and they need the capacity to discuss and debate issues and form coalitions and communities around them. New technologies have a very important contribution to make, but so do old media technologies, particularly radio and the changes taking place in the traditional media are arguably equally revolutionary to those being wrought by the new technologies.
- 022 How can e-government be promoted in countries where there is a lack of communications infrastructure, or to put it another way, how can e-government be made as affordable as possible?
- 023 ICT does, I think challenge our definitions of democracy - we need to think about a robust definition, which takes account of citizens, government, representation and participation
- 024 In all our policy recommendations must be based on extensive needs assessments of the community, country or region in question so that any IT development is appropriate and pertinent
- 025 authoritarian states section has many unvoiced assumptions in it:
exposure necessarily has an effect on authoritarian states: by definition these regimes ignore public opinion.
IT is sufficiently anonymous. If fact, voicing dissenting opinions on the Internet may be traceable and may thus compromise the security of the posting source.
- 026 We need to learn from the past. There have been many many initiatives to close information divides. The digital divide is different in some ways, but the same in others. We need to learn from what failed and succeeded in the past, and we need to ensure that this is not a development fashion which, when quick results are not forthcoming, burns brightly for a while before being doused in disillusion.
- 027 We should have a user-specific approach. Some of the basic concepts and beliefs might be true only for the western old democracies? (e-Government, participation are restricted to those who have access to Internet.)
- 028 Utilize the great knowledge among the "youth IT nerds", there is great sources of both knowledge and ideas for active participation among them, they know how to create massmovements digitally
- 029 The second part concerning the no 8 policies and parliaments: the e govt need first the interaction of the ideas of the people the common citizen should be able to reach the govt and other institution what I mean there must be a way of keeping records trust and this will assist to reduce corruption by its transparency.
- 030 Can we identify one central problem that we should address, in stead of the many issues that are given in the paper:
one source of confusion may be the different concepts such as democracy, governance, digital divide, etc.
Possible key problems may include:
1 the lack of "political will" or political commitment to introduce ICTs in support of democracy
2 influence of the digital divides on the potential for use of ICTs for democracy (as long as you have a strong divide, the outlook for democracy through ICTs is negative)
3 what ICTs can be developed to support democracy (choosing this
- 031 authoritarian regimes can effectively use ICTs to entrench their regimes and strengthen their power base.
- 032 Does e-government mean that more issues will be taken to the polls?
- 033 the issue of the ict policy environment should be identified/flagged but not developed, this is one issue well covered by many fora/organizations, the focus should be on e.democracy.
the next global forum in morrocco in 2002 should be one of the targets of our deliberations
- 034 our ICT's shouldn't just focus on disseminating information but should also have innovative ways of capturing a greater plurality of voices, that are not normally heard in development dialogue
- 035 re elections theme
Use of ICT is overemphasized when dealing with election processes. It's trivial if you use one type of machinery or another or no machine at all.
- 036 The paper is a good starting point, but we run two risks:

1. Trying to embrace too many issues

2. Making the best the enemy of the good; making too sweeping long term visions and avoiding the difficult choices in the short run

In other words where to start and where to put the emphasis.

The emphasis should be on the linkage between the divide and the dividend. Professor Pohjola had some good statistics, on which to base further recommendations. It must be made more evident that some people and some countries are reaping wonderful benefits, that should be shared with others.

037 23. International organizations agree that coordination is useful and even necessary, but no one really wants to “be coordinated”. However, greater exchange of information is feasible.

25. Not only access to telecomms, but to information technology generally (including applications) and also capacity to use (i.e. training).

26. And try to get at specific needs of target communities (note - this is not as easy as it sounds!)

038 How can weak government institutions handle all the information they will receive from the public?

039 This should be added as an Overarching Policy Recommendation: Make ICTs relevant to people’s lives to encourage their widespread and effective use. There should be a focus on the development of local content, to help people imagine the possibilities for how ICTs can be used to address the problems that people face in their day-to-day lives: problems like healthcare, education, local economic development and transparent and effective government. Until people can dream up ways to use ICTs to help themselves, initiatives to “wire” and build infrastructure and provide computers will continue to fail because ICTs go unused by the people they are supposed to help.

040 We need to emphasize the need of infrastructural investments to avoid an elitist access to ICT’s

041 in the internet as in other media, you can’t believe everything you read. The scope for misinformation is large, and underacknowledged.

e-literacy needs to include training on how to evaluate information

042 too much emphasis on election may prevent us to see the more important issues of representative system of government

043 One of the major issues that has to be addressed is, as somebody else has already mentioned, the negative effect of the information revolution on the development of democracy. F.i. isn’t governmental transparency an impediment to democratic development in some way? A developing country, as developed countries, needs room to make mistakes. Are they accepted in a transparent society?

044 1. Coming from the development side and poverty reduction being the overarching goal of development co-operation, I would very much like to see a paragraph in the Overarching Policy Recommendations section on the importance of integrating ICT:s in the fight against poverty. Poverty consisting of an economic, a social and a political dimension (i.e lack of democracy and human rights).

2. Under the section “Policies for Governments and Parliaments” there is a need to develop the argument that governments have the obligation to protect the rights of its citizens. It would be interesting to explore how you through e-governance can do this.

045 our policy discussions must involve multinational corporations especially those who produce and develop ICT’s

046 Comprehensive privacy policies to protect citizens are a key element that is missing throughout the text.

047 The earliest adopters and pioneers of new technologies, esp. Internet, were civil society organizations such as APC, Greenet etc. Globalization of civil society has been one of the most substantial results, with highly effective global solidarity networks. These are barely referred to in the paper.

048 Yes I do agree with ICT being the driving force behind the next revolution, therefore we need to get this right - how, who, what next ?

049 Globalization has resulted in some kind of democratic deficit in the global decisions and governance. ICT could provide some options to improve the ability of existing democratic institutions to act in the global context.

050 This is a positive step, I call it bold number 25 somebody must invest

The following notes were taken during group discussion:

Initially, there was some confusion as to how this could be used as well as to why. The first session is interesting to see how people interact with each other and with the computer.

Comments began with q21

Bill

Amos Background reference point on democracy

Darius Concern of only perceived techs.

James historical context specify qualitative meaning

Robert focus not generalize

Amos summary of the state of the art (what is democracy in relevance to political change)

Bengt priorities of accessibility and issue of digital dividend

avoid generalization

point q39

overarching point at the end

issues of risk or threat instruments of control (prepare for regarding the issues)

(section 1 - Parliaments and gov'ts)

trust is an issue in e-government

civil society organizations

point q29

itemize the areas to discuss?

access to the state information system.

governance and issues of service delivery.

evolutionary steps (is there an order and why. What would happen if the order changes)

person to be represented to have a voice.

Bring out democracy use of government propaganda in IR.

(political expression)

Civil Society issues to be dealt with.

Access issues

political expression to political dialogue. If the mechanism is in place, people think that they will
boxes with unique examples and illustrations

is the representation form of democracy threatened?

expectations for inclusion is high.

(elections)

q14

get beyond the modernization of elections

strengthen the threat side (doc. 18)

too sophisticated of a system provides for increased marginalization

(auth. regimes)

q25 - q12 - q31

icts have not played a central in the opening of authoritarian states

(doc.22)

not just for the outside, but for the inside or power of domestic chatlines

means to challenge exists (perhaps media can organize anecdotes)

approach to work on the local level (UNESCO experience)

democracy component to development.

(international orgs)

q-37

nobody wants to co-ordinate (Bill)

so much to do, but fewer resources

specific suggestions is this central to the theme

change title to int'l partnership or int'l support

coordination activities central to democracy issues (like gateway concept)

confusion of democratic coordination

globalization

keep last section open to address 2-3 key points.

FOCUSAREAS

Participants entered a set of comments using these instructions:

“What are the specific areas we should focus on?”

- 001 1. ICT should be considered as an opportunity. It is important to identify institutional strengths/weaknesses in harnessing ICT.
- 002 More focus on democracy and less on digital divide.
- 003 Election technologies
- 004 There are lot of issues but I honestly think we have a big Y2K problem, therefore we need to be AWARE of the ICT what it can do
- 005 focus on practical applications and means of implementation rather than theory
- 006 2. One major impact would be flattening hierarchical structures and power relations within institutions.
- 007 are there things which are in the power and budget of developing countries to do to overcome the, divide.
- 008 definition of democracy
 - democratic practices
 - e-democracy concept
- 009 We should focus strictly on issues directly related to democracy: civic participation, elections, open and transparent policymaking, access to public-sector information, threats to democratic governance; and NOT on other issues like e-development and digital divide, which are being addressed by many other organizations.
- 010 are there particular legislative and regulatory regimes which will promote e-governance
- 011 Impact of ICT on democracy; what could be done to define means and ways, how could they be investigated and facilitated?
- 012 Democratizing International organizations
- 013 A specific focus on the use of ICT by Electoral management bodies.
- 014 4. economic dividends may come in the form of long-term efficiency of public service delivery.
- 015 Use the ideas that are currently referred to as “overarching policy recommendations”, but rename them “context” to set a background for more specific recommendations that would be focused on democracy.
- 016 e-democracy versus e-governance
- 017 Focus:
 - ICT capacity to foster democracy in 3 concrete areas of government/citizen relations:
 - a) provision of information (one way)
 - b) opportunities for feedback (two way)
 - c) active public participation (two way dialogue/partnership)
- 018 continuation to 004
 - so majority especially the political leaders agree appreciate the power of ICT. This is true for both developed and undeveloped countries.
- 019 Focus on concrete case studies of successes and failures - chosen carefully to illustrate specific analytical points (e.g. access for all, monitoring government procedures, voting on-line)
- 020 What measures can we take to prevent authoritarian regimes from using ICT to strengthen their political and social control?
- 021 1. take note of ‘generic ICT issues’ as external variables/backdrops, but don’t cover them operationally
 - 2. mention but do not cover global governance issues (topic worth of a separate conf in itself)
 - 3. focus on democracy at national/local level in developing countries and the role of ICTs
 - a. e.government services to citizen
 - b. ICT and the political/electoral process
 - c. information and media
 - d. gov/citizen interaction
- 022 new technologies in electoral processes management

- 023 Focus on a multimedia approach to government-citizen interaction on local level subjects in order to:
- build democracy bottom-up
 - enable anybody to participate in a self-chosen way - to make tangible for people what democracy means for their own daily lives.
- 024 Focus on those areas which strengthen access to democratic processes:
- * information needs of citizens in information poor countries,
 - * identification of information constraints to democratic participation
 - * freedom of expression issues (esp. re Internet)
 - * link between new and old technologies (e.g. radio and Internet)
 - * information exclusion (inc. those who remain disconnected) and implications for democratic participation
 - * strengthening information capacities of civil society (and media) in the South
- 025 4. Economic dividends: From a local govt. perspective, it is perhaps useful to concentrate on a limited number of key public services. Create public e-forums where citizens can have a say in how public resources are utilized. Also one area is public procurement, where citizens can follow how funds used and make complaints when misuse detected.
- 026 relations and connections among e-government, e-democracy, e-commerce, e-procurement, e-accountability
- 027 2 areas: ICT capacity to foster both administrative democracy (openness, transparency, appeals) and 'political' democracy (voting, parliaments)
- 028 How do you make ICT more accessible and user-friendly to ordinary people, including in their own languages?
- 029 One key problem to address is the lack of POLITICAL WILL to promote democracy through ICTs.
- Since the political commitment, the "political will", is a crucial factor in introducing ICTs for stronger democracy, we could concentrate on how to strengthen national and local policies in this respect.
- 030 Should find other initiatives to supplement our cause of promoting democracy using the ICT? such as Okinawa Charter? Supplementary effort try to bring the universal efforts not to make isolation case
- 031 Finding projects outside IDEA that have democracy dimension, and bringing our insights and resources to the projects already in place?
- 032 Need to address the institutional (not technological) mechanisms to guarantee political freedoms
- 033 Three IDEA strengths that could be focused on are
1. using ICTs for elections,
 2. strengthening communication among non-traditional representative organizations (civil society groups), and
 3. promoting the use of ICT for government - citizen interaction
- 034 Redefine current debates away from the focus largely on "knowledge" (ie mainly giving people access to information) and complement this with the potential of ICTs to enable people to communicate, debate, discuss and organize themselves.
- 035 Our suggestion is to focus on the following issues:
1. Access and equity of ICT
 2. Identification of context relevant content for promoting democracy by ICT
 3. Interaction and training on ICT for democracy
- 036 'Focus on goals to achieve and only then focus on how to use ICTs as a means to achieve these.
- 037 The lack of tools and information on tools
- 038 defining the down side of ICT and suggest ways to minimize
- 039 are we trying to cure problems in democracy with a new medicine "ict"
- 040 focus on individual level:
- empower individuals by furnishing information/knowledge and
 - providing cheap communication means for people
- 041 Focus: to combine individual level with the institutional level (local government, regional government, national government)
- 042 public participation in policy making
- 043 Government-citizen interaction needs to be more than just participation of citizens in policy-making, it must also include delivery of public services to citizens.
- 044 It seems we are talking about two broad areas. One is using ICTs as a set of essentially administrative tools to enhance the efficiency and transparency of the democratic process (government websites etc). The other is an essentially political set of

tools where ICTs are used to enhance democratic participation, empowerment and inclusion. I think we should focus on both but we need to be clear that this is what we are doing.

045 can we make a division between aspects of democracy we want to focus on: f.i.
actors in democracy or
democratic processes or
conditions for democracy?

046 Improve the "political will" to introduce ICTs for democracy.

047 How can IT empower democracy by creating new ways to practice it?

048 The reason why we are here is to make the summer forum as successful as possible. The criteria of the summer forum being successful is if it's going to have any impact in the real world. There may be some need for theoretical development, but that is something that is being done in the Universities already. The comparative advantage is on projects.

The following notes were taken during group discussion:

ICT as a management tool for elections

gov't/cit rel as a deliverable and a pol making tool

media's role in democratization

expanding economic dividends from democratization

defining e-democracy

practical applications and a means of implementation

democratizing international governance

successes/failures in using ICTs for democratization

engaging/globalizing civil society

Institutional structures (legislative frameworks)

Threats and risks to democracy from ICT

ICTS as a admin tool versus political process

Encouraging political will

RANKING AREAS

Participants evaluated a list of options using the following criteria:

“Check the areas that you think are most important to focus on”

<i>Votes</i>	<i>Item</i>
27	gov't/cit rel as a deliverable and a pol making tool
14	ICT as a management tool for elections
14	Threats and risks to democracy from ICT
11	successes/failures in using ICTs for democratization
10	media's role in democratization
10	defining e-democracy
7	Encouraging political will
6	practical applications and a means of implementation
6	democratizing international governance
6	Institutional structures (legislative frameworks)
4	expanding economic dividends from democratization
4	engaging/globalizing civil society
3	ICTS as a admin tool versus political process

Participant Comments:

001 ICT as a management tool for democracy: This is something that is important and probably no other international organisation is dealing with. Also there is a new issue: How to manage electronic elections in a trustworthy way.

GOALS

Participants entered a set of comments using these instructions:

“What kind of goals will be necessary to make progress within these areas?”

A. gov't/cit rel as a deliverable and a pol making tool

001

002

003

004

005 concern about government delivery of public services vs. citizen participation in policy-making

006 from a user democracy perspective

007 How do you overcome public resistance to new technology?

008 How can ICT be harnessed for local government institutions for better service delivery in situations where capacity (human resources/physical infrastructure is weak)?

009 Access - who has access and what are the limitations imposed by lack of access

Who controls the public spaces for access - how to ensure independence from commercial and partisan political forces

010 Relationships between electorate and local government.

011 This I believe is a service and democracy in action

012 These are two distinct issues. Both are important, but they need to be separated:

1. civic participation in policymaking (i.e. between elections)

2. transparency, accountability in delivery of public services

013 This topic needs to include service delivery since it is one way that a government should secure citizens rights. The group should look at the rights dimension of democracy and explore how ICT's can be a tool for citizen's rights.

014 How can ICTs contribute to greater citizenry participation in shaping government policy making?

How can ICTs ensure the protection of citizen's basic rights?

015 how to make those interactions a dialogue, rather than just government sites broadcasting information to citizens -- interaction between citizens and governments -- interaction is one positive step, but it is also important to make sure that ideas and opinions are actually reflected in decisions (not simply to satisfy citizens, but real participation with results)

016 From the viewpoint of an ordinary citizen efficient public service delivery is the very heart of democracy; i.e. transparent and accountable use of public funds. This can be thought as a window of opportunity to enhance democracy in authoritarian regimes. Hence, should efforts be concentrated on making public service delivery even more better as opposed to getting involved in political consultations which do not sell easily in many developing country situations?

017 this leaves open the question of which level of government is intended -- we think local government is where interaction is most effective, possible, useful

018 - core of eDemocracy

- widening the perspective from political democracy to user democracy AND COMMUNITY POLITICS

- empowerment of the individual citizens

- the real benefits of use of ICT for citizens as a basis of individual motivation

- emphasis on local level governance

- combining civic and institutional processes

019 Must clarify the role of ICTs in delivery of government services to citizens (administrative democracy) and ICTs citizen participation in policy making (political expression/participation). Both are valid but do not have the same impact on government or democracy.

Cultural change (e.g attitude, mindset) equally important as a technological change in delivery of government services to citizens

- 020 Advocacy work who is responsible- the driving force, how can ICT be used in advocacy work
- 021 governmental services should not be a subject of deliberation; it's being discussed by several other groups and doesn't fit in the IDEA mandate; the focus here should be on the citizen as a stakeholder in the democratic system
- 022 The commitment of governments and local authorities to use ICTs for democracy will depend on several factors, including the benefits that it brings them for both political and administrative purposes (better tax collection, easier planning processes).
These benefits can be identified and critically assessed.

B. ICT as a management tool for elections

- 001 not centered in e-voting only. No technological solutions but in principles and solutions
- 002 Access and inclusion
Control over ICTs involvement - what guarantees that it is not subverted
- 003 Yes this is applicable when democracy is added in between
- 004 Discussion on ICT uses upfront and during elections as: campaigning, voter's education and monitoring
- 005 How to use ICT in managing elections to produce a result acceptable to the electorate.
- 006 How can ICT be best for voter education and to overcome voter apathy?
- 007 The whole process of elections management should be considered from the campaigning to the putting the results out.
- 008 In what ways can ICTs render electoral processes more efficient and transparent?
How can the use of ICTs contribute to greater participation in electoral processes?
How can ICTs contribute to electoral processes being "free & fair"?
- 009 Attention should be paid not only to ICTs in voting operations but also in provision of information prior to and after elections (on political programmes, transparency of political candidates financial holdings)
- 010 So far very little of technology development has had the objective of reducing the cost of elections in poor countries where a sustainable electoral process should aim at making countries self-sufficient in managing the elections. E.g India has contributions to make in this field
- 011 Elections here should not only include the voting progress, but should take into consideration the process of forming opinions among the citizenry. Also attention should be given to the fact that representative democracy is an old-fashioned way to put into practice democracy and its function will partly be replaced by direct contacts between the citizenry and the executive.

C. Threats and risks to democracy from ICT

- 001 privacy and security issues are important to be highlighted here
- 002 This is added to the next item and gives the useful meaning of existence of the democracy
- 003 use in authoritarian States, unintended side effects, commercializing ICT applied in democratic systems
- 004 Partnership is the buzzword from the international donor community, how can partnership be built with ICT, experiences and possibilities
- 005 One threat that the Internet brings is the spread of undemocratic information or misinformation like nazi propaganda or that HIV doesn't cause AIDS. How can gov't and citizens work against this?
- 006 Collectivity contra individualist issues - ICTs highly individualistic possibly at the expense of collective & community values
Information is power - those with access to ICTs become more powerful and will have greater capacity to exert political leverage. If the poor are excluded ICTs could further marginalise people from democratic process
- 007 Define what are the risks and threats and then concentrate on the opportunities with practical examples from the field.
- 008 How big is the risk that the massive information flow created by IT will actually make decision makers indifferent to the information they receive?
- 009 "Cyberspace, left to itself, will not fulfill the promise of freedom; left to itself, cyberspace will become the perfect tool of control." Lawrence Lessig
- 010 How can oppressive authoritarian regimes be prevented or dissuaded from using the new technology to entrench themselves and stifle opposition?
- 011 ICTs are a double-edged sword - we must be clear about their potential to foster openness or control. What measures and institutions do we need to reap the benefits and minimize the risks?
- 012 this is more an investigation into how ICTs may impede democracy, while successes and failures is more an presentation of

things that have worked and things that haven't

- 013 Embracing e-democracy has the potential of disenfranchising segments of society that do not have access -- and not just physical access, but also language access (e.g. in California where online government participation was only provided in English, and Spanish speakers were left out.).
- 014 risks of repeating old discourses and staying at an abstract level
- 015 Where there is little or no ICT literacy, ICTs can be abused and in fact undermine democracy and democratic processes.
Dissemination of mis information by governments, pressure groups and other interest groups.
Pressure groups can use collected information for subversive purposes or ulterior motives.
- 016 Accessibility. Languages.
- 017 Anti-democratic forces are up to take advantage of ICTs as much as democratic forces.

D. successes/failures in using ICTs for democratization

- 001 a knowledge management base on successes and failures is very useful, but need to define:
 - *who is managing the system?
 - *how do you filter positive/negative stories?
 - *who can contribute to the system?
- 002 is this about developing a database for public access or is this about something else?
- 003 a collection of best practices to guide future use of ICTs. This is especially useful given the high cost of failures in the public sphere, and legislators risk aversion.
- 004 What happens when government bureaucracies resist change -- is it a training problem, cultural problem or access problem? Technology as a tool is designed to create efficiencies, but power dynamics within government can limit effectiveness.
- 005 case studies, lessons learned from other applications of ICTs in other areas, context limitations, transparency vs. new ways of information manipulation
- 006 Look at the history of earlier attempts to address the information divide (briefly)
Most examples of ICT use for democratization have evolved spontaneously and in an unplanned way. Need to focus on exactly what international action or steps has to contribute.
- 007 this is more a list of best practices, while threats and risks is an investigation into the ways that ICTs can confound democracy.
- 008 Is the technology itself the problem or is it the designers and implementers of the technology? How do you overcome technophobia?
- 009 comparing best and worst practices is very useful for learning - the group could explore the possibility of setting up a platform (virtual and physical) for sharing concrete experiences
- 010 risks for listing anecdotes and meaningless "success stories" from which nobody can learn

E. media's role in democratization

- 001 what are the objectives we want to pursue?
 - How do we want to do it?
 - with whom we want to do it?
 - what are the threats and risks we want to avoid?
- 002 include both traditional and new; look at interactivity in both - group access; talk back; chat; broad and narrowcasting;
role of media in promoting or inhibiting democracy - does new media offer new solutions or merely a refinement of the existing debates about ownership, access, who provides content etc
- 003 This is establishment which have been playing the role all along!
- 004 I think this subject is not within the focus of this forum.
- 005 How can traditional media make use of new technology?
How can information reach all citizens if IT is used in the dissemination process?
- 006 How the e-component affects media and the way they affect democracy inside
- 007 Don't focus only on Internet or new ICTs - combination of old and new technologies (power of internet and reach of radio

for example) are critical

Focus on information needs of people, not just the information technology needs of people and people's organizations

Are changes in the media significant (or as significant) in terms of democratic participation as changes in ICTs - issues of content and what kind of information people have access to

- 008 How can the new technology help to ensure the free flow of untainted information?
- 009 There are two uses of the word "media". In the first, media means the tools through which information is shared (list-serves, newspapers, radio, TV...). In the second meaning, media refers to the peoples and institutions that use various means of information distribution (fifth estate). Which meaning of the word "media" is relevant in this instance?
- 010 There is an interesting point in making the distinction between traditional (mainstream-broadcast-print) media, and new (interactive) media. New medias offer great potential for real interaction in political processes, but it is not clear if the potential is being achieved. The question is: Why?
- 011 How can new ICTs and traditional media (print, broadcast and telecommunications) work in complementarity to facilitate the democratisation process?
- 012 How can ICT overcome the major barrier of language in the free flow of information?
- 013 Attention should be given to the fact that ICTs and information overload give loads of room to arbitrary information. Education is needed to grow critical minds that are fit to value information independently.

F. defining e-democracy

- 001 look at the sector; define area of work; look at various terms (e-gov, etc); reflect on politics versus administration
- 002 This has at least three meanings
1. direct democracy (mostly hype)
 2. strengthening/enhancing representative democracy (this is a promising area)
 3. civic networking / strengthening civil society
- it has to be considered at four levels:
- local, national, regional (e.g. EU), global
- 003 This has got role and it is important we remove the e something to remove the usual joke
- 004 I suggest a process where in the group first defines what it means by democracy -- perhaps by defining core values. Next, define the "e". Then figure out why e-democracy is a different discussion from democracy in general.
- 005 This is obviously a big question and it should be included as a stage-setter.
- 006 A conceptual framework should be developed in order to avoid confusion on what is included or excluded in our work.
- 007 How about removing the "e" and instead focusing on how the concept and practice of democracy has changed due to the information revolution. By removing the "e" we will not isolate the use of IT in democracy as a separate sector within democracy work.
- 008 Identify clearly why we are talking about this concept
- Issues of guaranteeing transparency and openness, access and inclusion
- 009 - exclusive or inclusive definition
- (Meaning if eDemocracy only refers to strictly defined electronic processes or in a wider sense "democracy" in the information society)
- how to relate this concept to the theories of democracy (representative d, direct d,)
- 010 relations with other areas such as e-goverment, e-corruption, e-procurement, transparency, electorate, citizenship participation
- 011 This subject is certainly not equal to the other ones and should be dealt with before delving into other issues. Be pragmatic and don't try to formulate the final version of the definition (which will be outdated soon)!
- 012 this group should examine the specific impacts of ICTs on the core characteristics of democratic government
- can we develop indicators to measure the impact of ICT on democracy? without this we will not be able to measure our efforts

SMALL GROUP SESSIONS

Participants entered a set of comments using these instructions:

“Please place your notes under the “bin” you are working with.”

A. 1. gov't/cit rel as a deliverable and a pol making tool

001 key questions:

- service provision
- securing citizen rights

Canada doing a workshop in June: parliament use of ICTs and citizen-gvmt relations

showcase of examples gmt info for citizen in order to f.e. trigger debate and so on

three levels of qualitative engagement

citizen engagement in framing new policy options

degree of transp. and account'y in service provision

effective service provision without citizen input

is service provision about complaints?

or is it about more things included effective services is not inherently democratic, it's about good governance

what are the parameters in this debate in this respect?

are we targetting at making things more effective or at making things more democratic

what is the best way to bring in citizen input if the citizen wants to have something changed in service provision?

is policy not finally about service provision in the end?

democratic question is about quality of service and the actual service provision of services

in developing countries service provision is not taken for granted as in developed countries

ICTs are to serve the people: what are the primary needs of people and how can we use ICTs to adress them; no technocratic approach

no effective dem'y without effective services

issues need to be discussed separately

people need access to policy, services and participation

techn values: effectiveness

dem values: equity, accountability etc.

new policy options framing by citizen-gvmt cooperation: what are the key issues?

f.e. South Afrika

what's new about ICTs?

how does ICT affect this discussion specifically?

ICTs in developing countries make policy process more exclusive, questions of access have to be adresssed

ICTs can include people in the pol process that are otherwise not included: new possibilities

1. do ICTs open up new ways of democratic decisionmaking

2. democratic needs

good things of locality

number of iterations can be higher

info access

how do politicians weight the info they are given?

things are getting visible to public debate

people want to get response to their input: why didn't you change the policy as we asked?

less discretion for policy making

necessary speed of policy process is enhanced by ICTs

how do ICTs foster inclusiveness or exclusiveness of policy process

do we include the private sector in these questions

are there any other technologies involved? mass media approach based on the use of more media at the same time

who, when and how: different countries, different needs

do not start with techn'y

what's actually needed?

reality is that some processes only start off with the introduction of technology: let people discover uses of techn'y

techn'y when things can be done cheaper and effective

1 what is the current reality govmt' citizen relations?

2 what would I like to see happening

3 what are the challenges and hindrances

4 what are the key questions

5 how can ICTs be of use

6 threats and opportunities of ICTs

social motivation needs attention when introducing new technologies

both need-driven and a techn'y-driven approach are valid

need for political will of both citizens and politicians to introduce techn'y

media's role in democratization

should we include this topic in the debate?

is there anything new happening?

extent to which media is fostering democracy, relation new and old media?

distinguish core areas:

not on quality and journalism

but how does media impinge on democracy

transparency and openness and the role of the journalists

focus more on the government side

media-issue is more about the freedom of expression and not on the policy process

media can be best friend or worst enemy of democracy

democracy is primarily on participation and thus peoples voices: engaging media is relevant

democracy and plurality of voices

focus more on political expression, freedom of speech, engaging civil society

plurality of voices and use of media for advocacy

ICTs lower the cost of voicing in times of hegemonic traditional media

media play a relevant role f.i. in elections

why distinguish between Internet and radio?

Internet is peer-to-peer which is essentially different from traditional media one-to-many

key focus: citizen engagement, debate, community engagement; impossible to ignore the media

ICTs about knowledge and new are the possibilities to also analyze, interpret and discuss knowledge: the use of information to enhance democracy

connection old and new media as a distinct subject

extent ICTs are guarantee freedom of expression

integration old and new media: horizontal patterns

still disagreement on the definition of media
its about the media as a tool, not as an institution
focus on media as new horizontal forms and spaces for public debate
in the policy document this subject should be under the section on political expression
it's not merely on the internet, but on a multiplicity of things around it
no debate on journalism and freedom of the press
changes going on in the media itself, not in the technology
new spaces of public debate as a subject for a workshop instead of media as a subject
information driven instead of technology driven
frame: what are the policy challenges as a question for the workshop
or include this subject in the workshop on participation?

- 002 separate participation in policy options framing and pursuing of citizen rights from the engagement in the enhancement of the technology of democracy, as service provision processes
- technology driven - need driven
 - political will to use ICTs in citizen-gvmt relations
 - are ICTs enhancing exclusiveness or inclusiveness of policy processes?
 - at which level do we look at ICT-facilitated government-citizen relations?
 - innovative ways of monitoring of democratic processes
 - different countries, different needs

B. 2. ICT as a management tool for elections

- 001
- A successful election is where the result is accepted by the electorate
- Conditions for free and fair elections require
- Absence of intimidations
 - Absence of violence
 - Trust in the election management system
 - Access to information and media
 - Clean voters roll
 - Voters education
 - Understanding of the electoral system
 - Transparent counting system
 - Transparent result verification
- ICT can enhance the efficiency and transparency of each of above elements
- Media use of Internet and traditional means Radio/TV
 - Community and NGO's Centers with ICT connection for information, processes and results
 - Transparency to counting and the result verification processes
 - In the understanding of the electoral process as Geographical information system
 - Monitoring by the international and domestic community
 - Recruitment and training of election management bodies
- A fundamental precondition for all democracies is to guarantee a neutral administration for the election process.
- Under these conditions ICT's can be used in creating trust in electoral process and credibility of results.

C. 3. Threats and risks to democracy from ICT

001 A general theme that we like: We liked the idea of threat and opportunity being opposite sides of the same coin. Both tendencies are equally present, and there is a tipping point. The same technology that empowers us to communicate in new ways, empowers others to control in new ways. We talked about not just threats and risks, but also opportunities.

THREATS AND RISKS

1. Digital divide, if people aren't connected, they can't participate.
2. Fundamental human rights violations, not directly related to IT, but have general implications. - Is there a way that IT professionals can help human rights activists by discouraging misuse of technology? Or would it be better to encourage widespread use of technologies and hope that people will use it to get around their governments themselves -- would swamp the Chinese system so that they could not control.
 - Technology is a tool for democracy, but it can also be used as a tool for control.
 - Self-censorship is also an issue, because power arbitrarily applied can have widespread impact to discourage use.
3. See also #3 below, bottom-up activism issue.

OPPORTUNITIES

1. Education - using technology to promote widespread education
2. Dividends - the actual dividend that accrues from IT that can be put back into building systems, in terms of:
 - (a) education
 - (b) infrastructure
 - (c) democracy

Put these thoughts into figures (dividends are roughly this much, can be used these ways, it will cost this much) -- make it concrete to show that it is possible.

- Problem of getting developed country governments (donors, including private sector, multi-laterals) to reinvest that money in developing countries.

3. Civil-society building. Bottom-up, as a society, not only for political representation, but also for everyday life issues.

POTENTIALLY ALSO A RISK, - question about whether that is a desirable thing. Do we actually want the political and social institutions to be subverted by small, local?

Or will it just be that traditional sources of authority will have to justify their actions.

General thoughts, in a slightly stream-of-consciousness way:

Can't think of Internet statically, must think about how it will be 15 years from now when information, interaction, video, audio, etc. is much more widespread. Have to think of Internet as a tool for a whole different way of interaction. eg. peer-to-peer. What will full potential of Internet mean for democracy? New concepts of "citizenship". Possibilities to control speech will be much more difficult as technologies develop. We will have to figure out what the rule of the game are. Jurisdictional issues, filtering, trade issues. Ability of people to digitally enhance/change things. Think about how global public opinion can be altered/managed/shaped in such a world.

There is a need for rules, but there is also a need for de-regulation. Regulation becomes an instrument for manipulation and control. Huge multi-national conglomerates also have considerable control.

D. 4. successes/failures in using ICTs for democratization

001 General comments for organizing the panel:

- Ask IDEA to make a study of case examples. This is an idea that is worth pursuing, and we recommend that a result of the panel is to create a collection of case studies.
- Ask companies to study in practice how ICTs can be used to promote democracy.
- Possibly the panel should be structured as a debate, because none of these ideas are definitive answers.

FOUR MAIN FACTORS FOR SUCCESS:

1. Information that comes out of governments - There is a mass of information that now comes out of even the most authoritarian regimes (info may not be reliable, but it is the first time ever that information is coming out of governments), includes commercial, scientific, etc. information

2. Grassroots communication - subversive potential, builds on energy among all stakeholders, bottom-up
3. Communication among elites - in most cases it is party insiders, economic/academic elites who drive change; communication among elites builds consensus, provides leadership to drive change.
4. Election processes - improves trust of citizens, people believe in technologies, financial transparency, brings costs down
5. Education aspect of ICT - democratizing effect

FOUR MAIN FACTORS FOR FAILURE:

1. Centralized state, centralized corporation effect (Big Brother) - the extent to which the technology has enabled corporate and government powers to keep tabs on people, in an abusive way
2. Widespread, pervasive collection of information by lots of people in lots of ways, in ways that may be threatening to social capital and openness.
3. Information overload - in terms of huge amounts of information, much of which is valueless, and ability of people to evaluate and discern the value of information.
4. New ways of exclusion. Disenfranchisement of people who cannot access technology or choose not to participate in the information society, use technology tools, etc. Issues that do not have a technology aspect, and people that do not have technology access, are excluded from democratic processes. Widening the gap between people who are participating in technology and those who are not...

Other notes:

"DIGITAL DIVIDENDS" - HOW YOU USE THEM

- Education
- Infrastructure
- Democracy

ANALYTIC METHODOLOGY

Need to chart examples within a framework:

- Successes/failures/neutral
- Authoritarian regimes/Semi-authoritarian/Liberal
- Kind of issues we think are important: such as categories of issues as broken down for panels in conference (media, govt-citizen interaction, etc.)

Could list how people have used radio, telephone, Internet, and then consider how you would weigh success.

Ideas on success:

1. Results that can be replicated elsewhere.
2. Problem with determining success is attributing causality.
3. Subversive element of ICT, empowering element of ICT, people expressing things that they previously could not (e.g. in an authoritarian regime)
4. Successful programs: How do you organize it, who runs it, how do you finance it?

GRASSROOTS COMMUNICATIONS

- SMS messages
- online communications

DIRECT DEMOCRACY

- innovative uses of technology for direct participation in decision-making process, voting, etc.
- E.g. youth programs in Finland

REAL TIME COMMUNICATIONS

- Transparency and accountability
- E.g. India, Andhra Pradesh, chief minister who uses laptop for real time communications

ELECTION AUDITING AND PROCESS

(eg. Ugandan Government, put budget on web according to geographic region, limited the possibility of misuse)

E. 5. media's role in democratization

001 media's role in democratization

should we include this topic in the debate?

is there anything new happening?

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distinguish core areas:

not on quality and journalism

but how does media impinge on democracy

transparency and openness and the role of the journalists

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are ICTs enhancing exclusiveness or inclusiveness of policy processes?

at which level do we look at ICT-facilitated government-citizen relations?

innovative ways of monitoring of democratic processes

different countries, different needs

002 Summary:

This topic is not mentioned in the initial documents, and we began our discussion by debating whether and how it was relevant. We recognised that there are other groups and organisations that are already dealing with media. Nonetheless, we were interested in areas such as the impact of ICTs on:

- *civil society engagement
- *freedom of speech
- *political expression
- *gathering, distributing and evaluating information
- *community building
- *traditional media

We spent considerable time debating the meaning of the word “media”, and the relationships between new and old media.

We also discussed how these issues are relevant to the conference, and concluded that, for the purposes of Stockholm, we were interested in the consequences and qualities of various new forms and venues of public debate.

Therefore, we bring to the plenary a suggestion: let there be a workshop (or segment of a workshop) focusing on new spaces for public debate. This workshop should include a discussion of the revolution in the media.

Of course, you are all asking, “what is the revolution in media?” As I understand from our discussions, it is the deep changes that are happening not so much in communication technologies but in the ways that the technologies are being employed (including the increasing ability of traditional media to foster debate). James will have to provide any deeper explanation

F. 6. defining e-democracy

001 E-democracy assumes a minimum functional democracy

We assume three basic models of democracy

Representative

Direct

Participatory

E-democracy refers to those aspects of democratic processes that are facilitated by ICT's there by strengthening them and ultimately transforming them.

The question is to identify the impact of ICT on each of the models, the relationships between them and how it re-shapes or combines them

Elements of democratic process

1. Preparation, planning - Policy making

-

2. Decision making

3. Service delivery

4. Oversight and control

002

003 Cont 1.

Elements of E-democracy processes

1. Policy preparation

- Information access: EG, posting government white papers,

- E-discussion forum

- E-consultation

- Consultative e-voting

2. Decision making

- E-voting on specific “issues”

- Referenda

3. Service delivery

- Feedback systems

- User democracy
- Electronic documents

4. Control mechanism

- Political - electoral
- Public - civic
- Audits
- Ombudsman

This is not exhaustive list of potential impact of ICT on E-democracy...

