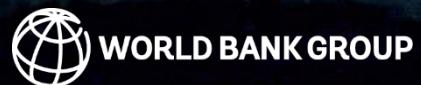




Connected Government

PUBLIC SERVICE DELIVERY IN THE DIGITAL ERA

NOVEMBER 2016– KUALA LUMPUR, MALAYSIA



Can data driven government help achieve goals of 11th Malaysia Plan?

Enhancing **inclusiveness** towards an equitable society



Uplifting B40 households towards a middle-class society

Transforming public service for productivity

Why? Is productivity important for Malaysia

Greater emphasis on increasing productivity to achieve a more sustainable, inclusive, and high rate of economic growth

Why data driven government?

Good for government

- Efficiency savings
 - Manchester municipal government – public data initiative with an estimated 6.5 million GBP saved
 - Danish e-Government strategy – projected 26 million EUR annual savings
- Better public services
 - Data as a management tool to improve service delivery quality (public health, disaster response, public works)

Good for citizens

- More transparency, accountability and trust
 - Budget transparency and trust in government

Good for business

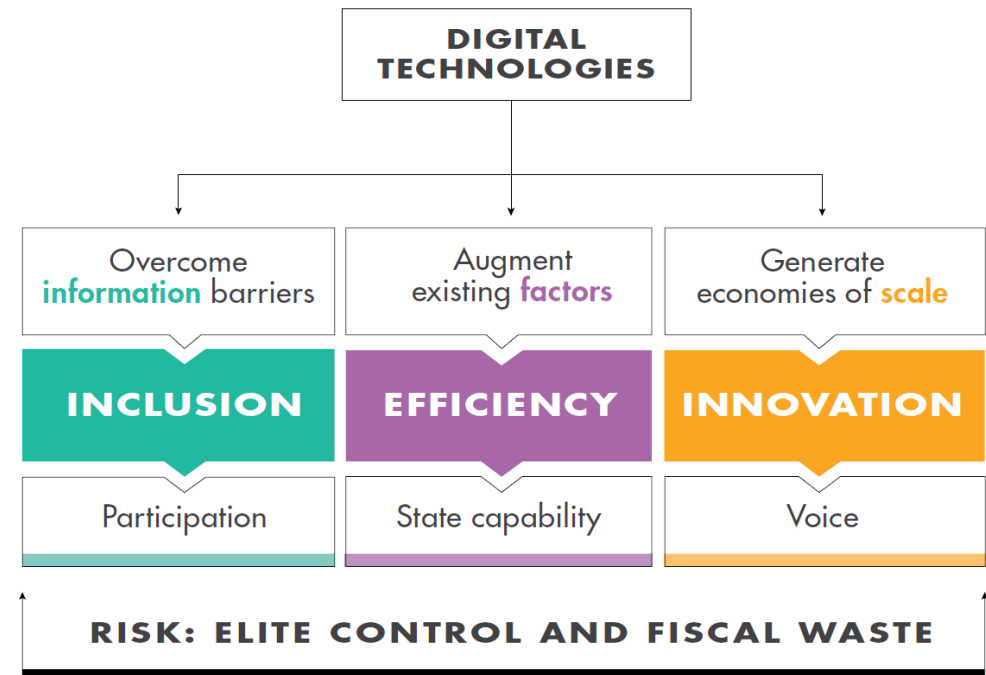
- Data creates significant economic value
 - ODI study – companies using, producing or investing in open data – combined annual turnover of 92 billion GBP, more than 500,000 people employed
 - SMEs profit most from free access to data – 15% faster growth compared to no free access

How do digital technologies affect public service delivery?

Hypothesis: digital technologies can strengthen government capability and empower citizens through three mechanisms

But outcomes depend on institutional conditions, and risks exist

A framework for digital technologies and public service delivery



What is the impact of digital technologies on public services?

Impact of digital technology on public services: a scorecard

Channel	Impact of technology	Main problem to address	Do digital technologies solve the problem?
Informing citizens and giving them an identity	H	Poor information and communication	<ul style="list-style-type: none"> • Yes, when poor information is the main barrier to improving service outcomes
Streamlining processes	M	High transaction costs; rent-seeking	<ul style="list-style-type: none"> • Sometimes, given the considerable heterogeneity of impacts across countries and the high risks and rewards of reforms
Receiving user feedback	M	High transaction costs; rent-seeking	<ul style="list-style-type: none"> • Yes, when citizens have an incentive to complain and services can be easily monitored • No, otherwise
Improving service provider management	L	Information asymmetries	<ul style="list-style-type: none"> • Yes, for reducing ghost workers and absenteeism • No, for improving provider accountability for services that cannot be easily monitored

Observations

Data and digital governance can help Malaysia achieve its 11th RKM goals

Digital technologies and access to information have a mixed impact on improving public service delivery outcomes

- Technical innovation and openness matter – but impacts are conditional on quality of institutions, and risks exist

Most effective where:

- Poor information or poor access to information are main barriers to improving service outcomes;
- Specific, measurable and attributable service delivery failures occur, and incentives for citizen voice and government action are aligned;
- Strong and vibrant community of data users (within government, civil society, business and academia) keeps demand pressure high

Generally, digital technologies reinforce, not replace, accountability relationships between citizens and government – and compliment, rather than substitute, for existing government capabilities

Thank you

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