

Ari Schwartz

Center for Democracy and Technology

<http://www.cdt.org>

Building Tools for Citizens in an E-Society

Global Forum 2001

Introduction

- The Internet offers new opportunities for democratic values and human rights
- In order to reach potential we must understand the medium
- NGOs, industry and governments must work together to seek policy and technology solutions that map onto the Internet

Why is the Internet Unique?

- Global
- Decentralized
- Open
- Abundant
- Interactive
- User Controlled
- Infrastructure Independent

What is E-Government?

- Using new communications media to:
 - ◆ **Publish** - broader access to government information
 - ◆ **Interact** - broader public involvement in participatory government
 - ◆ **Transact** - broader availability of government services
- Goals:
 - ◆ Wider reach
 - ◆ Accountability
 - ◆ Efficiency & Cost Savings
 - ◆ Citizen Participation

What is E-Democracy?

- Using new communications media to:
 - ◆ Allow individuals and organizations to better engage in advocacy and civil society
 - ◆ Provide greater openness and accountability for traditional governance structures
- Ensuring that in the future networked society and economy civil liberties, civil rights, and human rights are protected
- Goal: A better democracy

E-Government, E-Democracy or Both?

- Does the distinction matter?
 - ◆ Governments should be able to define goals and understand impact on citizen participation and efficiency
 - ◆ E-democracy doesn't necessarily include traditional government structures
 - ✦ NGOs, industry, new governance bodies

Advocacy and Civil Society

- **Interactive and abundant** nature of ICT allows:
 - ◆ Better use of source material and self-education
 - ◆ Tools for direct and personalized contact and deliberation
- NGOs are serving as agent to help individuals interact with traditional power structures

Case Example: Citizen Consultation

- Scottish university hosts teen discussion to help give input to policymakers

The screenshot shows a Netscape browser window titled "Netscape: e-consultant: view consultation". The address bar displays "http://e-consultant.org.uk/ScottishYouth/". The page content includes the "ITC" logo, the text "youth summit 2000 comment", and a "youth summit 2000 Scottish YOUTH" logo. A navigation menu on the left contains buttons for "e-consultant", "overview", "information", "have your say!", "comment", "vote", "feedback", and "exit". The "comment" button is highlighted. Below the navigation menu, a text block states: "The 12th June was the last date for adding your comments, but you can still read them all here. Just click on whichever topic you want in the list below." A table with two columns, "ISSUE" and "No. of Comments", lists various topics and their corresponding comment counts.

ISSUE	No. of Comments
Alcohol	87
Bullying	46
Car insurance for young people	7
Clean environment	15
Crime, trouble and the police	35
Drugs	62
Getting on with family & friends	6
Health for youth	5
Housing & being homeless	13
Money and poverty	6
Nowhere to go for leisure & sports	33
Prejudice and discrimination	10
Schools & education	48
Sex, sexuality and sex education	69
Sexual abuse and violence in the home	12
Smoking	71
Transport to get you around	18
Tuition fees for students	12

Case Example: Political Organizing

- Political party in Zimbabwe uses e-mail lists and Web site to educate democratic positions within the country and beyond

The screenshot shows the Netscape browser window displaying the MDC website. The browser title is "Netscape: Movement for Democratic Change - Home Page" and the address bar shows "http://www.mdczimbabwe.com/". The website has a green header with the MDC logo and navigation links: "ABOUT THE MDC", "LATEST NEWS", "PARLIAMENT", and "ARCHIVE". The main content area features a banner with the text "MOVEMENT FOR DEMOCRATIC CHANGE" and "Building a Better Zimbabwe" with several small portraits. Below the banner, there is a section titled "Updated: May 30, 2001" and a paragraph about the challenge of bringing about a revolution. A sidebar on the left contains a search bar, a "SPEAK OUT" section, and a list of news categories. The right sidebar includes contact details, a "Tracking articles" section, a "search form" section, and a "Join our mailing list!" section with an email input field and a "Join List" button.

MDC
OFFICIAL WEB SITE
> Search the site

ABOUT THE MDC | LATEST NEWS | PARLIAMENT | ARCHIVE

MOVEMENT FOR DEMOCRATIC CHANGE

Building a Better Zimbabwe

Updated: May 30, 2001 [Please Refresh this page regularly]

The greatest challenge of the day is how to bring about a revolution of the heart - a revolution that has to start with each one of us. *Dorothy Day*

Other areas updated
[Latest News](#) - May 28, 2001
[Violence](#) - May 28, 2001
[Elections](#) - May 24, 2001
[Meetings](#) - May 29, 2001 **PLEASE CHECK!**
[List of Parliamentarians](#) - May 28, 2001

Please note an d part o/pate

- Mayoral and vacant Ward elections
Bulawayo - 23rd and 24th June 2001 - Ward inspection centres
- May 02, 2001
Note: MDC Candidate for Bulawayo Mayoral election is Japhet Ndabeni Ncube - May 28, 2001

MDC Press releases

Contact details
support@mdc.co.zw
Call: +263 (0)91 367-151/2/3
Tel: +263 (0)4 781-138/9
Physical: 6th Floor Rebinson House,
cnr Angwa St/Union Ave, Harare

Tracking articles on the MDC web site
News displayed on our "[Latest News](#)" page will be [archived](#) when it is more than two weeks old.

Make use of our [search form](#) to locate articles on this web site which include your selected words or phrases.

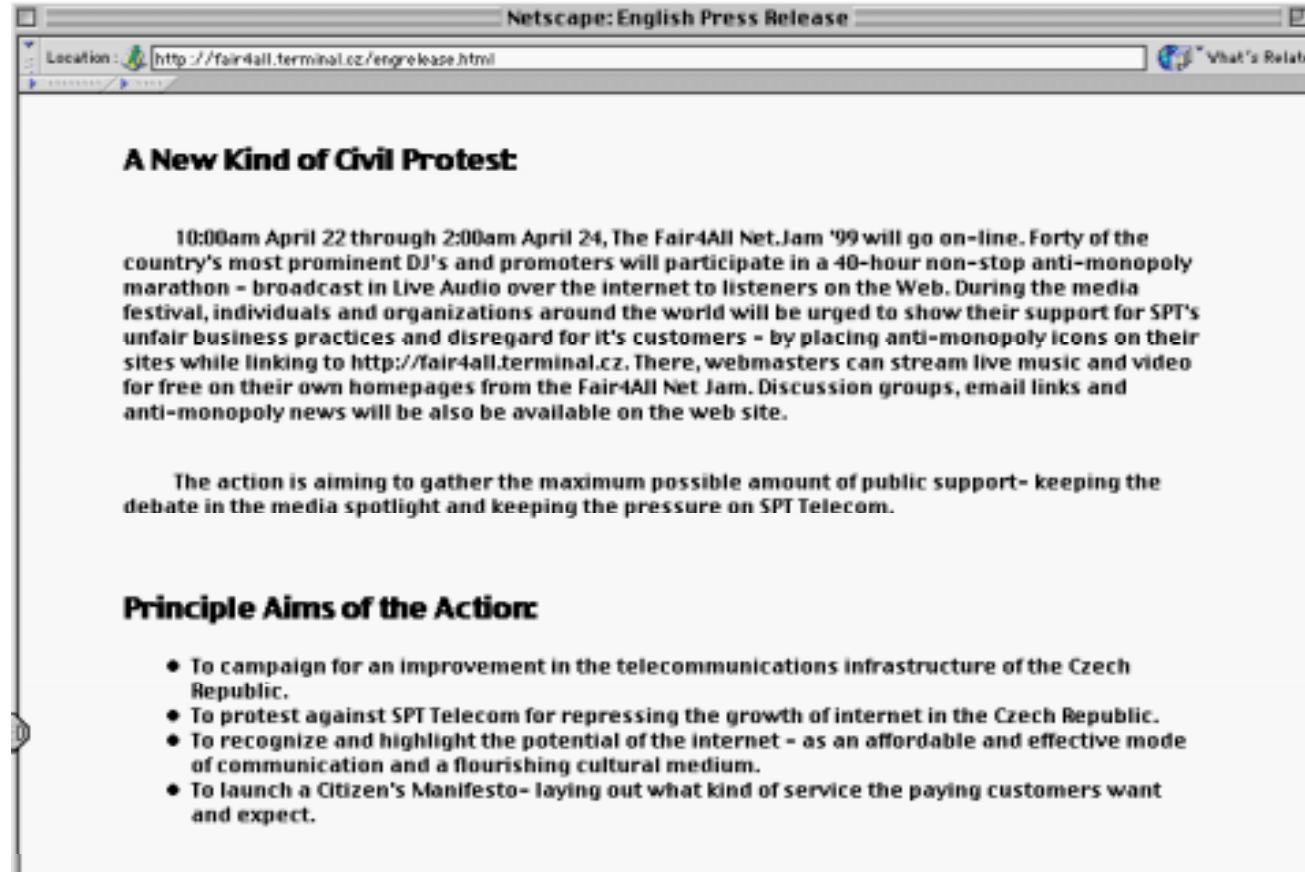
For daily email updates on Zimbabwe, subscribe to the free Zimnews service by emailing: zinhose@onetel.net.zw

Join our mailing list!
Enter your email address below, then click the 'Join List' button:

Join List
LIST

Case Example: Internet Boycott

- Czech Ad-hoc group holds boycotts and consciousness raising events online to protest telecom monopoly



The screenshot shows a Netscape browser window with the title "Netscape: English Press Release". The address bar contains the URL "http://fair4all.terminal.cz/engrelease.html". The main content of the page is an English Press Release titled "A New Kind of Civil Protest".

A New Kind of Civil Protest

10:00am April 22 through 2:00am April 24, The Fair4All Net.Jam '99 will go on-line. Forty of the country's most prominent DJ's and promoters will participate in a 40-hour non-stop anti-monopoly marathon - broadcast in Live Audio over the internet to listeners on the Web. During the media festival, individuals and organizations around the world will be urged to show their support for SPT's unfair business practices and disregard for it's customers - by placing anti-monopoly icons on their sites while linking to <http://fair4all.terminal.cz>. There, webmasters can stream live music and video for free on their own homepages from the Fair4All Net Jam. Discussion groups, email links and anti-monopoly news will be also be available on the web site.

The action is aiming to gather the maximum possible amount of public support- keeping the debate in the media spotlight and keeping the pressure on SPT Telecom.

Principle Aims of the Action:

- To campaign for an improvement in the telecommunications infrastructure of the Czech Republic.
- To protest against SPT Telecom for repressing the growth of internet in the Czech Republic.
- To recognize and highlight the potential of the internet - as an affordable and effective mode of communication and a flourishing cultural medium.
- To launch a Citizen's Manifesto- laying out what kind of service the paying customers want and expect.

Democratic Values in the Digital Age

- **User Controlled, Open, Abundant and Decentralized**
Nature of the Internet means that everyone is a publisher.
- NGOs, industry and governments should work together to build Internet to its full democratic potential.
- However, societies and economies based on new technologies will face new challenges.

Case Example: Independent Media

- Independent Belgrade radio station used Internet to send radio files when signal was blocked.

Netscape: B92: Internet, Radio and TV station B92; breaking news from Yugoslavia

Location: <http://www.b92.net/>

SRPSKI

[download free music from b92 catalogue]

NEWS HEADLINES

NEWS IN FULL | [ENGLISH](#) | [SRPSKI](#) | [MAGYAR](#) | [SHQIP](#)

Last update: May 24, 2001 22:24 CET

Yugoslav forces enter the buffer zone's final sector
PRESEVO, Thursday < At exactly 8am today General Ninoslav Krstic issued the code word "return" for Yugoslav security forces to roll into the Ground Security Zone's final sector. >>

Commander Leshi "killed in buffer zone"
BUJANOVAC, Thursday < The rebel army leader known as Commander Leshi has been killed in Sector B of the buffer zone, the government's regional press centre has reported. >>

Power cuts across Serbia
BELGRADE, Thursday < Power cuts began this morning across Serbia due to technical problems at the Obrenovac power plant. >>

Police chief announces 66 officers under investigation
BELGRADE, Thursday < A police investigation has been launched into the alleged actions of 66 Serbian police officers against ethnic Albanians during the NATO air-raids on Kosovo in 1999. >>

RADIO B92 LIVE
REAL AUDIO MP3
Satellite position
Eutelsat Hd. Blvd 5
13 degrees E. analog.
12.390 pol. vertical
video 11114 audio 7.74

MUSIC CHARTS
WEEKLY CHARTS
Club Chart
20 on 45 - singles chart

TV B92
TV B92 program
can be received via satellite Eutelsat
Sector 06 E. frequency 12698.
Polarization H. Symbol rate 2.963. F.
34.

PHOTO OF THE DAY

Greater Openness and Accountability

- Democracies need to get information on the workings of government to the citizen in order to survive
- **Open, Abundant and Global** nature of the Internet means:
 - ◆ Many traditional barriers to providing information about the workings of government do not exist
 - ◆ Serving a wider range of constituents
 - ◆ Individuals do not necessarily need to come to town hall to attend a meeting

Case Example: Parliaments Online

- Legislation and other working products are going up online all around the world.

Netscape: Digitalni knihovna - Cesky parlament

Location: <http://www.ppp.cz/cgi-bin/eng/lehel/>

Digitalni knihovna - Cesky parlament
Dokumenty ceskeho parlamentu

[Nekolik slov o Digitalni knihovne](#)
[Castvy seznam k dokumentum](#)
[Zdroje zpravy](#)

Hledani v plnych textech dokumentu: [jednotlive](#)

1990 - ...	Parlament Ceske republiky, P
1996 - 1998	Parlament Ceske republiky, P
1993 - 1996	Parlament Ceske republiky, P
1992 - 1992	Ceska narodni rada
1992 - 1992	Federalni shromazdeni Ceska
1990 - 1992	Ceska narodni rada
1990 - 1992	Federalni shromazdeni Ceska
1986 - 1990	Ceska narodni rada
1986 - 1990	Federalni shromazdeni Ceska
1981 - 1986	Ceska narodni rada

Netscape: THOMAS -- U.S. Congress on the Internet

Location: <http://thomas.loc.gov/>

THOMAS
Legislative Information on the Internet

In the Spirit of Thomas Jefferson, a SERVICE of The Library of Congress

[Home](#) [Floor This Week](#) [Hears Floor Item](#) [News Article](#)

Netscape: 2001 Bills index

Location: <http://www.gov.za/bill/index.html>

[Home](#) | [System/Structure](#) | [President](#) | [Deputy President](#) | [Ministers](#) | [National Departments](#) | [Documents](#) | [Speeches](#)

[Deputy Ministers](#) | [Provincial Government](#) | [Local Government](#) | [SA: An Overview](#) | [Travel & Tourism](#) | [Search](#)

2001 Bills

2000 1999 1998 1997 1996 1995 1994 1993 1992 1991

(Please note that some documents are in PDF format. [Click here](#) for instructions on how to open it.)

[EC - Portfolio Committee Amendments]
[JC - Select Committee Amendments]
[JC - Joint Committee Amendments]

Legislation	100
Documents per subject	100
Constitutive Instruments	100
Reports	100
Tender Bulletin	100
Green Papers	100
White Papers	100
Forms	100

- [Education Amendment Bill](#) [204-2001]
- [Financial Institutions \(Protection of Funds\) Bill](#) [222-2001]
- [Royal Scoldard Fund Amendment Bill](#) [221-2001]
- [Budget Speech and Finance Amendment Bill](#) [194-2001]
- [Taxation Law Amendment Bill](#) [217-2001]
- [National Forest and Fire Law Amendment Bill](#) [214-2001]
- [South African Rambo Bill](#) [213-2001]
- [South African Rambo Bill](#) [213B-2001]
- [Security Stability Resolution Bill](#) [212-2001]
- [Division of Revenue Bill](#) [211-2001]
- [Division of Revenue Bill](#) [B11A-2001] (PC)

COMMITTEE INFORMATION

Committee Reports
100h - 107h

House Committees
Home Pages, Schedules, and Hearings

Senate Committees
Home Pages, Schedules, and Hearings

Challenges and Opportunities

- Development
 - ◆ E-literacy
- Accessibility
 - ◆ Digital divide
- Privacy
- Security
- Transparency
- Interoperability
- Records management
 - ◆ Permanent availability and preservation
- Education and marketing
- Public/private competition/collaboration
- Inter-governmentalism
- Workforce issues
- Cost structures

CDT & InfoDev E-Government Toolkit for Developing Countries

- World Bank focus on accountability issues
- Call for Best Practices & Case Examples out next week
- Outline available today
- Toolkit completed early 2002
- www.cdt.org/egov or www.infodev.org