



## Study Visit on Advancing E-Government for the Implementation of 2030 Agenda for Sustainable Development

### Innovation in Service Delivery to Reach the Furthest Left Behind



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# 1. Innovation in public service delivery essential for SDG implementation





## 1. Innovation in public service delivery essential for SDG implementation

- Out of 17 SDGs, **13** Goals have contents related to public service delivery. Among 169 targets, **59** targets related to public service delivery. Among 221 indicators, **66** require some specific public service delivered by public institutions.
- The links between the 2030 Agenda and public service delivery are found not only in Goal 16 related to effective, accountable and inclusive institutions but **across all the 17 interconnected goals**
- **Most of the SDGs are delivered to people through public services – to address basic human needs, particularly to the furthest left behind**



## 1. Innovation in public service delivery essential for SDG implementation

- **The bottom 20% remain typically marginalized, without access to the formal economy and to the formal market for basic services**
- **Governments need to innovate their institutions, systems, and processes** – how they can support coherent policy frameworks, institutional arrangements and make decisions by engaging all stakeholders – to achieve the SDGs.
- **Governments need to rethink how they will provide services to leave no one behind** – monitor and evaluate the implementation of the SDGs and how they will mobilize funds and ideas to promote prosperity for all



# 1. Innovation in public service delivery essential for SDG implementation

- Governments have to find ways to more effectively **create public value through effective, inclusive and people-oriented service delivery**
- People increasingly expecting:
  - ✓ *more personalized services that fit their unique needs;*
  - ✓ *greater degrees of transparency, accountability and effectiveness of a variety of governmental services; and*
  - ✓ *more significant participation in decision-making processes*



# 1. Innovation in public service delivery essential for SDG implementation

- Governance is not the sole prerogative of governments, though still central to society - innovative partnerships are crucial for the success of the SDGs
- Public and private key development actors are engaged in one way or another in public service delivery
- The relevance of **local delivery models based on the active engagement of citizens** in the changes that may directly affect their lives\*

\*UNDP <http://www.undp.org/content/undp/en/home/librarypage/capacity-building/global-centre-for-public-service-excellence/Collaborative-Capacity-in-Public-Service-Delivery.html> and Open Government Partnership <https://www.opengovpartnership.org/theme/public-service-delivery>



## 1. Innovation in public service delivery essential for SDG implementation

- **Innovation** - a creative idea which is implemented to solve a pressing problem of public concern; i.e., a solution to a governance challenge - it is the act of conceiving and implementing a new way of achieving a result and performing work
- **Innovation** can refer to new products, new policies and programs, new approaches, and new processes.





## 1. Innovation in public service delivery essential for SDG implementation

- **Innovations** can lead to building a new block of an institution, and change the relationship between levels of government and within government departments
- **Innovation** is not an end in itself, but rather an instrument to improve services for the benefit of all

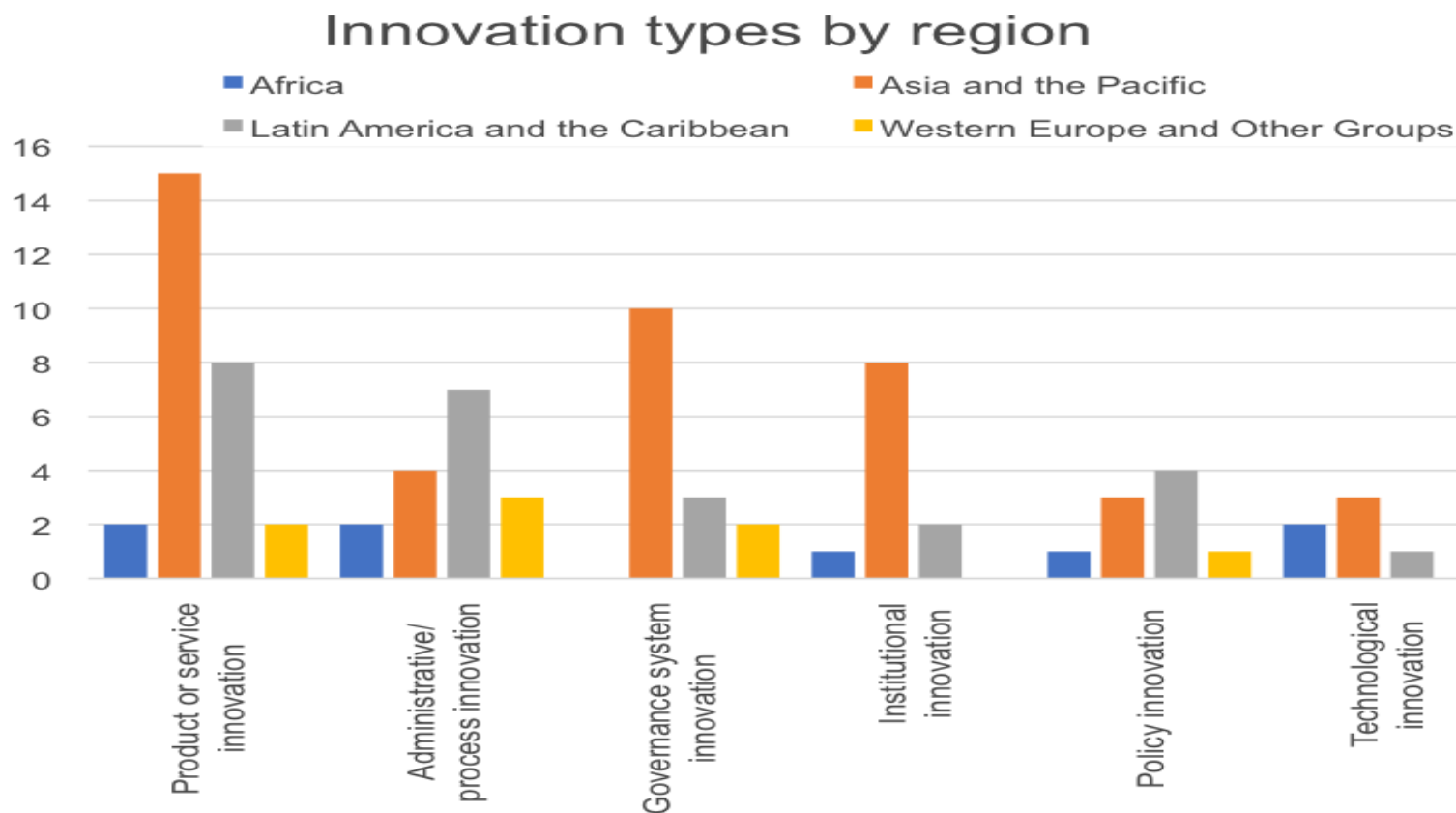


## 1. Innovation in public service delivery essential for SDG implementation

1. **Institutional and organizational innovation**, particularly collaborative governance frameworks (whole-of-government and whole-of-society approaches) to deliver integrated services;
2. **Transformation of leadership and public officials' capacities;**
3. **Process innovation**, including innovative channels and mechanisms for partnership building and people engagement;
4. **Organizational culture** to promote integrity, the principles of the 2030 Agenda, knowledge sharing and management for innovation, transparency and accountability; and
5. **Leveraging the potential of ICTs - creates new opportunities for innovation**



# 1. Innovation in public service delivery essential for SDG implementation

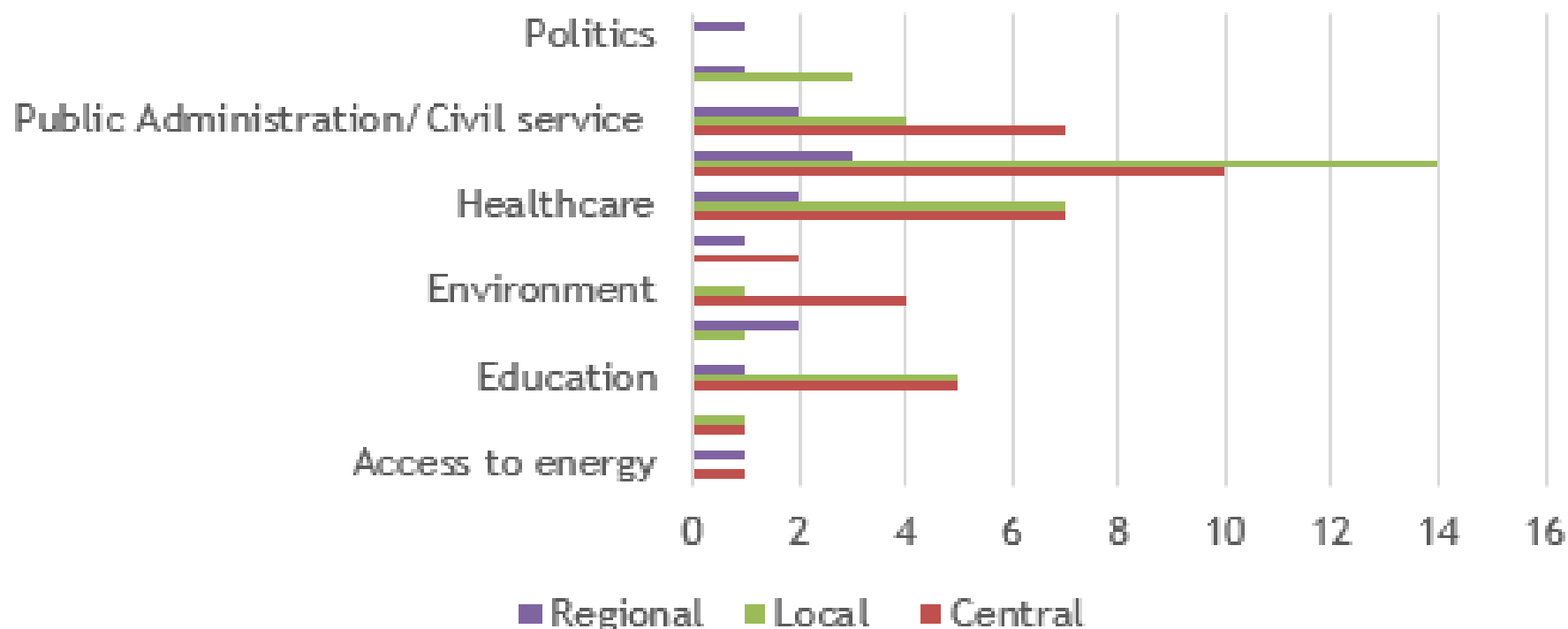


Source: UN Public Service Awards Analysis



# 1. Innovation in public service delivery essential for SDG implementation

## Area of innovation by level of government



Source: UN Public Service Awards Analysis



## 1. Innovation in public service delivery essential for SDG implementation

➤ **Five main principles should guide innovation efforts in service delivery:**

- 1. Access** – *expanding the coverage or enhancement of quality service delivery to vulnerable groups is critical to inclusive, sustainable development – CRVS (Target 16.9)*
- 2. Quality** – *the degree of excellence of services; availability and convenience to the public; speedy processing of application or claims*



## 1. Innovation in public service delivery essential for SDG implementation

3. ***Inclusion and responsiveness to the needs of the furthest left behind*** - disaggregated data is vital to understand the needs of the vulnerable groups
4. ***People-driven and personalized services*** – people engaged in designing the services
5. ***Transparency and accountability of service delivery*** – to ensure resources going to the most vulnerable groups



## 2 . Defining, Identifying and Measuring Vulnerability





## 2. Defining and identifying vulnerability

### Defining vulnerability

- ✓ **Vulnerability refers to the exposure of human beings, their livelihoods, and their assets to hazard events, such as natural disasters or conflict**
- ✓ **Vulnerability can stem from external shocks ranging from macroeconomic instability to historical, cultural, social, environmental, political, and economic conditions of a given setting**
- ✓ **Different international organizations have different definitions**





## 2. Defining and identifying vulnerability

### **2030 Agenda overarching principle - Leaving No One Behind**

- ✓ Children – child labor, children trafficking
- ✓ Youth – 15-24 aged 1.8 billion, 23% world population (young girls) – Africa youngest continent
- ✓ Persons with disabilities – over one billion, 15% world population
- ✓ Older persons – 2 billion by 2050, from 12% to 22% of total population



## 2. Defining and identifying vulnerability

### **2030 Agenda overarching principle - Leaving No One Behind**

#### ✓ Women

✓ People living in poverty – 800 million people living on <\$1.25 (women 35% more likely to live in poverty in US)

✓ Migrants/IDPs/Refugees – 1 billion migrants, 65 million forcibly displaced

✓ Indigenous people – 370 million, 5% world population in 90 countries



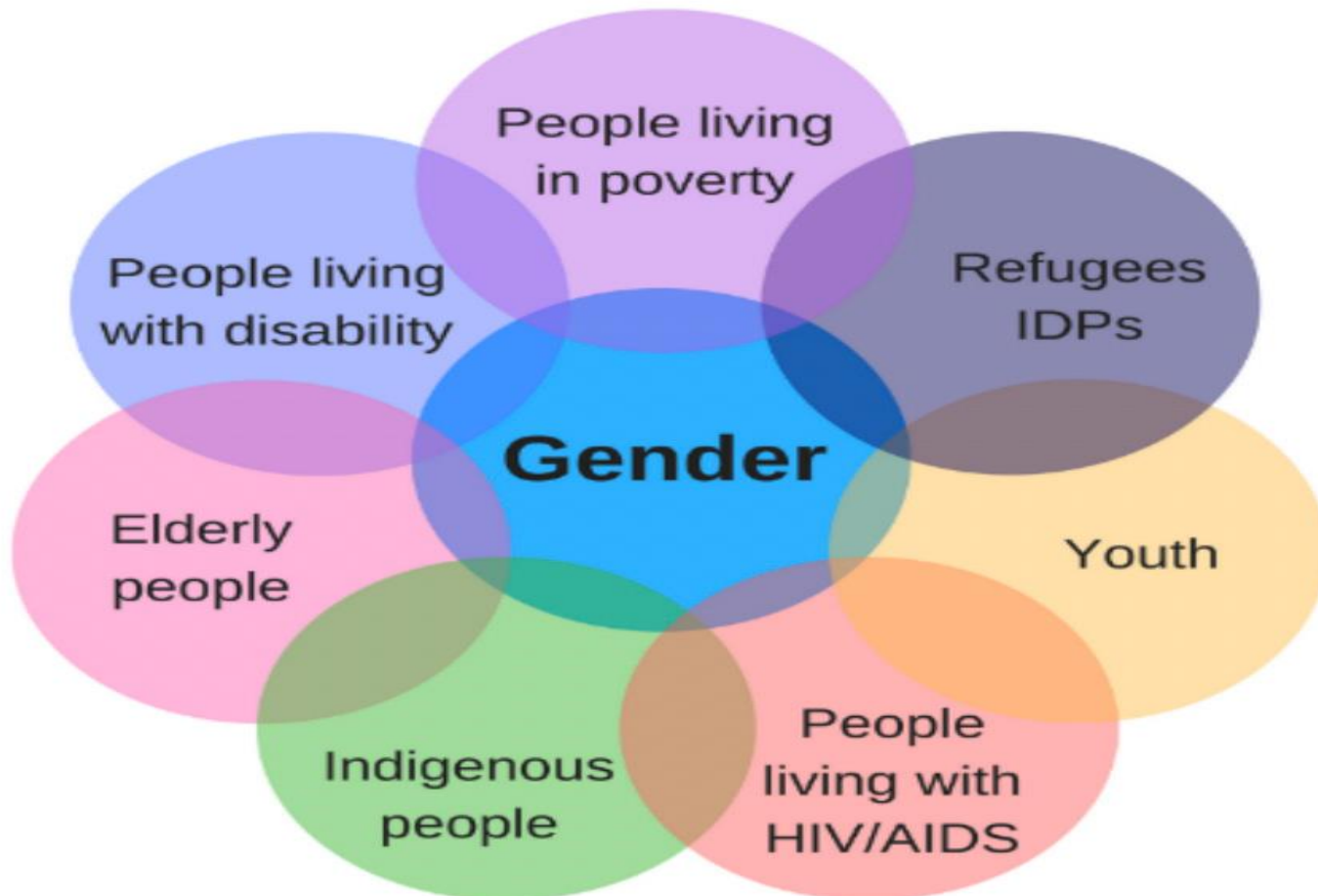
## 2. Defining and identifying vulnerability

- ✓ **Vulnerable groups are a considerable part of the world's population**
- ✓ **Measures taken to address vulnerability are gender-sensitive, given that gender sharply magnifies the existing vulnerabilities found in each group**
- ✓ **Lack of a standardized approach (tier 3 data)**



## 2. Defining and identifying vulnerability

**Gender – cross-cutting issue exacerbates existing vulnerabilities**





## 2. Measuring vulnerability

- **Methods and Challenges of Measuring Vulnerability**
  - ✓ **Accurate, timely, disaggregated and reliable data collection is critical for policy design and implementation (UN 2020 World Population and Housing Census Programme )**
  - ✓ **Data collection and management play a key role in ensuring that vulnerable groups and their needs are correctly identified**



## 2. Measuring vulnerability

### ➤ Monitoring and Evaluating

- ✓ Member States should not only encourage participation from parliaments and other institutions in the country in its review process, but also include the participation of **“indigenous peoples, civil society, the private sector and other stakeholders, in line with national circumstances, policies and priorities” \***



## 2. Measuring vulnerability

- **Supreme Audit Institutions (SAIs), parliaments, and open government data (OGD) also contribute much to the process of follow up and review**
  1. As institutions independent from the government, SAIs externally monitor and review actions the government undertakes\*.
  2. Parliament also monitors, reviews, and supervises the government, often working closely with SAIs to efficiently provide oversight\*



## 2. Measuring vulnerability

3. Making OGD more accessible is especially critical, given the need for participatory decision-making to successfully implement the SDGs at national and sub-national levels
4. Commitment to engage with the public is especially important for vulnerable groups, as it provides a much-needed opportunity for their voices to be heard and their needs to be addressed.





# 3. Innovate Public Service Delivery to Vulnerable Groups by Leveraging ICT and Digital Government





### 3. Innovate Public Service Delivery to Vulnerable Groups

## Precise Poverty Relief with Big Data (Guizhou Province, China) (1)



XINHUANET

Sunday, 1

### China Focus: Big data helps poverty-relief in Chinese villages

Source: Xinhua | 2017-05-30 09:41:23 | Editor: An

- **Guizhou Provincial Poverty Alleviation and Development Office (GPPADO) score the degree of poverty for each poor household and develop customized public services based on big data analysis.**
- **Households with a score of less than 60 points are evaluated as poor, those between 60 and 80 points are regarded as an at-risk group to slip back into poverty, and those above 80 points are described as above the poverty line.**



### 3. Innovate Public Service Delivery to Vulnerable Groups

## Precise Poverty Relief with Big Data (Guizhou Province, China) (2)



XINHUANET

Sunday, 1

### China Focus: Big data helps poverty-relief in Chinese villages

Source: Xinhua | 2017-05-30 09:41:23 | Editor: An

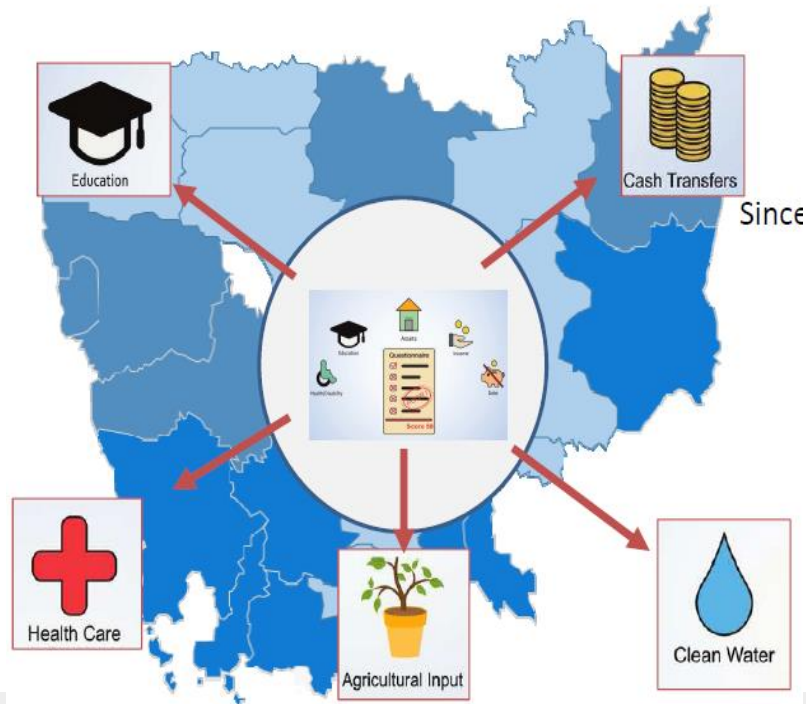
- **"Before the introduction of big data, poverty relief work was difficult because the information of residents was written by hand and passed to central authorities via a series of local officials, which could be hampered by corruption."**

Chinese Academy of Fiscal Sciences of the Ministry of Finance & UNDP in China (2016), Report on Sustainable Financing for Poverty Alleviation in China, <http://www.cn.undp.org/content/china/en/home/library/poverty/sustainable-financing-for-poverty-alleviation-in-china.html>



### 3. Innovate Public Service Delivery to Vulnerable Groups

## ID Poor Platform (Cambodia)



- ✓ Nation-wide standardised multi-dimensional poverty identification mechanism
- ✓ Provides regularly updated information on poor households to a large number of Government and non-governmental agencies to help them target services and assistance to the poorest and most vulnerable households
- ✓ Reduce duplication of effort and resources by different institutions and organisations
- ✓ Ensure that assistance is provided to those households who most need

<http://www.idpoor.gov.kh/en/home>

Presentation by Mr. Mok Khemerak, Director, Ministry of Posts and Telecommunications, Cambodia (delivered during 2017 UNDESA Regional Symposium)



### 3. Innovate Public Service Delivery to Vulnerable Groups



## Kanyashree Scheme for Young Girls (West Bengal, India)

- Conditional Cash Transfers to girls specifically those from socio-economically disadvantaged families
- To ensure that girls stay in school and delay their marriages till at least age 18
- The entire process from enrolment to bank transfer managed through a single app (includes facial recognition component to prevent misuse of funds)





## 3. Innovate Public Service Delivery to Vulnerable Groups



### Mobile Apps for Farmers (Kenya)

- Kenya Agricultural and Livestock Research Organization (KARLO) launched mobile apps to transform agriculture
- Provides information on farming technologies, farming tips, agro-weather, and agricultural markets
- Helps farmers to increase crop yields, access markets, and lower prices for consumers
- Ensures food security and nutritious diets of people



Photo: [https://expogr.com/detail\\_news.php?newsid=3\\_1&pageid=2&t=Kenya%20to%20adopt%20e-agriculture%20services](https://expogr.com/detail_news.php?newsid=3_1&pageid=2&t=Kenya%20to%20adopt%20e-agriculture%20services)

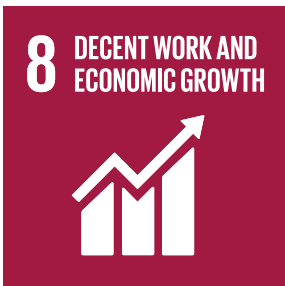
<http://www.fao.org/e-agriculture/news/karlo-launches-14-mobile-apps-transform-agriculture>

Photo: <https://www.facebook.com/Kalromkulima/posts/karlo-launched-httpasalkhubkalroorg-portal-and-3-mobile-apps-as-tools-for-dissem/1984663048423969/>





### 3. Innovate Public Service Delivery to Vulnerable Groups



## App *Gherbtina* for Syrian Refugees



- Users can search nearby available job positions
- Provides news on Turkish regulations regarding residence permits and registration requirements for Syrian students at Turkish universities

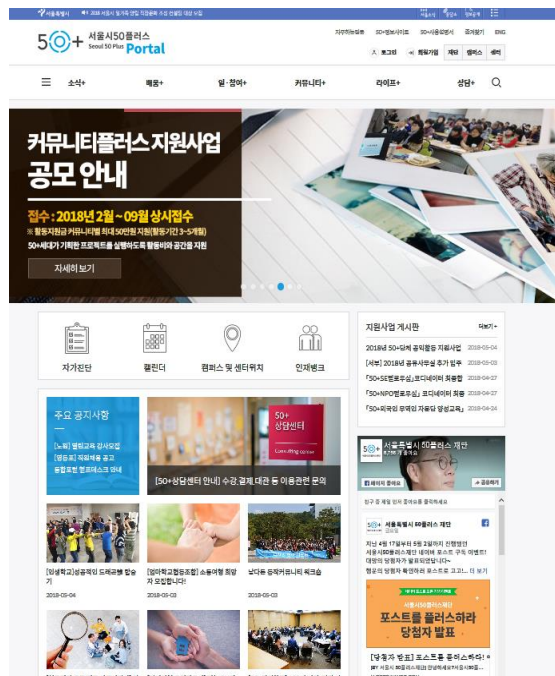
<https://play.google.com/store/apps/details?id=namaa.ghrbtna.syria&hl=en>

<http://en.webrazzi.com/2014/05/29/gherbtina-provides-syrian-refugees-with-guidance-on-basic-services-and-opportunities-in-host-countries/>



### 3. Innovate Public Service Delivery to Vulnerable Groups

## Seoul 50 Plus Portal for the Middle-aged and Elderly (Seoul, Republic of Korea)





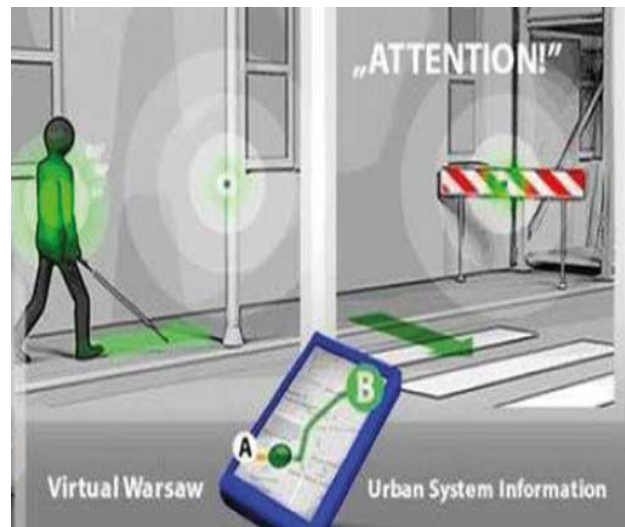


### 3. Innovate Public Service Delivery to Vulnerable Groups



#### Virtual Warsaw (Poland)

- Smart city based on Internet of Things (IoT) technology that gives eyes to the visually impaired residents
- Deploying a network of beacon sensors
- Enable them to move independently with assistance from their smartphones





### 3. Innovate Public Service Delivery to Vulnerable Groups



#### Blockchain-based Humanitarian Food Distribution System (World Food Programme)

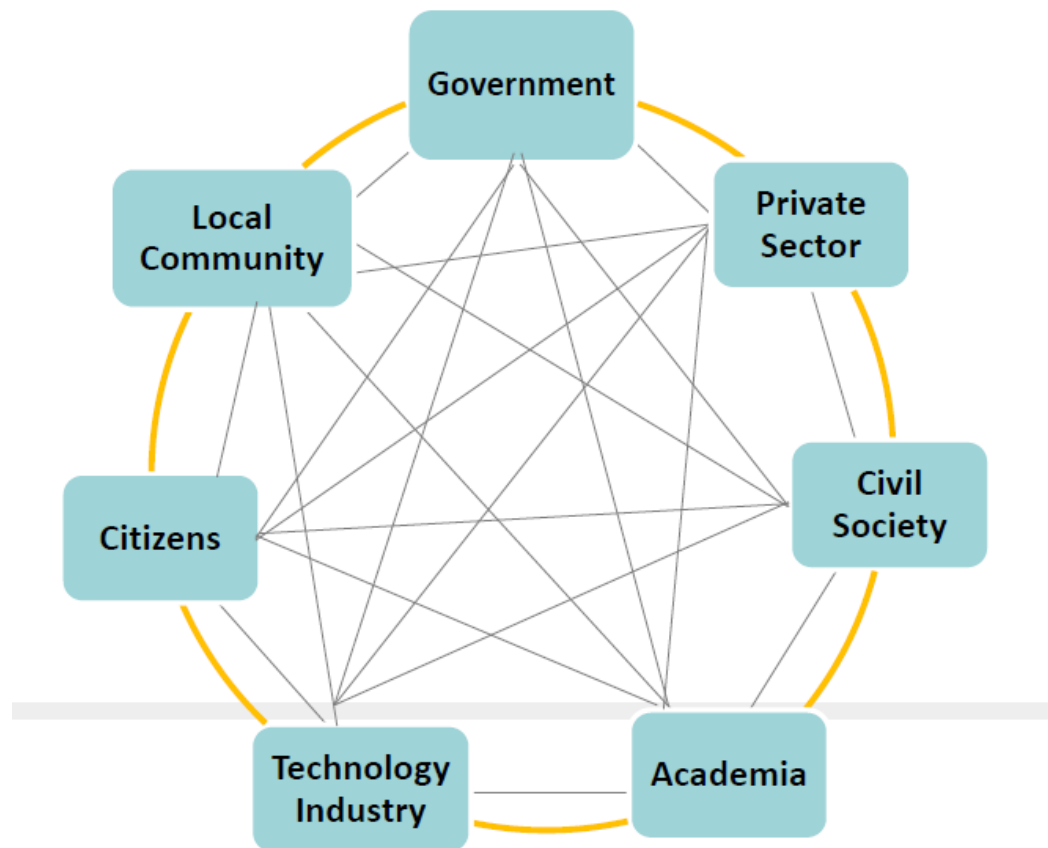
- 70% of refugees in Jordan have limited access to humanitarian assistance due to their lack of official identification
- “Building Blocks” distribution system links information for distributing food vouchers, such as how much each refugee should receive and their unique ID number, to biometric data stored in the refugee database
- Refugees can receive humanitarian aid even without bank accounts and documents





### 3. Innovate Public Service Delivery to Vulnerable Groups

“Multi-stakeholder partnerships can **harness the resources, knowledge and ingenuity** of the private sector, civil society, the scientific community, academia, philanthropy and foundations, parliaments, local authorities, volunteers, and other stakeholders.”  
(UN E-Government Survey 2016)





### 3. Innovate Public Service Delivery to Vulnerable Groups

## Open Street Map – Mapping for Disaster Risk Reduction (Philippines)



<http://center.noah.up.edu.ph/how-can-you-help-build-a-disaster-resilient-philippines/>

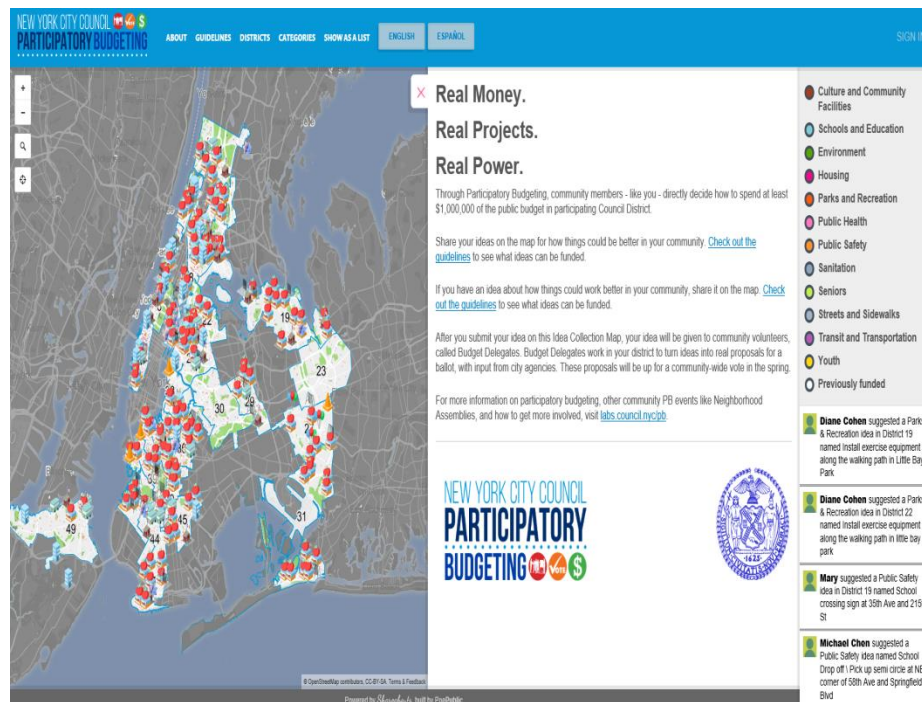
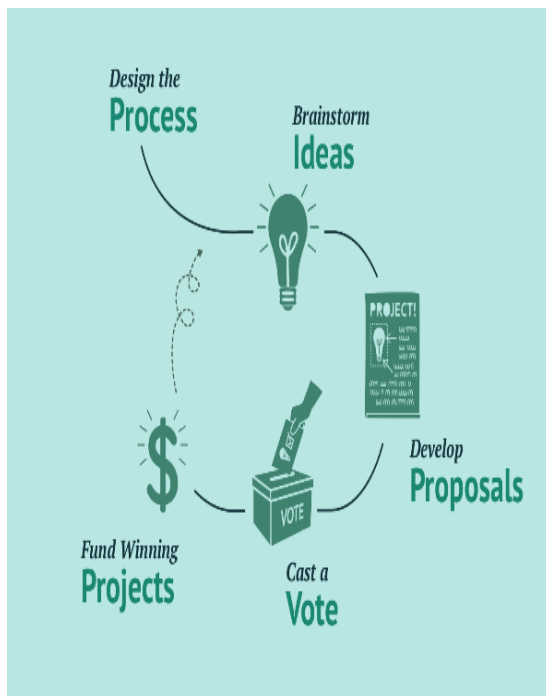
<https://www.openstreetmap.org>





## 3. Innovate Public Service Delivery to Vulnerable Groups

### Participatory Budgeting



<https://www.participatorybudgeting.org/>

<http://ideas.pbnyc.org/page/about>



### 3. Innovate Public Service Delivery to Vulnerable Groups

## M-Voting (Seoul Metropolitan Government)



- Sharing the policy decision-making process with citizens
- Promoting citizens' participation on policy determination
- Increasing the public policy quality
- Significantly alleviate the cost of voting
- Location based vote with GPS and QR (G2C)



### 3. Innovate Public Service Delivery to Vulnerable Groups

## Electronic System for Citizens to Request the Establishment, Revision, or Abolition of Municipal Ordinances (Korea)



#### 주민참여조례 설명하기

조례현황조회

기준년도: 2018년 | 시도: --선택-- | 시군구: --선택-- | 검색

조회 결과

번호	조례명	서명기간	서명참여
3	속초시 도시계획 조례개정(안)	18.02.28~18.05.27	초기완료
2	광주광역시 북구 용연이 그린 청년친화도시 기본조례	18.02.20~18.05.19	서명중
1	서울특별시 관악구 마더센터 설치 및 운영에 관한 조례	18.02.08~18.05.07	초기완료

1

- Electronic system for citizen participation in the legislative activities of local governments - People can sign petitions electronically using digital signatures
- Allows citizens to participate easily in their communities' decision-making processes



### 3. Innovate Public Service Delivery to Vulnerable Groups



#### OSIRIS (Optimal Strategy to Innovate and Reduce Energy Consumption In urban rail Systems) (Turkey)








### 3. Innovate Public Service Delivery to Vulnerable Groups

#### SL1M (1 Malaysia Training Scheme) (Malaysia)

- A training program to enhance the employability of graduates, especially female graduates, in securing a job upon completion of the training scheme
- By Economic Planning Unit, Prime Minister's Department in collaboration with Government-Linked Companies (GLCs) and private sectors
- Priorities to be given to the underprivileged graduates from poor family background or rural areas



#### Skim Latihan 1Malaysia (SL1M)



1Malaysia Training Scheme (SL1M) is a program aims to enhance the employability among graduates through collaboration with Government-Linked Companies (GLCs) and private sectors which implement SL1M as part of their Corporate Social Responsibility (CSR). For further information on the SL1M program, kindly click the link below:

SL1M REGISTRATION FOR GRADUATES

SL1M REGISTRATION FOR COMPANIES





## 4. Policy Recommendations





## 4. Policy Recommendations and Conclusions

### ➤ **The roots of vulnerability are complex and interconnected.**

1. Governments, international organizations, and non-state stakeholders must collaborate to both identify those in danger of being left behind and to design, implement, and evaluate policies and programs that seek to empower the most vulnerable people.
2. All stakeholders must be sensitive to the fact that vulnerable groups are not homogeneous.



## 4. Policy Recommendations and Conclusions

1. Leveraging the transformative potential of ICT and digital government in public service delivery is very important to address the vulnerability
2. The application of these innovations are far-reaching, with the ability to shape not only traditional public service sectors such as education, health, water and sanitation, and utilities, but also sectors such as justice, employment, and disaster risk management.



## 4. Policy Recommendations and Conclusions

### ➤ **Considerable challenges persist in successfully leveraging ICT and digital government in service of vulnerable groups**

1. Effective collaboration among and within international agencies, national governments, civil society organizations, the private sector, and local governments is needed.
2. The capacities of institutions to provide disaggregated, timely, accurate and reliable data must be strengthened to design, implement, monitor, and evaluate the progress in realizing the SDGs
3. Sustainable financing for these efforts to improve public service delivery must be mobilized



## 4. Policy Recommendations and Conclusions

4. To overcome the lack of access beyond infrastructure installation, governments should ensure that ICT-based platforms and services take into account the heterogeneity of vulnerable groups
5. Approaches to transforming public service delivery for vulnerable groups must reconfigure these services and their roles in the broader aim of sustainable development
6. Ethical considerations must be taken into account before employing frontier technologies, as well as other technological innovations



## 4. Policy Recommendations and Conclusions

- **To address the needs of their vulnerable populations, countries must localize definitions of vulnerability that are sensitive to their own particular context**

By conceiving of vulnerability as a dynamic and context-specific condition, there is a need for countries to develop their **own localized understanding of how their population experiences and manages risks and shocks**. Governments should align this effort with SDG implementation itself, esp. localizing SDGs to bring about relevant and transformative change.



**Thank You**  
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