ICT for Citizens and Civil Society Engagement in Reconstruction and Recovery Strategies: Case of Russia

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Content

• Information Society and recent trends
• Crowdsourcing and Social Network Services
• Recovery in the Information Society
• Russian Best Practices and Lessons Learned
• Use of ICT by Citizens
• Next Steps
The Information Society

The Information Society technologies

– help to build capacity to operate effectively in complex, interdependent networks of organizations and systems across the public, private and non-profit sectors to co-produce public value

– provide new kinds of opportunities for communication and collaboration between main actors

– empower ordinary citizens and businesses to address public concerns and requests directly to governments

– provide effective sharing of best (and worst) practices which can speed innovation globally
Technological Trends

• Mobility
• Broadband
• Cloud Computing
• Web X.0 (Social Networks Services, Open (Linked) Data, Semantic)
• Digital Objects Architecture
## Governance

<table>
<thead>
<tr>
<th></th>
<th>Industrial Society</th>
<th>Information Society</th>
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<tbody>
<tr>
<td>Democracy</td>
<td>Representative</td>
<td>Participatory</td>
</tr>
<tr>
<td>Citizens</td>
<td>Passive Consumers</td>
<td>Active Partners</td>
</tr>
<tr>
<td>Politics</td>
<td>Broadcast, Mass, Polarized</td>
<td>One-to-One</td>
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<tr>
<td>States</td>
<td>National, Monocultural</td>
<td>Global, Local, Virtual, Multicultural</td>
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Source: *Don Tapscott*
Crowdsourcing and Social Network Services

• Last years social networking revolution provides
  – unprecedented possibilities to involve citizens in producing and more fairly distributing public value
  – citizens engagement via decreasing the distance between government and the people through the use of social media, mobile devices and mapping tools
  – citizens participation through online deliberation, consultations, surveys and other communication modes
  – commitment to open data that provide citizens and businesses with access to much more public sector information in easy to use, searchable electronic formats
Recovery after Natural Disasters in the Information Society

• Main question: How to use the power of ICT for citizens and civil society engagement in reconstruction and recovery

• Let us start from a few best practices and lessons learned from Russia

• Many good examples from other countries were already demonstrated during the Workshop
RUSSIAN BEST PRACTICES AND LESSONS LEARNED
http://russian-fires.ru

Map of Help for Fires Victims
http://www.facebook.com/group.php?gid=120852781296494
Facebook Group for Map of Help for Fires Victims
http://www.holoda.info

Map of Help for Cold Victims
http://rosyama.ru
Fix Your Street in Russia

Tatiana Ershova, Yuri Hohlov
http://daisignal.ru
Give a Signal
http://www.rospil.info
Anticorruption in Russia
GENERAL FRAMEWORK FOR USE OF ICT BY CITIZENS
Russian Regions e-Readiness Index, 2004-2010

- Since 2004
- About 80 indicators used
- Monitoring system approved by the Council under the President of the Russian Foundation on the Information Society in November 2010
ICT Use by Households and Individuals: Factors of Influence

- ICT infrastructure and access
- Affordability
- Preparedness
- Motivation

Source: IIS, Russian Regions e-Readiness Index, 2004-2010
ICT Use by Households and Individuals: Objective Factors of Influence

ICT infrastructure and access
- Level of economic development
- Human Capital
- Concentration of population / urbanization
- Innovative capacity
- Business environment
- Public policy

Affordability
- Level of economic development
- Business environment
- Infrastructure

Income
Prices for ICT services

90%
ICT Use by Households and Individuals: Subjective Factors of Influence

Preparedness
- Level of education
- ICT use in education
- ICT skills, training different target groups
- Awareness building

Motivation
- Need (material, social, safety, spiritual)
- ICT services supply
- Influence of social environment (state, education, job requirements; family, mass media, reference groups)

2011-06-22
Tatiana Ershova, Yuri Hohlov
Benchmarking as Enabler and Motivator

Benchmarking enables and motivates:
- To determine how well current practices compare to others practices
- Experience best practices in action
- Locate performance gaps
- Prioritize opportunities and areas for improvement

There are three types of measures:
- **Natural** - is already in use, can be easily connected to a benchmark objective, e.g. money spent on ICT in the budget
- **Proxy** - connected to a benchmark objective, e.g. information society = number of broadband connections
- **Constructed** - describe different levels of achievement and assign numerical values

To benchmark “citizen-centricity” is an example of a constructed measure when there is no clear understanding how something should be measured.

*Schellong, EUeGovBe*
### Measuring the Information Society

**Source:** ITU, 2010

<table>
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<tbody>
<tr>
<td>• Endorsed a core list of ICT indicators developed by the Partnership on Measuring ICT for Development</td>
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</table>

<table>
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<tr>
<th>The list includes, i.a., indicators on ICT access and use by households and individuals</th>
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<tr>
<td>• ICT access refers to availability of ICTs within the home</td>
</tr>
<tr>
<td>• Use of ICT refers to use by one or more individuals of the household, whether at home or elsewhere</td>
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<th>At the global level, ICT household statistics are limited, the measurement is in poor state</th>
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<tr>
<td>• Lack of comparability between statistics collected by countries</td>
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<tr>
<td>• Lack of information about surveys (metadata)</td>
</tr>
<tr>
<td>• Lack of adherence to the core ICT indicator standards in some areas</td>
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</tbody>
</table>
Core Indicators on Access to, and Use of, ICT by Households and Individuals

- Proportion of households with a radio
- Proportion of households with a TV
- Proportion of households with a telephone
- Proportion of households with a computer

- Proportion of individuals who used a computer (from any location) in the last 12 months
- Proportion of households with Internet access at home
- Proportion of individuals who used the Internet (from any location) in the last 12 months
- Location of individual use of the Internet in the last 12 months

- Internet activities undertaken by individuals in the last 12 months (from any location)
- Proportion of individuals with use of a mobile cellular telephone
- Proportion of households with access to the Internet by type of access (narrowband, broadband [fixed, mobile])
- Proportion of households with electricity

Source: MANUAL for Measuring ICT Access and Use by Households and Individuals, 2009
Access to, and Use of, ICT by Households and Individuals in Russia

- Russia is lagging behind leading countries in most of indicators.
- The value and the growth rate of a number of indicators is quite low.
- Russia shows high values for some infrastructural indicators (e.g. number of mobile subscriptions, proportion of households with TV, etc.).
- Russia demonstrates low values for the indicators related to general level of socio-economic development, confidence and social activity (e.g. Residential phone installation, Households with PC, Use of virtual social networks, Impact of ICT on access to basic services).
- Russia displays high values for ICT use by households and individuals in the regions with high level of economic development – regions with extractive industry and megalopolises.
- Russia records low values of ICT use by household and individuals in regions with low level of average gross regional product per capita.

Source: IIS, 2007-2010
e-Development Framework

Source: Implementing e-Development: A Road Map for Action.
Robert H. Smith School of Business. University of Maryland

- e-Development
- Basic Definition
- Diagnostic and Needs Assessm.

Road Map

ICT Roadmap
- e-Leadership
  - Public sector
  - Private sector
  - Civil Society
- Designing Strategic Portfolio
  - National ICT Framework
- Mobilization of Resources
  - Economic resource
  - Human Capital resources
  - ...
- Implementation Strategy
  - e-Government
  - e-Commerce
  - e-Recovery
- Evaluation
- Impact Analysis
  - Development
  - Economy
  - Government
- Feedback

Political coalition building throughout the process
Next Steps

• Need for a Reconstruction and Recovery Strategy Framework on national and subnational level which will cover all situations (pre-disaster, disaster, post-disaster)

• For all above situations ICT can be used in a different ways and best practices need to be collected worldwide (not only for citizens, but for gov’t and businesses)

• Guidelines need to be provided how to implement such a strategy

• Monitoring system with a proper set of measures for use of ICT for reconstruction and recovery after natural disasters need to be elaborated on the global level
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