

# Uses of internet in municipal services and citizen participation in Korea



**Dr. John H. Lee**  
President  
KISDI



- ⇒ **Key Success Factors of IT Policies in Korea**
- ⇒ **E-government of Korea**
- ⇒ **L-government of Korea**
- ⇒ **Citizen participation and democracy**



# **Key Success Factors of IT Policies in Korea**

## ■ Visioning

- Korea Information Infrastructure Initiative: 1995
- The Basic Plan for Informatization Promotion: 1996

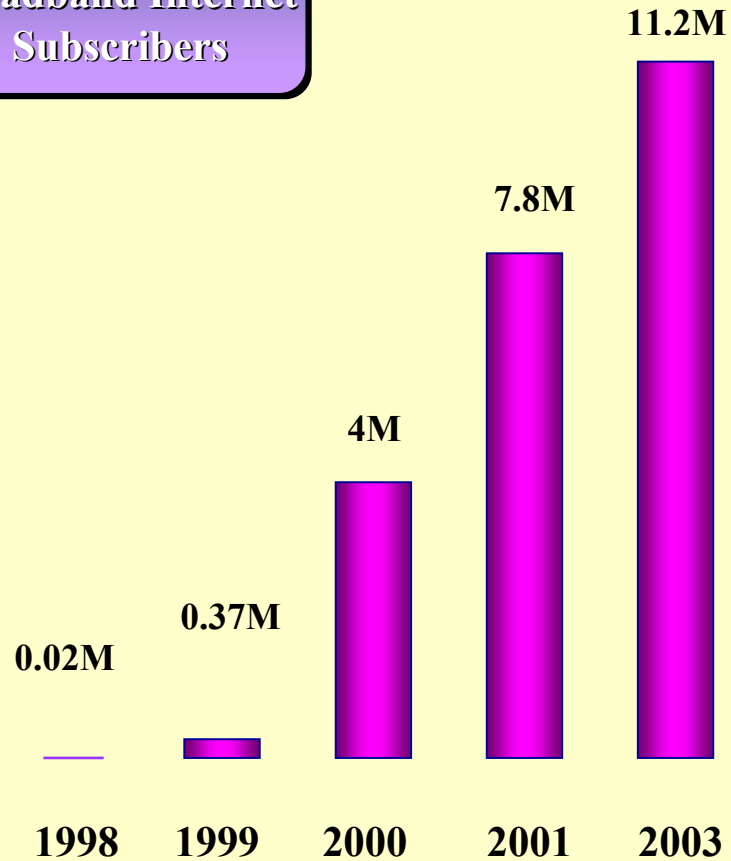
## ■ The Master Plans for Informatization Promotion

- 3 stages for every 5 years

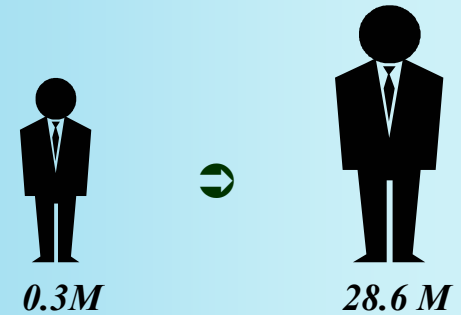
Title	Basic Informatization Promotion Plan	Cyber Korea 21	e-Korea vision 2007
Period	1996~2000	1999~2002	2002~2007
Vision	Attain world-class informatization levels by 2010	Build a leading knowledge-based society	Build e-Korea as the global leader



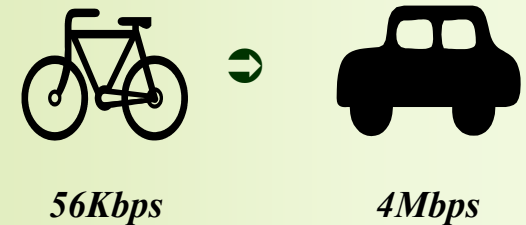
Broadband Internet  
Subscribers



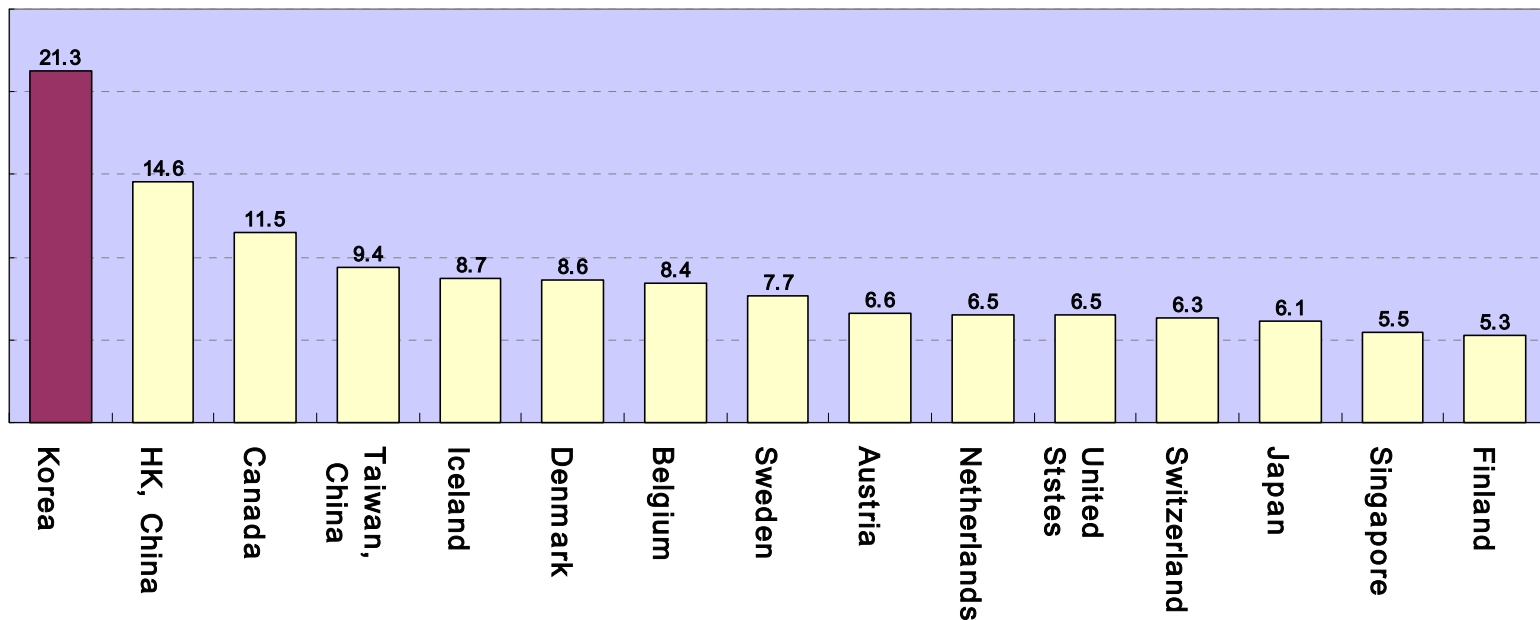
Internet  
Users

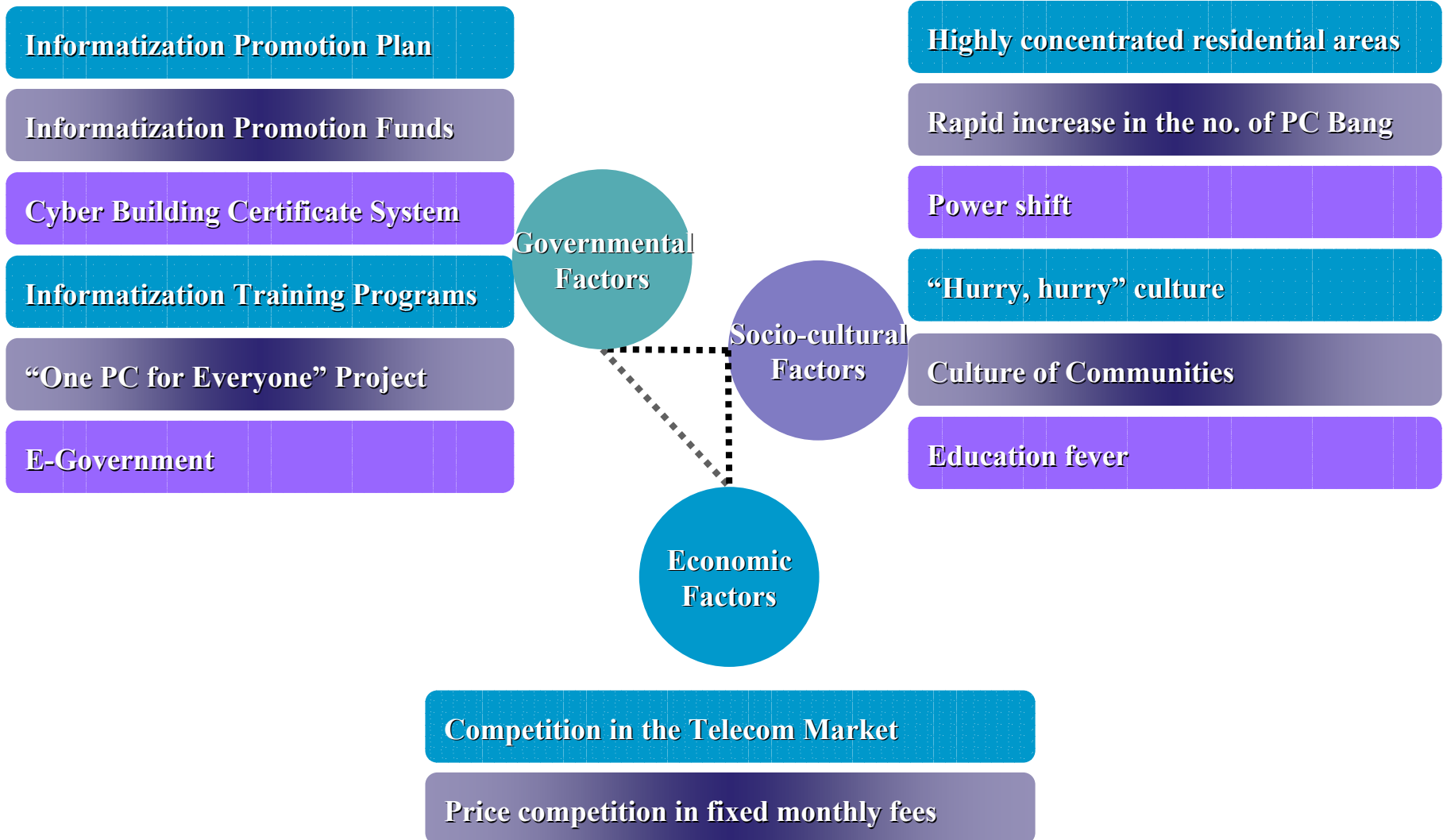


Transmission  
Speed



- ITU (July 2003): Korea is ranked 1st among OECD member countries for Broadband penetration rate per 100 inhabitants







# **E-government of Korea**

- **Create a leading government-wide service**

- government services available to any citizen, anywhere with one mouse-click
- citizen-centered government by “Single Window e-Government”

## E-Government of Korea

- **Create a market-based government that supports private business**

- Supports private business
- Expand e-Commerce between the public and private sector
- Integrate government procurement into an online Single Window
- Government practices more transparent and accessible to contractors and businesses

- **Create an effective, transparent and more democratic government**

- Government services available to the public in real-time
- Interactive communications between government employees and citizens over the Internet

## Innovative way of government work process

Paper based work



System based work

Work processing by department



Work processing by flow of service

## Civil service Innovative

Service by agency and visits



One-stop, online service

Partial participation [opinion polls]



Online voting

## Information Management Innovative

Management by agency, by work



Government-wide, integrated management

Department standard



Standard and interconnection

# 10 major agenda of e-Government by implementation area

## Principle

## Sector

## Agenda

Providing customized services that respond to the needs of citizens

**Government Work Process Reform (G2G)**

- 1 Digitalized work processes
- 2 Increased usage of administrative information sharing
- 3 Work process reorganization by service type

Informatized work processes and sharing of information in government

**Civil/Business Services Reform (G2C, G2B)**

- 4 More focus on the quality of civil services
- 5 More focus on the quality of business services
- 6 Increased civil participation in government affairs through e-government

Guaranteeing security, trust, and accessibility

**Information Resources Management Reform (common infrastructure)**

- 7 Integration and standardization of information resources
- 8 Reinforce information security systems
- 9 Strengthen manpower and organizations for informatization

**Regulation / Institution Reform**

- 10 e-Government related regulation/institutions reform



# 31 Priority Project of e-Government by agenda

## Work Flow Innovation

Online work process

Expand shared administrative database

EPR for service-oriented administration

1. Digitalize the whole process of documentation
2. Build integrated information system about FIMS
3. Implement e-government at the local government
4. Build e-audit system
5. Implement the online National Assembly
6. Deploy an integrated legal system
7. Build integrated information system about personnel management
8. Establish information system about foreign affairs and trade
9. Manage state affairs at real-time
10. Expand administrative information sharing
11. Develop BRM(Business reference Model)



# 31 Priority Project of e-Government by agenda

## Civil service innovation

### Upgrade Civil service

12. Upgrade digital service

13. Integrated national security management service

14. Interconnect building and land registration system

15. Comprehensive taxation services

16. Integrated welfare information service

17. Integrated information services about food and drugs

18. Integrated employment information service

19. Online administrative judgment service

### Upgrade business service

20. one-stop service for business support

21. Integrated information service about national logistics

22. e-trade services

23. Integrated support services for foreign firms

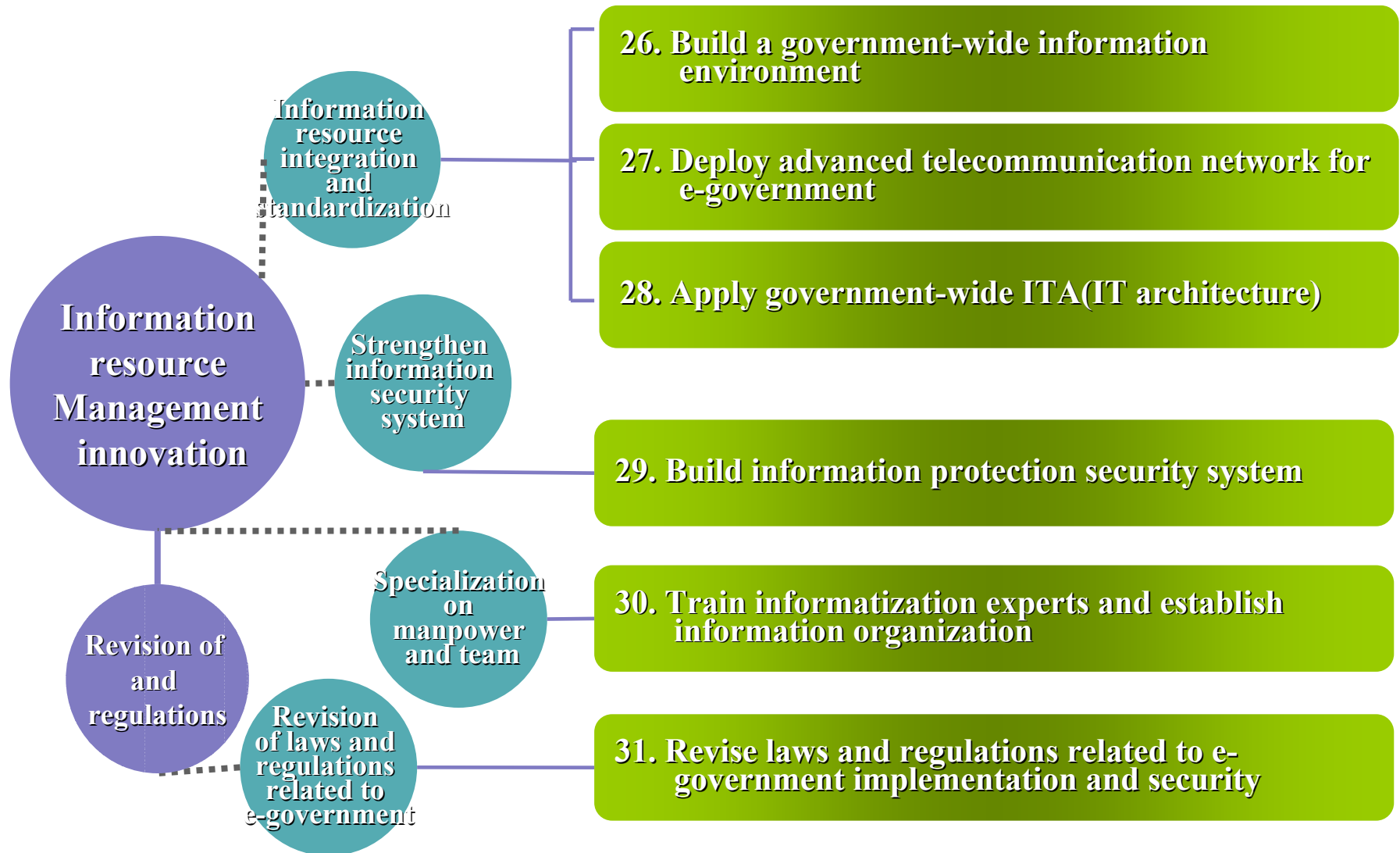
24. Support for the export of e-government solutions

### Online Participation of the citizens

25. Online participation of the citizens



# 31 Priority Project of e-Government by agenda



**Making a competitive government**

- Improve the quality of resident's life
- Enhancing efficiency of administration affairs
- Supporting revitalization of local economy

**Local Information Revolution****Local resident****Local  
self  
government****Support****Central  
government**



## I. Improvement in project system

- Establishing a basic Local Information Revolution Plan based on regional conditions
- Establishment of master plan for improving information capabilities of city, district wards
- Nominating CIO (Chief Information Officer)

## II. Training local government employees and residents to enhance their capabilities to use information technology

- Bridging the digital divide widened by disproportionate information distribution and rapid social changes brought about by advances in technology and communications
- Extending education opportunities to local residents and implementing user-oriented education

## III. Measuring local governments level of information capabilities

- Suggesting the right policy direction for each local government after evaluating five areas such as support to digitalization, investment, facilities, organization/manpower, and utilization of WHAT?
- Survey on the ability and status of local government in carrying out the digitalization project
- Distribution of findings report to all local bodies and related agencies



## IV. Distribution and operation of Internet public civil affairs administration system

- Providing information on the whole civil affairs administration progress online to gain credibility and transparency in civil affairs
- Expansion of Internet civil affairs service by combining electronic authentication system

## V. Informatization Model Village Project

- Building a standard model village and spreading the model nationwide → Spreading the Informatization wave and bridging the information divide in an early period
- Establishing Village Information Center
- Building an Internet environment for each household
- Resident Informatization education and PR

## VI. Distributing e-mail accounts and encouraging e-mail use

- Increasing efficiency in information flow and spreading the wave of information revolution by encouraging all local government employees and local residents to use e-mail accounts
- Free e-mail accounts are distributed to local residents



## VII. Building state-of-the-art local administrative information network

- Modernizing communications equipment of local administrative information network and realizing high-speed communications

## VIII. Project to digitalize city, district, and ward administration

- Building a common information pool and improving the local administrative system
- Providing various services nationwide regardless of time and space

## IX. Establishment of mid to long-term plans for local administrative information network development

- Management and operation of local administrative information network
- Security check to strengthen local administrative information network

<http://www.invil.org>  
[Gateway to IMVs]



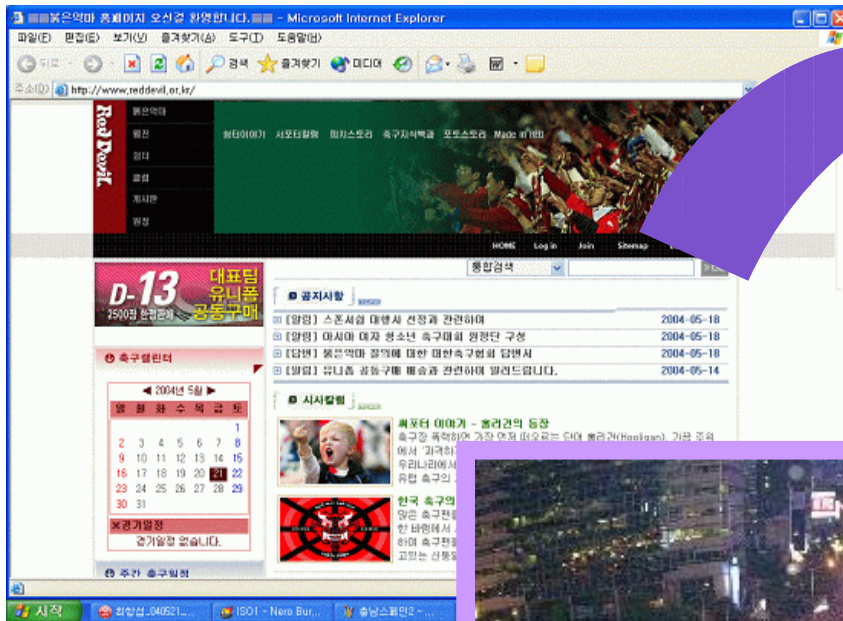
[Best IMVs]  
(serviced also in Spanish)



Citizen participation in political and public affairs via the internet : a social phenomenon

Challenging the political old guard

Power of online discussion forums for the grass roots



## 2002 World Cup Soccer Finals

: Red Devil's homepage  
→ one million people  
in the street





## Candlelight Vigil

- : two middle school students
- crashed by American army's tank
- : no one was guilty
- : Anti-American army homepage →
- two hundred thousand people in the street





## RHOSAMO

(people who love Rho Moo-Hyun)

- : decisive factor in the 2002 presidential election
- : RHOSAMO homepage → demonstration for the solidarity of the young in the election

**toward decentralized government through informatization**

- autonomy of local government
- network of local governments

**toward democracy through informatization**

- citizen participation



**“The future of  
the global information society  
is upon Korea”**

**Far Eastern Review (2002.6)**