



Thesis Plan

2019

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**Topic: Comparison of Korean and Uzbekistan e-participation
websites: strengths and weaknesses**

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Introduction

E-governmen and E-participation



From history it is known that the development of society depends on the level of mutual relations between the state and citizens.

To this end the nature of citizen engagement all over the world has been changed year by year since several hundred years. Governments of the 21st century have began exploring the opportunity of Information and Communication Technologies to regain citizens' trust and feedbacks, as a result, strengthen democracy by developing a more responsive, transparent, and participatory decision-making process.

E-government became a distinctive feature of the public administration at the beginning of the 21st century. The nature of citizen engagement all over the world is changing.

Modern governments have begun exploring the opportunities of Information and Communication Technologies to regain citizens' trust and strengthen democracy by developing a more responsive, transparent, and participatory decision-making process.

In the past years, the communication between governments and citizens has evolved: from one-way – “government to citizens” to citizen’s perspective, to a two-way “government with citizens” perspective. This is result of the increasing the use of digital technologies.

They allow an even closer collaboration, which creates new ways to co-produce public policy and services. Indeed, in the digital age, many new information and communication technologies tools allow participation online, or we call it “electronic participation”.

E-government and its key component – e-participation are recognized worldwide as important avenues of economic growth.

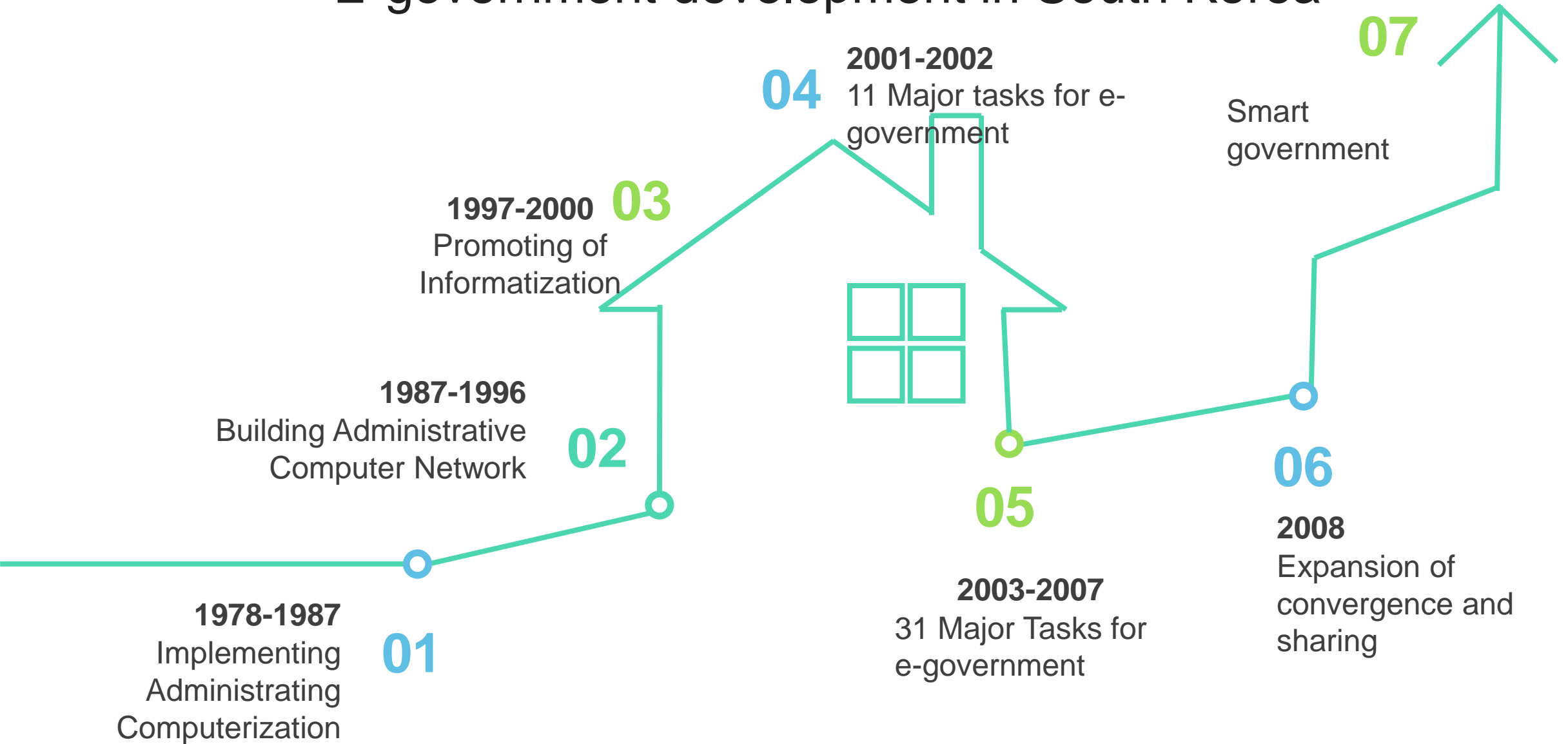
“E-participation is – ICT-supported participation in processes involved in government and governance. Processes may concern administration, service delivery, decision-making, and policy making.” (Macintosh, 2010)

Macintosh (2010) mentioned that promoting participation of the citizens through online tools is the cornerstone of the socially inclusive governance. The goal of e-participation initiatives should be to improve the citizen’s access to information and public services; and promote participation in public decision-making which impacts the well-being of society in general and the individual, in particular.

As well, the "Goal 17" of the "2030 Agenda for Sustainable Development" emphasizes to enhance the use of enabling technology, in particular information and communications technology and innovation capacity-building mechanisms in developing countries.

According to the EGDI of United Nations Department of Economic and Social Affairs' survey, where countries' progress in implementing e-government in 2018 is analyzed, shows that there is a general correlation between a country’s income level and its e-government ranking. Twenty-two upper middle-income and 39 lower-middle income countries have EGDI scores below the global average, while some countries in the lower middle-income group have above-average scores.

E-government development in South Korea



E-government development in Uzbekistan

Since 2010, Uzbekistan has established close cooperation with South Korea in the area of e-Government development. In Uzbekistan, Korean e-government strategy and experience have been utilized. From the 2013th a group of Korean experts started their projects in Uzbekistan.

The Korean specialists has been actively involved in the development of the National Program on the Development of the National Information and Communication System of the Republic of Uzbekistan for the 2013-2020 years; accelerated development of e-government and ICT standardization.

Along with changes in the e-government system in Uzbekistan, there has been a sharp increase in the number of Internet users. The statement of the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan shows that, number of internet users in the country were 4.9 million in 2014, 12.1 million in 2016. In 2018th this number has increased to 20 million (www.mitc.uz).

Elements of e-government were implemented. The e-government system in Uzbekistan is based on the South Korean experience and development strategy. Particularly, the equivalents of the portals and resources which helped South Korea to be at the top of the EGDI and EPDI rankings.

E-participation portals of Uzbekistan

From the 2013th a group of Korean experts started their projects in Uzbekistan. In particular, the portal of Public Services, Open Data Portal, People's petition portal, Portal of discussing draft project of Normative Documents has been launched; Law on E-government was applied.

The image displays four screenshots of e-participation portals in Uzbekistan, arranged horizontally and numbered 01 to 04. Each screenshot is framed by a colored arrow pointing right, indicating a sequence.

- 01:** Screenshot of the regulation.gov.uz/uz portal. The header features the national emblem and the text "O'ZBEKISTON RESPUBLIKASI NORMATIV-HUQUQIY HUJJATLAR LOYIHALARI MUHOKAMASI (BETA-VERSIYA)". A navigation bar includes "Foydalanuvchilar uchun" and "Davlat organlari uchun".
- 02:** Screenshot of the meningfikrim.uz/uz portal. The header features the logo "MENING FIKRIM" and the text "Жамоавий мурожаатлар портали". It includes language options for "Ўзбекча" and "Русский", and a "Кабинет" button.
- 03:** Screenshot of the my.gov.uz/uz portal. The header features the logo "my.gov.uz" and the text "Ягона интерактив давлат хизматлари портали". It includes a "Бош саҳифа" button and a menu with "Қандай бошлаш керак?", "Фуқаролар", "Бизнес", and "Янгиликлар".
- 04:** Screenshot of the opendata.gov.uz/uz portal. The header features the logo "O'zbekiston Respublikasi ochiq ma'lumotlar portali". It includes buttons for "Tizimga kirish" and "Ro'yxatdan o'tish", language options for "UZ" and "RU", and a search bar with "Izlash..." and "Kengaytirilgan" options.

Problem Statement

Though the e-government system and platform of Uzbekistan was created successfully, but the e-participation and citizen engagement is still low. Considering EGDI, in 2016-2018 years Uzbekistan almost did not rise in the rating of e-government. And in the e-Participation Index Uzbekistan declined in the rank. The country's e-participation indicators are still low.

The UN report mentioned that, Uzbekistan ranked 100th in 2014, 80th in 2016 and 81st place in 2018 in the EGDI. And in EPI Uzbekistan ranked 71st in 2014, 47th in 2016, 59th in 2018 (UN 2014, 2016, 2018). As you see, instead of increasing in the rank, country's place is declining in the EPI. And increasing in EGDI is very low.

However, Uzbekistan still faces obstacles towards the long-term success of its e-government system, especially in e-participation. It is logical to note that due to these changes, Uzbekistan place in the e-government and e-participation indexes should be increased. But that did not happen.

The using electronic services and opportunities by the citizens still low; the people's participation in the decision-making process of the government is not growing.

Considering the fact that the e-government system in Uzbekistan is based on the South Korean experience and development strategy, Korean experience of developing e-participation can be applicable for Uzbekistan and it had itself been a recipient of e-government assistance.

Objectives

General Objective

- ❖ The general objective of this study is to investigate the determinants of e-participation performance of South Korea and the Republic of Uzbekistan.

The Specific Objectives

- To assess the main factors, approaches and unique experiences of developing e-participation and define weaknesses of the development of e-government and e-participation in Uzbekistan.
- To analyze the modern trends of the e-participation in the world experience.
- To provide the possible recommendations about the findings.

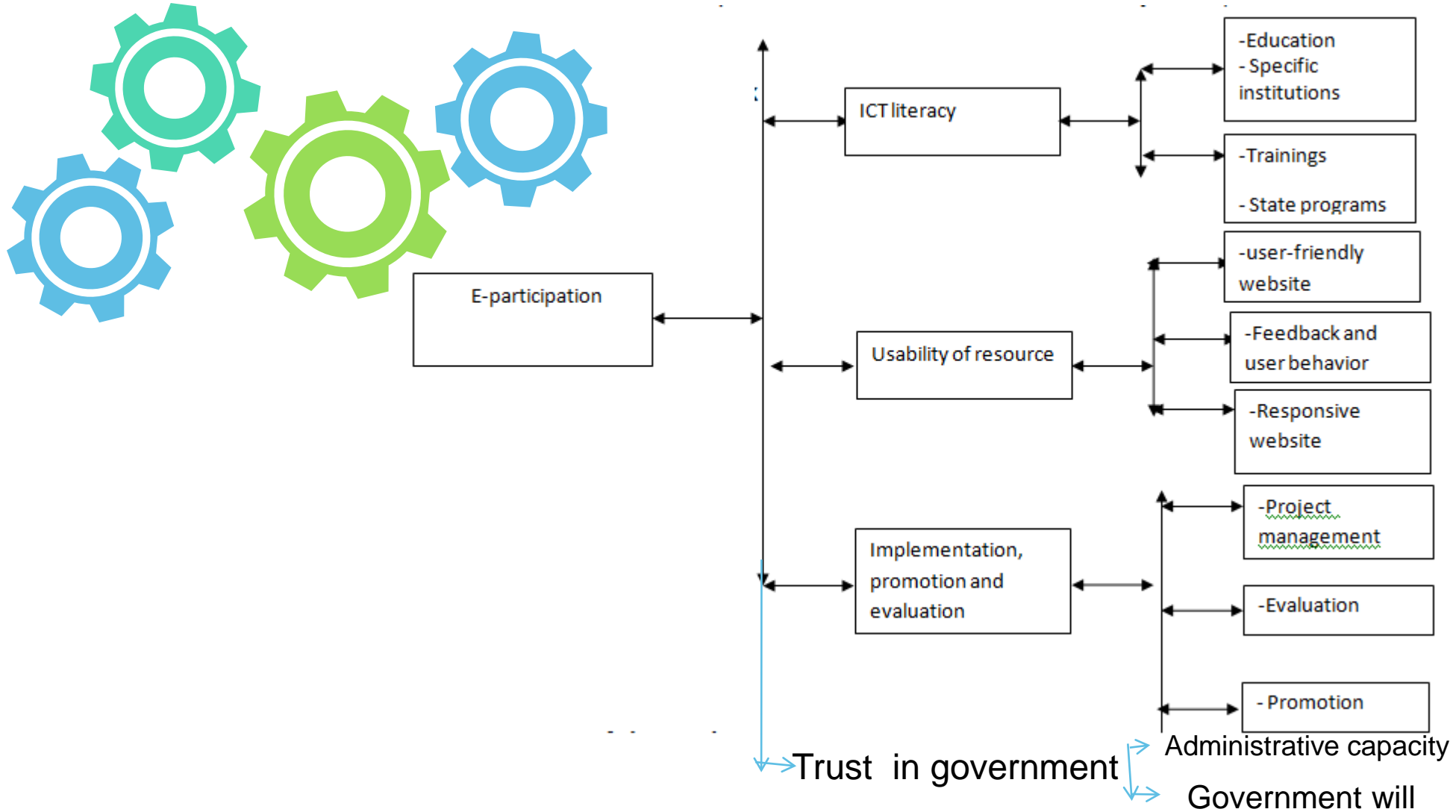
Research questions

❖ **Main research question:** What are the reasons behind the South Korea's e-participation achievements?

Sub-questions:

1. Although based on South Korea's advanced experience, why e-governments reforms did not achieve the desired results in Uzbekistan?
2. What are the strong features of Korean portals and weaknesses of Uzbek websites?
3. How does technical capacity has positive affects in using e-participation web-sites?
4. How implementation, promotion and evaluation of e-government resources has affect on e-participation?
5. What are the tools for increasing the citizens trust on government in e-participation process?
6. What are the best practices of Korea, which can be replicate in successfully utilizing e-participation in Uzbekistan?

Analytical Framework



Hypotheses

Hypothesis 1: The reason behind South Korea e-participation might be high level of technical capacity and high ICT literacy citizens are more likely to perform better in e-participation.

Hypothesis 2: Governments with a higher level of administrative capacity are more likely to perform better in e-participation.

Hypothesis 3: Citizen's online participation is positively associated with user-friendly and functionality, of e-participation websites.

Hypothesis 4: Technical capacity might have positive affect on using e-participation web-sites and ICT.

Hypothesis 5: Project management, promotion of services, post implementing evaluation have positive affect on e-participation.

Hypothesis 6: Greater willingness and administrative capacity of government will increase the citizen's trust on e-participation process.

Hypothesis 7: ICT education, ICT infrastructure, user-friendly websites, administrative capacity of the government, positive image of Korean ICT development are the best practices which brought South Korea on the top of e-government and e-participation rankings.



Research Methodology

Scope of the study

This research deals with comparative study and aims to look for similarities and differences of e-participation websites and to gain better understanding the advantages of Korean experiences.

Research design

The research dealt exclusively with comparative study. It is adopted due to the fact that the aim to seek explanations for similarities and differences or to gain greater awareness and deeper understanding for social reality in different national context. (Bryman, 2008)

E-participation websites

Public forum and discussions web-site:
Gwanghwamun 1st street (Korea) and Forum for discussions of regulative documents (Uzbekistan);
Petitions websites of both countries;
State services portals of both countries;
Open Data Portals of both countries.

Data sources

This research explains the similarities and differences and successful and failure case in National context. The research will utilize secondary Data from the sources listed below:

The minister of Interior and Safety (Korea)

Ministry of ICT (Uzbekistan)

Reviews of UNO

OCED Publications

Document and system review: others web based journals, books, documents

Research Methodology

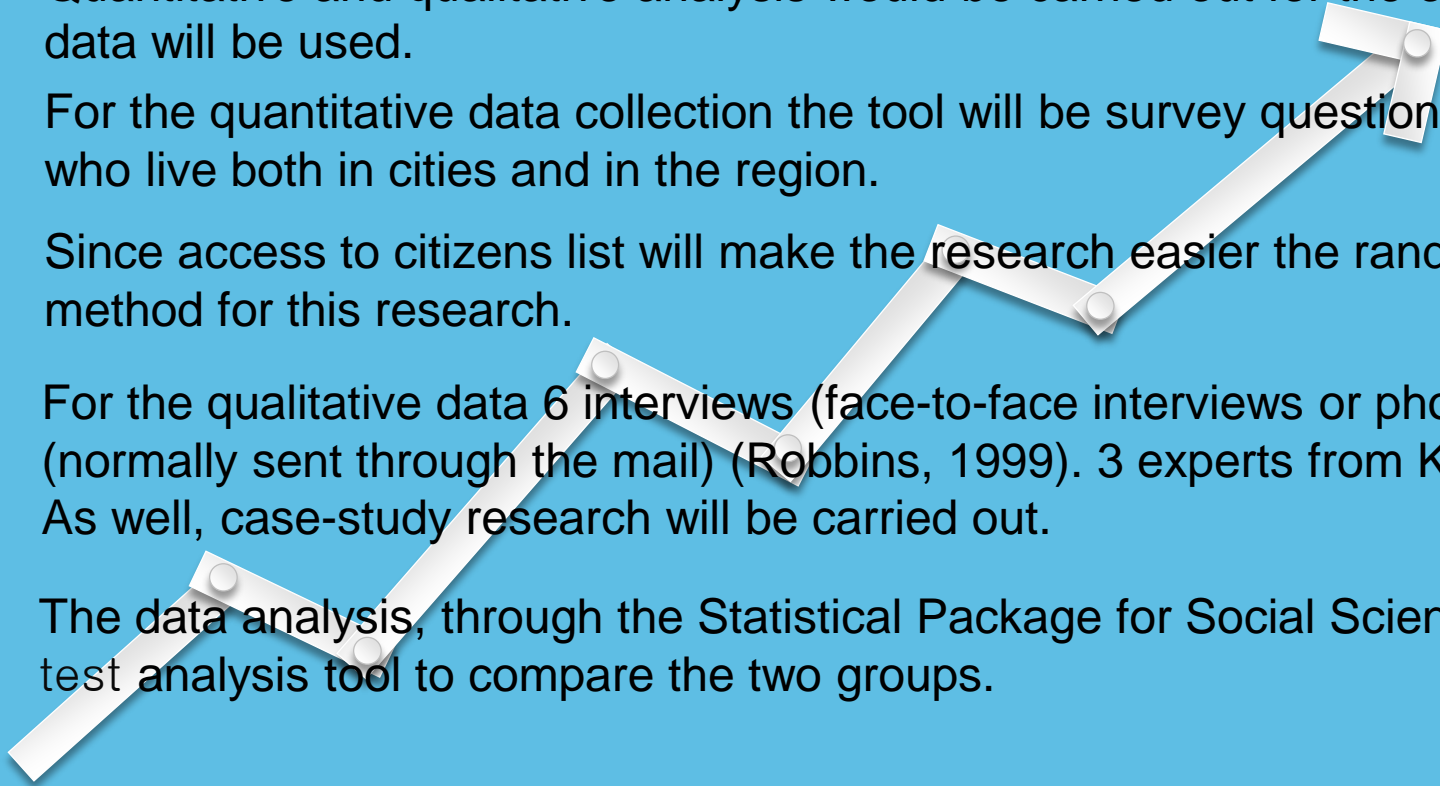
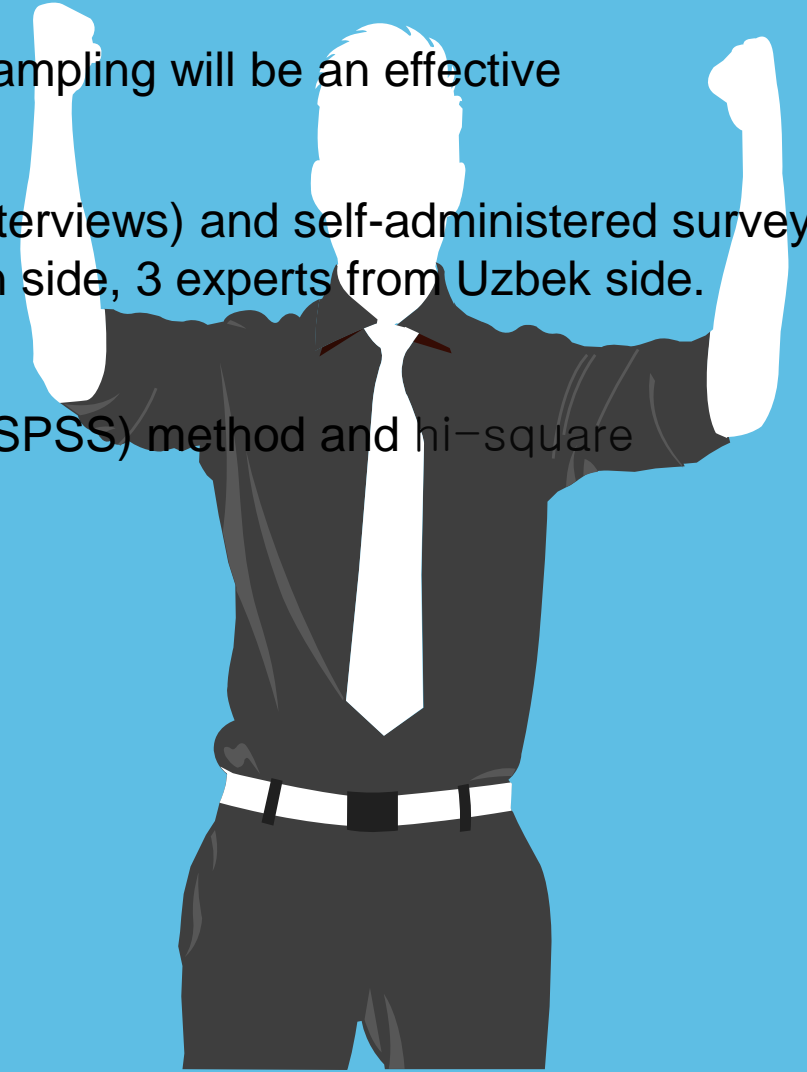
Quantitative and qualitative analysis would be carried out for the obtained data set. Primary and secondary data will be used.

For the quantitative data collection the tool will be survey questionnaires for 50 citizens from each country who live both in cities and in the region.

Since access to citizens list will make the research easier the random sampling will be an effective method for this research.

For the qualitative data 6 interviews (face-to-face interviews or phone interviews) and self-administered surveys (normally sent through the mail) (Robbins, 1999). 3 experts from Korean side, 3 experts from Uzbek side. As well, case-study research will be carried out.

The data analysis, through the Statistical Package for Social Sciences (SPSS) method and chi-square test analysis tool to compare the two groups.



Significance of the Study



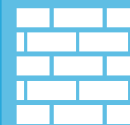
This study will try to identify the best practices of e-government and its main element – e-participation.



The study finding will have a significant benefit to the improving e-government system, citizen engagement of Uzbekistan



Uzbek researchers, and academician who may in the future want to conduct further research on the subject.



Moreover, it will help government policymakers for developing policies in the area of e-participation development.

Thank You!

