

# eDEMOCRACY IN UKRAINE

Citizens' & Key Stakeholders' Perspectives



E-GOVERNANCE FOR  
ACCOUNTABILITY AND  
PARTICIPATION (EGAP)



Schweizerische Eidgenossenschaft  
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Swiss Confederation

Kyiv 2016

full version

## TABLE OF CONTENTS

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03	Foreword
04	eDemocracy quiz
05	Summary of key findings
08	Key quotations
10	eSurvey results
17	Academia report
23	Government report
28	Civil society report
35	Media report
41	Youth report
47	Business report
54	Answers to quiz
56	Participants
58	Abbreviations
59	eSurvey questionnaire

### **eDemocracy in Ukraine: Citizens' & Key Stakeholders' Perspectives**

Published in Kiev, Ukraine in 2016 by the eGovernance for Accountability and Participation (EGAP) Program (2015-2019).

The EGAP program is funded by the Swiss Confederation and Swiss Cooperation Office in Ukraine. No views and perspectives in this publication represent the views of the Swiss Cooperation Office.

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# FOREWORD

*Various uses of information communication technologies (ICT) permeate our daily socio-political spaces and realities. If used effectively, global practice has shown that ICT can positively catalyse democratic processes such as improving government's transparency, accountability, combatting corruption as well as in better informing and engaging citizens in decision-making. In Ukraine, the topic of electronic democracy is relatively new and recent public opinion research shows that public awareness and usage of ICT for strengthening democratic life is low. Moreover, little is known about how key stakeholder groups and Ukrainian experts perceive key priorities and future directions of electronic democracy in Ukraine. Understanding these trends is important as they may provide useful directions for the future development of legislation, policies and programs for the better optimization of ICT in strengthening a vibrant democracy in Ukraine.*

*In order to better understand how the Ukrainian public and key stakeholders think about eGovernment and eDemocracy and how they envision it in the near future, in 2015 the Swiss funded eGovernance for Accountability and Participation (EGAP) program commissioned series of novel analytical works. These included: a national public opinion poll on eGovernment and eDemocracy conducted in February-March 2015 by the Kyiv International Institute of Sociology (KIIS) as well as a deeper qualitative analysis consisting of an online survey and series of focus group discussions called the Open Microphone Policy Dialogues on eDemocracy that targeted six stakeholder groups from academia, central and local authorities, civil society, media, youth and business.*

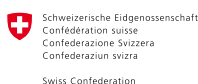
*This report primarily summarises key findings from the online expert survey and the six Kiev-based focus group discussions. Jointly, the two initiatives incorporate the views of 400 Ukrainian experts and key stakeholders, 313 of whom participated in the survey and 87 in the six focus group discussions. As part of our analysis, we asked: i) how is eDemocracy defined and what it means to different stakeholders and experts, ii) what is the current status - strengths and limitations - of eDemocracy in practice in Ukraine, and iii) what are the stakeholders' key recommendations in regards to institutional responsibilities, future policy and implementation directions. We hope that findings in this report will be informative stepping stones toward future, comprehensive policy making and research on this emerging topic in Ukraine.*

*Most importantly, we would like to thank our civil society and government partners listed below. The Open Microphone Policy Dialogues on eDemocracy could not have been done without them as each of them has contributed immensely to the process. We equally extend our sincere gratitude to all the wonderful participants who devoted their free evenings, thoughts and ideas to this important topic. We hope that this is only the beginning of our and their joint eDemocracy journey in Ukraine.*

Jordanka Tomkova, PhD

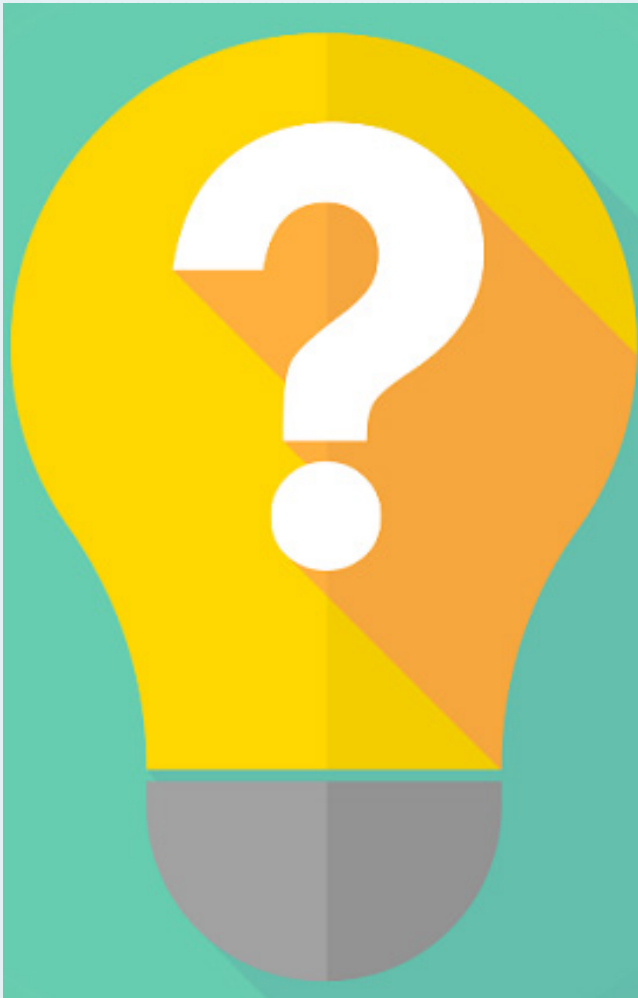
Swiss funded eGovernance Advisor in Ukraine

eGovernance for Accountability and Participation (EGAP) Program



# eDemocracy

## QUIZ



Before starting to read this report, we would like to briefly test your knowledge about the current status of eDemocracy in Ukraine. If you have answered most of the questions correctly, bravo! you belong to the Ukrainian eDemocracy sophists. If not, we hope that this report will provide you the relevant answers.

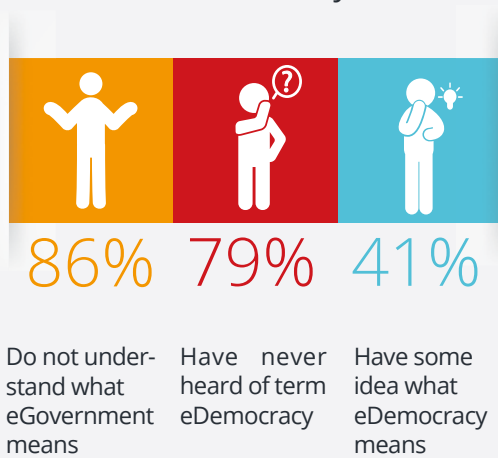
Answers to the eDemocracy Quiz can be found in Annex 1.

- “ 1. In your view, what is the level of satisfaction with democracy in Ukraine among experts?
- “ 2. Percentage of Ukrainian citizens that know what eGovernment and eDemocracy mean?
- “ 3. Is there a gender divide in the use of Internet between men and women in Ukraine?
- “ 4. According to experts, what are the top 5 priorities to address for improving democracy in Ukraine?
- “ 5. Who is more likely to prefer voting and influence legislative and national policy making online - Kyiv based or regional stakeholders?
- “ 6. Which eDemocracy and eGovernance tools are currently most in demand? Can you name some concrete eDemocracy tools already in use in Ukraine?
- “ 7. What are the top three barriers to the advancement of eDemocracy in Ukraine?
- “ 8. According to experts, who is responsible for leading and coordinating eDemocracy initiatives in Ukraine?
- “ 9. What are the top 3 benefits of ICT introduction?
- “ 10. What is the expected impact of ICT on democracy?

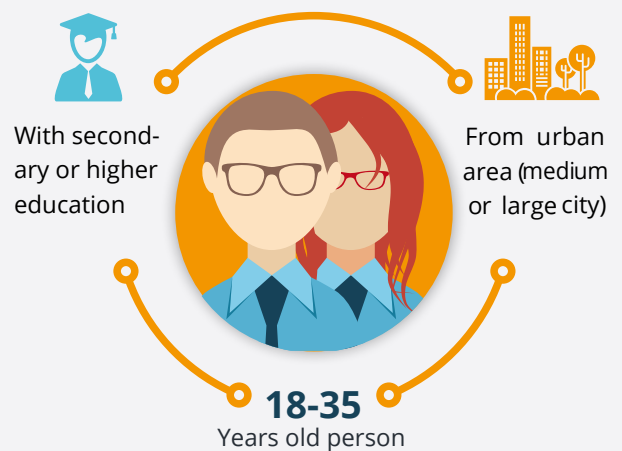
## EXECUTIVE SUMMARY OF KEY FINDINGS

The following infographics summarise key findings from the national public opinion survey 'What Ukrainians Think About eGovernment and eDemocracy?' conducted by the Kyiv International Institute of Sociology in February 2015, as well as, finding from the *Open Mic Policy Dialogues on eDemocracy* online expert survey conducted in December 2015.

### How Ukrainian Citizens Perceive eDemocracy



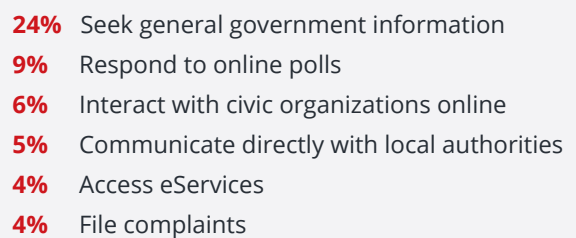
### Prototypical Internet User



### Ukrainians' online vs. offline preferences



### Citizens' use of eDemocracy features



### ePessimism is higher among non-Internet users

Influence of ICT on...	Internet User	Non-user
Improving government-citizen communication and accountability	76%	37%
Increase transparency and citizens' trust in public authorities	44%	19%
Better informed citizens about government	35%	15%
Increase effectiveness of eServices	29%	13%

In February 2015, the EGAP Program commissioned the Kyiv International Institute of Sociology conducted a nation-wide public opinion poll on Ukrainian Population's Opinions and Attitudes. 2013 Ukrainians (18 years and older) were polled using a four-stage stratified random sampling method across Ukraine's 24 regions and 111 settlements. Government controlled areas in Lugansk and Donetsk were also surveyed.

# KEY STAKEHOLDERS' PERSPECTIVES ON eDEMOCRACY






- 1 84% are dissatisfied or very dissatisfied with democracy in Ukraine.
- 2 eDemocracy is in the beginning stages of development in Ukraine and strongly linked to offline democratic processes.
- 3 Government and media stakeholders had more difficulty in distinguishing between eGovernment and eDemocracy as concepts than civil society, business, academia and youth.



## Top 5 Priorities for Improving Democracy in Ukraine

-  Fight against corruption
-  Transparency of elections and political processes
-  Transparency of government's spending
-  Efficiency of public services
-  Citizens' engagement in local policy and urban planning

## Perceived Usefulness of ICT for Democracy

-  Improving transparency of state expenditures
-  Decreasing corruption
-  Making courts more transparent
-  Improving the quality and efficiency of administrative services
-  Public access to government information

## Top 5 Barriers to Advancing eDemocracy in Ukraine

- 64%** Lack of relevant legislation, policies and strategies for implementing eDemocracy
- 61%** Lack of citizens' understanding about the benefits of ICT for democracy
- 55%** Low information and media coverage on the topic
- 55%** Lack of promotion and interest from state and elected officials
- 46%** Lack of relevant state funding

## Perceived Impact of ICT on eDemocracy in Ukraine

- 23%** Making government more efficient, effective and accountable
- 17%** Improve direct democracy
- 16%** More informed and involved citizenry in political life
- 13%** Increase trust between citizens and state authorities
- 11%** Increase citizens' influence in politics

# TOP INSTRUMENTS

Existing: eDemocracy tools that work in Ukraine	Emerging: Implemented eTools that do not work	Desirable: eTools that do not yet exist
<ul style="list-style-type: none"> <li>• eQueries</li> <li>• ePetition (supply-side)</li> <li>• eRegistrations</li> <li>• eAppeals</li> <li>• Prozorro</li> <li>• Kyiv Smart city</li> <li>• Civic Network OPORA</li> <li>• Price of the State</li> <li>• Social networks</li> </ul>	<ul style="list-style-type: none"> <li>• eChats</li> <li>• eDiscussion forums</li> <li>• eConsultation</li> <li>• Open Data</li> <li>• ePetition (demand side)</li> <li>• Administrative eServices</li> <li>• Open budget</li> </ul>	<ul style="list-style-type: none"> <li>• eVoting</li> <li>• eReferenda</li> <li>• eParliament</li> <li>• eCourts</li> <li>• eEmpowerment</li> <li>• eRulemaking</li> <li>• eDismissal (recall from public post)</li> </ul>

## Who Should be Responsible for Coordinating eDemocracy in Ukraine ?

<b>1</b>	Cabinet of Ministers / all ministries	<b>6</b>	Civil society organizations
<b>2</b>	State Agency for eGovernance	<b>7</b>	Mass media
<b>3</b>	Parliament	<b>8</b>	Academic and training institutions
<b>4</b>	Local government	<b>9</b>	Citizens
<b>5</b>	Presidential Administration	<b>10</b>	Private sector and IT companies

## Key Recommendations: How to Improve eDemocracy in Ukraine?

- Develop new legislation to make use of eDemocracy tools mandatory by government.
- Creation of standards for information provision on state websites.
- Increase public awareness and civic education on the benefits of eDemocracy.
- Development of a national strategy for the implementation of eDemocracy.
- Civil society using eDemocracy instruments more pro-actively.
- Creation of tools such as eCitizen consultations, eVoting, open data applications.
- Training of civil servants on issues of eDemocracy.
- Increase state funding for eDemocracy activities.

## KEY QUOTATIONS

“

*“eDemocracy is a feedback algorithm, facilitating mutual influence and cooperation among citizens and authorities. It facilitates access to authorities (e.g. via websites and interactive features) and enables citizens to influence decisions. Then it further delegates them to authorities for implementation.”*

*(Civil Society participant)*

“

*“eDemocracy is a continuous online dialogue between civil society, business and the government. Essentially, it is a search for consensus that goes beyond the basic political definition of citizens having opportunities to influence authorities.”*

*(Business participant)*

“

*“Democracy needs to be in people’s minds and in their behavior, not in slogans. eDemocracy should be the main leitmotiv of each law, government and social action undertaken.”*

*(Youth participant)*

“

*“eDemocracy as such does not exist, only democracy does. Modern technology merely provides mechanisms through which we can accelerate processes and make them transparent.”*

*(Government participant)*

“

*“eDemocracy is about the use of ICT to implement democratic rights and freedoms, ‘to aggregate thoughts and ideas, stimulate dialogue and communication for decision-making’ and ‘unlike eGovernment which is vested in hierarchy, eDemocracy emphasizes the role of horizontal networks’.”*

*(Academia participant)*

“

*“When talking about eDemocracy we must be conscious about the highly unequal situation between central regions of Ukraine and populations living in rural areas. There is a big difference between them, especially when it comes to technical infrastructure, awareness and skills.”*

*(Government participant)*



## KEY QUOTATIONS

“

*“eDemocracy means citizens assuming public and moral responsibility while eGovernment refers to legal responsibility that is limited to the confines of existing standards, procedures and laws.”*

*(Business Participant)*

“

*“Metaphors used to characterize the state of development of eDemocracy in Ukraine today: “chaos”, “caterpillar”, “cloud”, “ growth disorder”, “successful start”, “closed door (un-reachable).”*

*(Academia participants)*

“

*“Do you know the current level of automation of local authorities? Administrators aggregate data manually. They send the information on paper. They do not know how to use a computer. Sometimes local authorities do not even have computer systems, only a display and a computer box. So what sense is it to talk about electronic local self-governance or eDemocracy?”*

*(Civil Society participant)*

“

*“It is futile for us to begin engaging citizens in decision making processes if we as public administrators and administrative system do not practice democracy inside our own system and procedures – such as having open access to state registers.”*

*(Government participant)*

“

*“How to scale up the [eDemocracy] theme so that the voices which set the political agenda also have a say in decision-making and lead to change?”*

*(Business participant)*

“

*“eDemocracy is an effective instrument(s) for understanding what society wants, needs and how it thinks.”*

*(Youth participant)*

# Open Mic Policy Dialogues on eDemocracy: **Survey Results**



“Almost any process or domain can be digitalized... But if it does not respect fundamental democratic principles, then it cannot contribute to, or be called, eDemocracy.”

## Survey Rationale

Electronic democracy is a relatively new topic in Ukraine. Apart from low public awareness, little is also known about how key stakeholder groups and experts perceive future directions of eDemocracy. Understanding these trends is important as they could provide useful policy directions for the government and civil society in the use of ICT for strengthening democracy in Ukraine.

In November 2015, as part of the Open Mic Policy Dialogues on eDemocracy, the Swiss funded EGAP program launched an online survey to better understand the views of six stakeholder groups and experts in civil society, business, central and local authorities, academia,

youth and media on eDemocracy issues. Next part of this report outlines the survey's methodology and highlights its key findings.

## Survey Methodology

Using expert based screening and networks, a total of 518 identified stakeholders from the six targeted stakeholder groups received email invitations to participate in the survey. A reputable online survey provider<sup>1</sup> was used to host the survey for one month from 23 November to 24 December 2015. The survey asked a total of 14 multiple choice questions about the status, perceived impact, key barriers but also about the existing and future priorities for optimizing the use of ICTs for a more vibrant democracy in Ukraine (see Annex 4 for the full survey questionnaire).

With 60% response rate, a total of 313 respondents participated in the survey. In this report, only representative and statistically significant findings with probability of 95% and sample error of 6% (of 0.1 of means) are presented<sup>2</sup>. Significance of findings (at the 0.05 level) was tested using the ANOVA test in SPSS software.

## Socio-demographic Profile of Respondents

23.5% of the survey's respondents included representatives of civil society organizations, 18% represented business, 16% central government authorities, 16% local authorities,

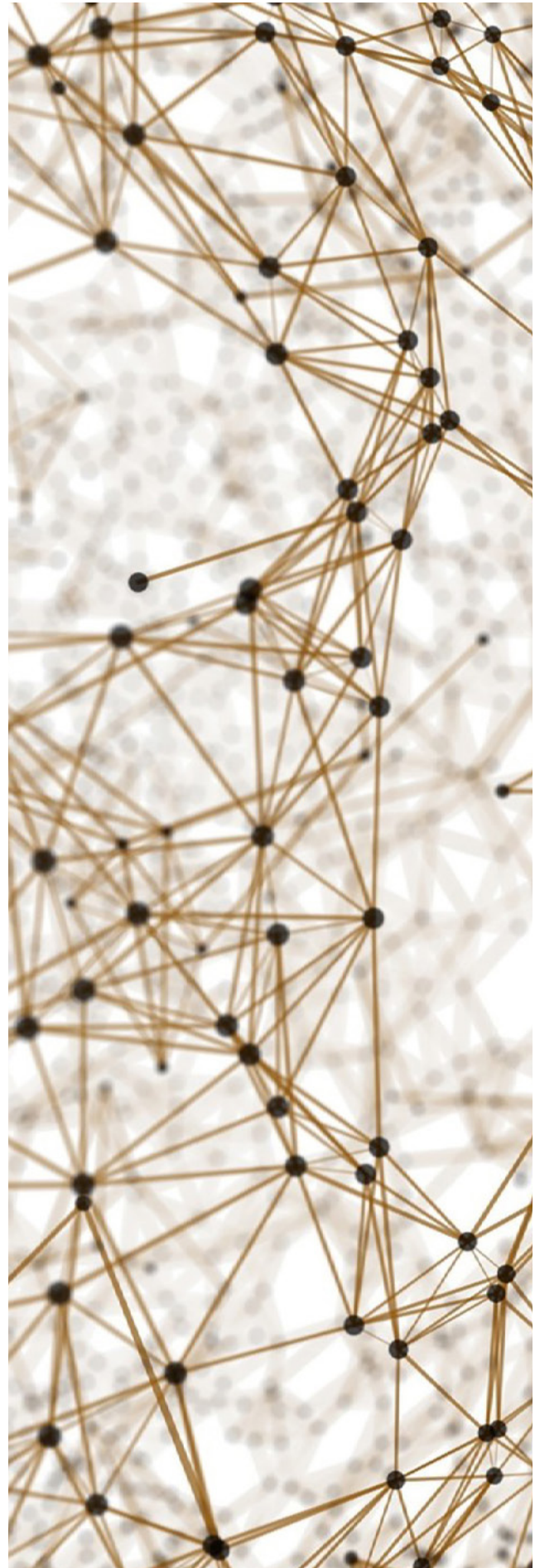
<sup>1</sup> Survey Monkey, [www.surveymonkey.com](http://www.surveymonkey.com).

<sup>2</sup> Being close to a simple random sample considering the relative population and the sample sizes. Statistically, the sample error is 6% for single response questions, 11% for questions with multiple responses, and 0.1 for the means.

15% academic and educational institutions while students included 6% and mass media 5% of the sample. When aggregated into two key groups, 32% survey respondents could be categorized as representing government (central and local bodies) while 68% civil society (civil society organizations, business, academic and educational institutions, students and media). Age distribution of the sample was representative as 40% of respondents belonged to the 18-35 years old cohort, 45% were 35-49 years old and 16% were 50 years or older. Gender-wise, females were slightly under represented, constituting 35%, and males 65%, of the sample. Geographically, 67% respondents came from Kyiv and 33% from other regions in Ukraine.

### Potential Sources of Bias

Online surveying method was used deliberately to test the use of an e-survey as an e-democracy tool in Ukraine. The survey thus has a potential pro-Internet user, self-selection and pro-Kyiv geographic bias. We therefore very much encourage future similar research in order to offset these biases.



## SURVEY FINDINGS

### Level of Satisfaction with Democracy

Before proceeding to ask respondents about the use of ICT for democratic purposes, respondents were first asked about their general satisfaction with democracy in Ukraine. On a scale from (1) very dissatisfied to (5) very satisfied, seven out of ten experts and stakeholders expressed to be somewhat or very dissatisfied with the current state of democracy in Ukraine. 15% expressed some degree of satisfaction, 12% were unsure or had difficulty answering the question while only 1% admitted to be very satisfied. Interestingly, when the data was disaggregated by categories of respondents, government representatives showed to be slightly more satisfied (with a mean of 2.5) than members of civil society (mean 2.2).



**Somewhat dissatisfied.....53%**  
**Very dissatisfied.....19%**  
**Somewhat satisfied..... 15%**  
**Difficult to say.....12%**  
**Very satisfied .....1%**

### Top Priority Issues in Governance

When asked which governance issues are of highest priority to address in Ukraine, fight against corruption ranked the highest. As shown in the Table below, high priority was also attached to transparency issues such as transparency of elections, political processes and government's spending. Inefficiency of public services followed, but increased citizens' participation and greater inclusion of regions in national decision making processes were prioritized lower.

- |  |  |
|--|--|
| 1. Fight against corruption                                | 7. Increase direct state communication with citizens                       |
| 2. Transparency of elections and political processes       | 8. Development of effective tools and mechanisms to influence politics     |
| 3. Transparency of government's spending                   | 9. More effective civil society organizations                              |
| 4. Inefficiency of public services                         | 10. Increase citizens' participation in national decision making processes |
| 5. Citizens' engagement in local policy and urban planning |  |
| 6. Improved access to public information                   |  |

Still, when disaggregated by groups, civil society representatives attached higher importance to participatory activities than their government counterparts while female stakeholders tended to prioritize improved access to public information. Additional priorities through open ended questions included (on the right):



- Respect for the rule of law



- Political party building



- Developing mechanisms for the monitoring of quality of public services



- Introducing procedures for recalling state officials



- Greater involvement of experts and citizens in policy development



- Improving state-society dialogue to ensure people-oriented policies



- Motivational campaigns to encourage citizens to form local organizations.

## SURVEY FINDINGS

### Preferences for Online Versus Offline Tools in Political Engagement

With regards to online versus offline preferences in political engagement, several notable trends were observed. The first was a slightly higher preference for using offline means of interaction such as face-to-face contact, meetings or phone when engaging at local and community level. While at the national level, when 'influencing policy making' processes, 'accessing state services', or 'appealing government's actions' on average, respondents showed a higher preference for online tools.

Moreover, for Ukrainians residing outside of Kyiv, ICT show to serve as a useful distance reducing channel for accessing national government authorities. A positive correlation was also observed between already available (online) tools such as online government portals and websites, ePetitions and stakeholders' preference to use them. In other words, suggesting that availability of eTools and online access to government information increases preference for their usage. However, as noted, this finding needs to be further validated in future research.

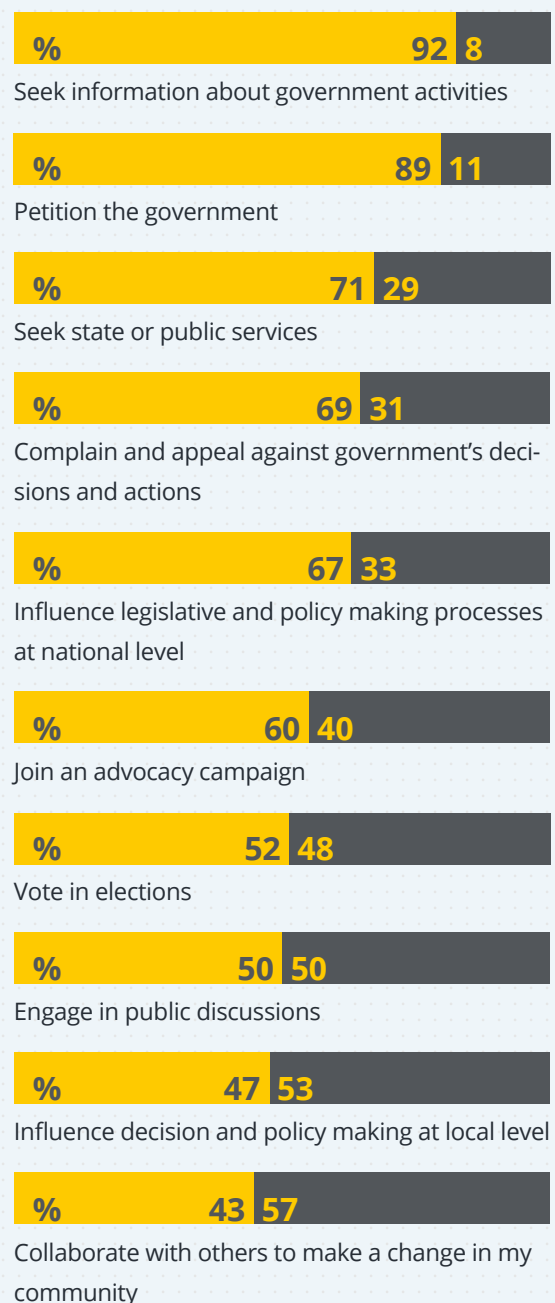
Another expected trend showed that younger (18-35 years old) respondents have a higher preference for engaging online in public discussions, for collaborating with others and for influencing decision and policy making at local level than any other age group.

### Perceived Usefulness of ICT for Democracy

According to survey respondents, ICT are perceived to be most useful for making government more transparent. Particularly when it comes to the transparency of state expenditures and courts, for decreasing corruption but also for improving the quality and efficiency of administrative services. ICT's impact and usefulness for civic activism, however, were more modestly evaluated. This could

### Online vs Offline

*In terms of your own usage, would you or do you prefer more to use: online (internet, social media) or offline (public spaces, face-to-face meetings, newspapers, letters, classical home phone) media to do the following?*



## SURVEY FINDINGS

be partly due to the lack familiarity with and availability of e-participation tools in Ukraine hence the low perception of their usefulness. Open ended responses also showed that ICT are thought to be useful for the greater engagement of women, disabled persons and civil society experts in political processes.

### Usage of eDemocracy Tools

Although the availability and general awareness about eDemocracy tools is still low in Ukraine, state portals for eServices (89%), eAppeals (78%) and ePetitions (74%) show to be most likely to be used. Although not yet available in Ukraine, preference for electronic or mobile voting and participatory urban planning showed to be relatively high.

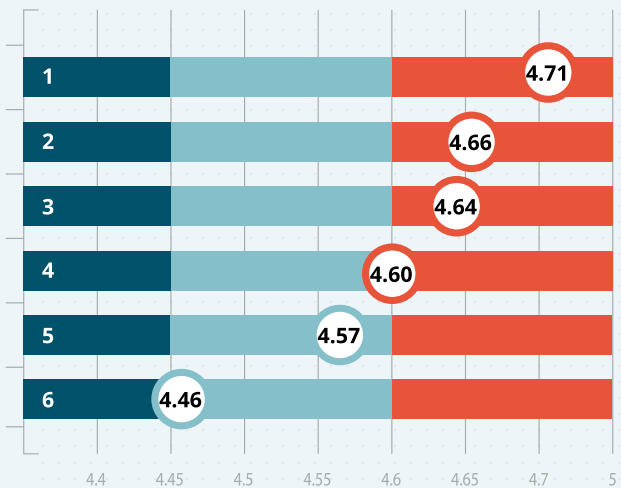
Interestingly, the online tools for civic participation such as online platforms for citizen-to-citizen networking, on-line advocacy campaigns and eConsultations tend to score significantly lower. When disaggregated by respondent groups, however, respondents from civil society were more apt to use eDemocracy tools than state officials while respondents from regions were more interested in using online consultations than Kiev based respondents.

Alternative online tools proposed included: monitoring platforms for policy implementation and accountability, open budget reporting, broadcasting of local authorities' meetings, local participatory budgeting and e-referenda. However, it was also highlighted that it is not the e-tools, but it is the influence on decision-making and positive changes that they bring about that matter.

### Proposed Actions for Strengthening eDemocracy in Ukraine

The use of ICT for strengthening eDemocracy in Ukraine shows to be of high priority. On a scale 1 (not a priority) - 5 (very high priority), on average, 7 out of 8 listed possible responses were considered as 'high' priority. Legislative changes, standard setting for government's mandatory use

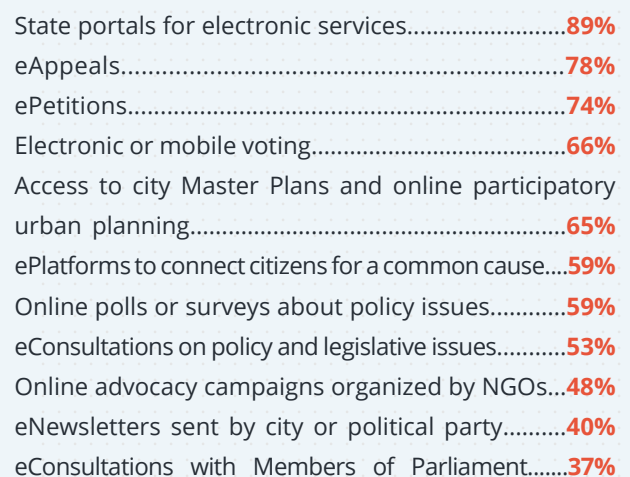
### In your view, how useful are new information and communication technologies be for the following?



Scale: (1) not useful - (5) very useful (N=283 respondents)

1. Improving transparency of state expenditures
2. Decreasing corruption
3. Making courts transparent
4. Improving quality and efficiency of administrative services
5. Public access to government information
6. Transparency of Parliament

### Which of the following eDemocracy instruments would you most likely use?



N = 313 respondents

## SURVEY FINDINGS

of eDemocracy tools and public awareness building, however, were prioritized slightly higher than the development of eDemocracy tools by civil society and training of civil servants on the topic. Moreover, regional representatives attached a slightly higher priority to new legislative, standard setting initiatives and increasing state funding for eDemocracy initiatives while civil society activists attached more importance to increasing public awareness, civic education and to more pro-active usage of eDemocracy instruments by civil society.

These observations suggest that legislative reforms, creation of standards and the use of ICT for strengthening democracy in Ukraine are in high demand and needed. Monitoring of government's implementation of strategies, ensuring access of underprivileged groups to e-services, introduction of electronic identification for citizens and development of online tools for uniting of professional and political associations were proposed as additional priorities.

### Who Should be Responsible for Coordinating eDemocracy in Ukraine?

Stakeholders felt that most of the responsibility for coordinating eDemocracy initiatives rests with government authorities rather than with civil society or donors. Among government institutions, the Cabinet of Ministers and ministries were considered to be first in line while the State Agency for E-Governance, Verkhovna Rada and local authorities were also topped the list. Presidential Administration was in the middle of the range while interestingly, civil society organizations, mass media, academic institutions, business and citizens in general ranked lower on the list. Donors and international organizations were assigned the lowest responsibility whereas regional respondents, delegated somewhat more responsibility to the Verkhovna rada, Presidential Administration, local government than their Kyiv based counterparts.

### In order to improve democratic life in Ukraine what level of priority should be given to the following actions? (Scale from 1 lowest to 5 highest)

1. New legislation for mandatory use of eDemocracy tools by government **4.19**
2. Creation of standards for information provision on state websites **4.18**
3. Increase public awareness and civic education on the benefits of eDemocracy **4.17**
4. Development of a national strategy for the implementation of eDemocracy **4.12**
5. More proactive use of eDemocracy instruments by civil society **4.09**
6. Creation of tools such as eCitizen consultations, eVoting, open data applications **4.05**
7. Training of civil servants on eDemocracy issues **4.01**
8. Increase state funding for eDemocracy activities. **3.75**

### Who should be responsible for leading and coordinating eDemocracy initiatives in Ukraine? (Scale from 1 low to 5 high, N=274 respondents)

1. Cabinet of Ministers / all ministries.....**3.88**
2. State Agency for eGovernance.....**3.82**
3. Verkhovna Rada.....**3.78**
4. Local government.....**3.75**
5. Presidential Administration.....**3.70**
6. Civil society organizations.....**3.67**
7. Mass media.....**3.63**

## SURVEY FINDINGS

### Key Obstacles to eDemocracy

Among the top barriers for the optimal use of ICT for democratic purposes included the lack of relevant legislation and strategies (among 64% respondents) as well as general low public awareness about eDemocracy issues (61%). Low media coverage and political will from state and elected officials (55%) show to be additional obstacles. Interestingly digital divide, access and privacy issues that are commonly considered important concerns, were not placed on top of the stakeholder’s list of perceived barriers.

Differences in opinion, however, emerged among civil society and government representatives where the former were more inclined to list low state funding and low government’s political will as key obstacles while women listed the lack of relevant skills among civil society organizations as the key barrier.

### Expected Impact of ICT on Democracy

The final question of the survey asked about the expected impact of ICT on democracy in Ukraine. Here, 23.5% of respondents considered ICT to have the highest impact on government’s efficiency, effectiveness and accountability to citizens. The next perceived areas of impact included improving direct democracy (17%), better informing and involving citizens in political life as well as increasing trust between citizens and state authorities (13.5%). As only about 5% respondents claimed that ICT cannot improve democracy in Ukraine shows that most stakeholders actually view ICT’s catalytic role for Ukraine’s democracy quite positively.



### In your view, what are the key barriers to the optimal use of ICTs for strengthening democracy in Ukraine?

Lack of legislation, policies, strategies for implementing eDemocracy .....	<b>64%</b>
Citizens’ low understanding about eDemocracy benefits.....	<b>61%</b>
Low information and media coverage of the topic .....	<b>55%</b>
Low political will from state and elected officials .....	<b>55%</b>
Lack of relevant state funding .....	<b>46%</b>
Peoples’ preference for offline engagement in politics .....	<b>45%</b>
Fears related to data protection and privacy .....	<b>40%</b>
Lack of IT and eDemocracy skills among NGOs .....	<b>40%</b>
Unequal and costly access to new technologies .....	<b>34%</b>
Lack of support from IT, private sector .....	<b>20%</b>

*N = 313 cases*



### More effective use of ICT would have the following impact on democracy in Ukraine

Making government more efficient and accountable ....	<b>24%</b>
Improve direct democracy .....	<b>17%</b>
More informed and involved citizenry in political life ....	<b>16%</b>
Increase trust between citizens and state authorities ...	<b>14%</b>
Increase citizens’ influence in politics .....	<b>11%</b>
Increase collective action and cooperation among citizens .	<b>10%</b>
I do not think that ICTs can improve democracy in Ukraine ..	<b>5%</b>
Improve Ukraine’s international governance rankings ..	<b>4%</b>

*N= 267 cases*





## SUMMARIES OF FOCUS GROUP DISCUSSIONS



### STAKEHOLDER GROUP: **ACADEMIA**

# Academia **report**

“The ideal state, spirit or mission of eDemocracy is total coverage and participation of all citizens in decision-making processes.”

#### Facilitator:



**Nataliia Harashchenko** and **Volodymyr Nochvay**  
Center for Innovations Development, Kyiv Mohyla Academy.

#### Context and Participants:

The *Open Mic Policy Dialogues on eDemocracy* with representatives from academia was held on 24 November 2015 at the Center for Innovation Development NaUKMA, Kyiv Mohyla Academy in Kyiv. The session lasted 3.5 hours and a total 12 academia representatives participated, 8 of whom were males and 4 were females.

## STAKEHOLDER GROUP: ACADEMIA

### Meaning of eDemocracy

In general, participants from academia shared a common understanding about the meaning of democracy and eDemocracy. They first defined democracy 'in an ideal sense' as every citizen being able to realize his/her civic rights and freedoms such as freedom of speech, freedom of assembly and the ability to participate in political decision-making. They also associated democracy with a form of government that prioritizes rule of law, accountability, transparency in decision-making, civic awareness, public access to government information and activities, protection of journalists, well developed social institutions, rotational power, clear regulations and procedures for decision-making and continuous consensus building.

eDemocracy was subsequently defined as the use of ICT to enable and implement the above mentioned democratic processes, rights and freedoms. As well, to aggregate thoughts and ideas, stimulate dialogue and communication in decision-making.

In addition to defining democracy and eDemocracy, participants further proceeded to make a distinction between eDemocracy and eGovernment as follows:

*"While eGovernment is vested in hierarchy, eDemocracy emphasizes the role of horizontal networks."*

*"eGovernment is the use of ICT to improve state services and the performance of the (government) executive. eDemocracy means public engagement and moral responsibility, eGovernment means legal responsibility, based on standards, procedures, and laws."*

### Positive dividends of ICT for democracy

- ICT provide new and more opportunities for citizens to participate in decision making processes.
- Make most democratic procedures more effective, in particular, enhancing transparency in decision-making, facilitating access to information, simplifying authorities' public

outreach, allowing for more effective capturing of public opinion and citizen-to-government (C2G), citizen-to-citizen (C2C) interactions, facilitating discussions in consensus building.

- Enhance [a general sense of] accountability and responsibility by providing public access to information as well as for public opinion to be shared with a wider audience.
- Expose plurality and enable minorities' views to be heard.
- Facilitate social dialogue and communication.

### Current Status of eDemocracy in Ukraine



**eDemocracy in Ukraine is in its early stages of development.** Common metaphors associated with the status of eDemocracy in Ukraine included: 'chaos', 'caterpillar', 'cloud', 'growth disorders', 'successful start', 'a closed door' and 'low civic readiness'.

**Promises of eDemocracy tools.** Participants felt that electronic petitions are promising high hopes as public demand and interest in them is high. Still, ePetitions' effectiveness in enhancing public dialogue, consensus building and affecting social and political change has not been fully proven yet. The existing weak state of democracy and lack of state responsiveness to civic demands in Ukraine were seen as potential threats to the success of the ePetition tool. Discussions on eEmpowerment and eRecall (or impeachment) also resonated in the group. Participants felt that society should have an online instrument at their disposal that would enable a person with authority – to withdraw officials that are unable to fulfil their obligations and political promises.

## STAKEHOLDER GROUP: ACADEMIA

Existing: eDemocracy Tools that Work Already	Emerging: eDemocracy Tools that Do Not Fully Work	Desirable: eDemocracy Tools that Do Not yet Exist (in UA)
<ul style="list-style-type: none"> <li>• eQueries</li> <li>• ePetition (supply-side)</li> <li>• eRegistrations</li> <li>• eAppeals</li> <li>• Prozorro</li> <li>• Kyiv Smart City portal</li> <li>• OPORA Platform</li> <li>• Price of the State</li> </ul>	<ul style="list-style-type: none"> <li>• eChats</li> <li>• eDiscussion forums</li> <li>• eConsultations</li> <li>• ePetition (demand-side)</li> <li>• Administrative services (very few)</li> <li>• eQueues for administrative services</li> <li>• Open budget</li> </ul>	<ul style="list-style-type: none"> <li>• eVoting or eElections</li> <li>• eReferenda</li> <li>• eParliament</li> <li>• eCourts</li> <li>• eEmpowerment</li> <li>• eRulemaking</li> <li>• eDismissal (recall from office)</li> </ul>

### Perceived Threats or Risks Posed by eDemocracy

*“Human beings are complex... live communication with others where the whole body, all its senses and mechanisms are involved is critical. ICT mediated ‘input-output’ communication prompts people to only look at their screens, restricting their perceptions to the fingers and eyes. Most societal solutions, however, cannot be provided with the help of fingers and eyes, live communication is needed. ICT mediated communication is good for some things, but not for others.”*

Throughout their discussions, participants felt that the use of ICT pose intrinsic contradictions – while ICT increase citizens’ access to information, in doing so, they simultaneously burden rational decision-making by increasing the “information noise – the oversupply of and getting lost in unnecessary information”, reducing the quality of information processing, loss of deliberative processes, thinking and ideas generation’. Participants also observed that there are fundamental differences in the quality of life, face to face versus electronic communication and the ways human experience it – implications of these differences need to be understood when developing new tools and promoting their ‘optimal’ usage. Computer mediated communication additionally poses potential threats to the effectiveness of debate and decision-making if all communication takes place in virtual space – some offline or mixed models of communication are more effective and should be blended with online initiatives. Online tools can also increase distance between citizens and public authorities.

### Barriers to the Implementation of eDemocracy in Ukraine

- Conflict and military action in Eastern parts of Ukraine.
- Political obstacles, unwillingness of political authorities to implement eDemocracy.
- Lack of public dialogue and ‘empowered-citizens’ culture, collective decision-making and consensus building procedures.
- The human factor – peoples’ attitudes, apathy and unwillingness to take personal responsibility for decisions and opinions, lack of democratic (liberal) values.
- Low level of IT education and eSkills in society.
- Immaturity of civil society organizations.
- Soviet-style centralized system of government as well as centralized corruption and concentration of power, ownership in same hands.
- Digital divide and lack of technical infrastructure that will enable the use of eDemocracy tools.
- High tendency of ‘illegitimate practices by citizens and private sector actors’ not to pay taxes which causes moral guilt and self-denial of ‘public entitlement’ to exercise their democratic rights and freedoms, hence reluctance to ‘engage’ and be ‘visible’ in public space.

## STAKEHOLDER GROUP: ACADEMIA

### The 'Human Factor': Political Values and Attitudes

In addition to the mentioned barriers, the role of the human factor - Ukrainian political values and attitudes - was seen to have a particular bearing on the current status of eDemocracy in Ukraine. Three particular inhibiting characteristics in Ukraine's political culture were identified:

- i. Culture of civic apathy and low incentives for mutual (citizen-to-government) accountability – many citizens/ businesses' neglect to pay taxes prevents them from engaging and requesting reciprocal accountability from state officials (e.g. budget transparency) due to "their moral guilt". Shadow economy therefore hinders citizens' active engagement in political processes and perpetuates the culture of 'hiding and apathy'.
- ii. Prevalence of "Soviet legacy" and socio-political distrust rooted in paternalism yet historical tradition of self-government which was strong up until the mid-17th century in Ukraine; legacy of unilateral top-down Soviet hierarchical decision-making and complex socio-political processes - "e.g. citizens 'bombing' the central administration with appeals, complaints, petitions assuming that central authorities will respond quickly, but resolution of complaints was delayed due to center-local chain of command hierarchies and local authorities' dependence on central authorities in decision-making processes. Over time, the consistent non-resolution or delays in problem solving created systemic distrust and civic apathy based on the feeling that "my voice does not count".
- iii. The role of 'criminals' stalling democracy and (indirectly) eDemocracy. Criminals were considered "those using intimidation tactics against civic activists and anti-corruption whistleblowers impede in the advancement of (e)democracy". Such intimidation tactics perpetuate the culture of fear and distrust hence preventing citizens from freely expressing their civic and political views publicly.



# Proposed Recommendations

Despite the many complexities, academics remain quite optimistic about the implementation of eDemocracy in Ukraine in the next 7 to 10 years. The following are their recommendations.

## Expected Drivers of eDemocracy

- Verkhovna Rada
- Government executive and civil servants
- Civil society (NGOs, activists)
- Political parties
- Education system (primary, secondary)
- Media
- Judiciary
- Citizens

## Needed Policies & Analytics

- Develop better analytics and understanding about key socio-political impediments to eDemocracy in Ukraine.
- Through public dialogue, develop a national strategy on “eDemocracy 2020” based on a clear vision of democracy that reflects Ukraine’s political culture, values and citizens’ readiness to assume their role.
  - i. Establish a Policy Taskforce on eDemocracy comprising political, legal and civil society experts. The Taskforce would be responsible for developing key policy documents related to eDemocracy; eConsultations should be used proactively in this process.
  - ii. Develop a national civic education and eSkills development strategy as IT skills and citizens’ attitudes are key obstacles to the optimal use of ICT for democracy.

- Tracking progress related to eDemocracy initiatives should be systematic, based on rigorous sociological research and relevant resource allocation.

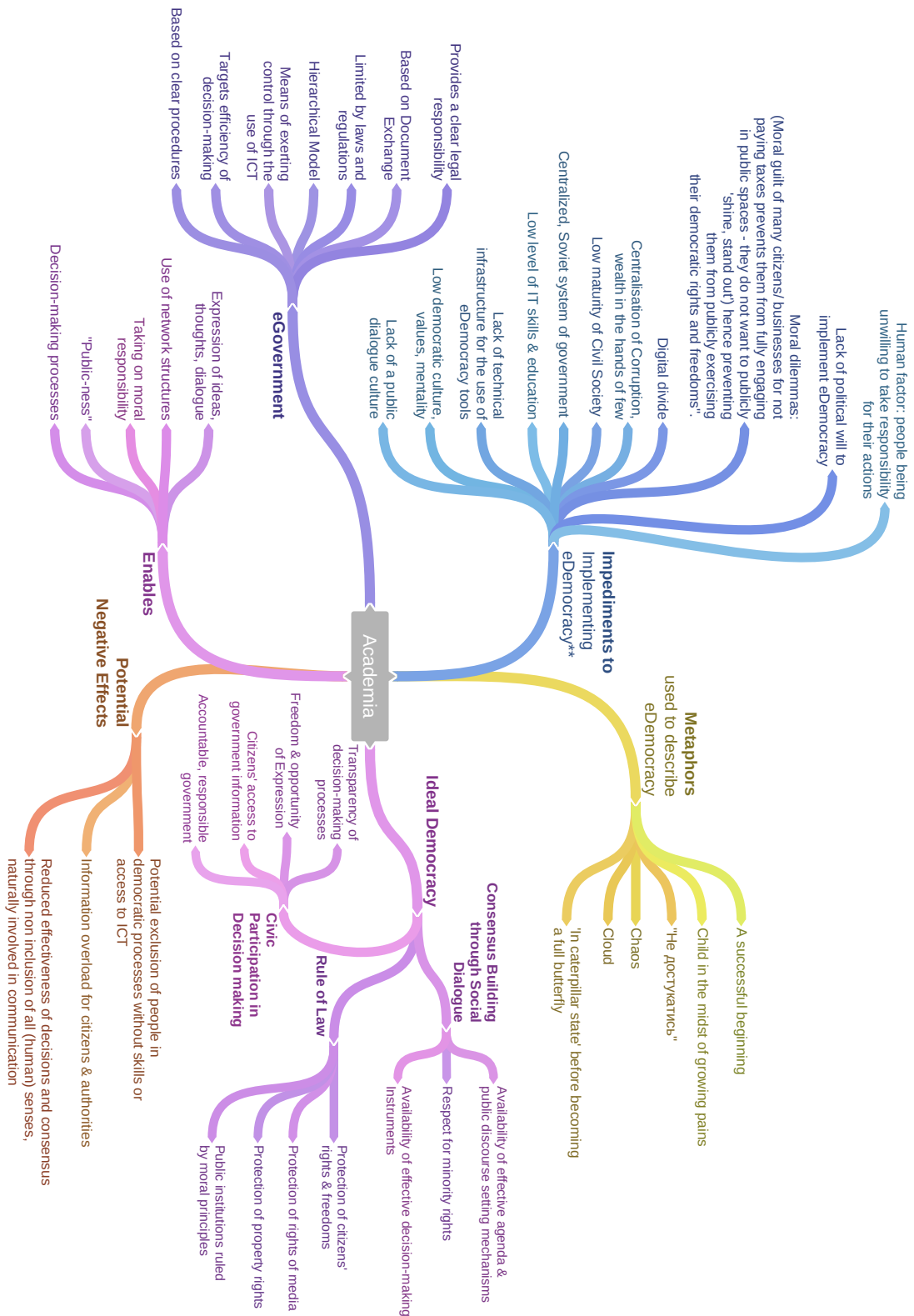
## Recommendations for Implementation

- Ensure more active involvement of civil society organisations in stimulating public discussions on key issues, benefits and risks associated with eDemocracy.
- Identify a list of eDemocracy experts in Ukraine – currently such list does not exist.
- Provide IT infrastructure and technical support to public authorities and to low income families especially at the local level.
- Increase eSkills training opportunities for the elderly and retirees as this category of citizens is the most vulnerable.
- Ensure equal access to public services through multi-channel (online-offline) service delivery. Offline access should not be eliminated entirely as not to restrict access to those who cannot or do not want to use ICT.
- The education system needs to cultivate political literacy on citizens’ rights and freedoms and ICT skills development. Training on eDemocracy tools must begin at the school desk.

Short participant survey conducted after the Open Mic Policy Dialogues focus group discussions revealed that many of panelists valued their participation in the Open Mic Policy Dialogues as it allowed them to deepen their own understanding of eDemocracy, to discover new analytical angles of eDemocracy and to changed their opinions on certain issues.

# MINDMAP: ACADEMIA

Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap presented here captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.





## STAKEHOLDER GROUP: GOVERNMENT

# Government report

“eDemocracy is an enabler of freedom and social organization where everyone has the right to participate in the political, social and cultural life through the use of information and communication technologies.”

### Facilitator:



**Andrii Semchenko**  
National Academy of  
Public Administration  
under the President of  
Ukraine.

### Context and Participants:

Two sets of *Open Mike Policy Dialogues on eDemocracy* were held with government officials at the National Academy of Public Administration in Kyiv on 10 and 25 November 2015. Each group had 12 participants, 6 women and 6 men representing officials from different levels of government, seniority and departments. Each session lasted 3 hours with a total of 24 government participants.

## STAKEHOLDER GROUP: GOVERNMENT

### General Perspectives

Key trends emerging from the focus group sessions with government officials indicate participants' tendency to define eDemocracy from a functional "administrative perspective". Participants tended to associate eDemocracy with the simplification of administrative procedures, cost savings, transparency and public access to information. They were less able, however, to discuss eDemocracy in relation to civic participation, accountability and civic education. While interest in the topic was generally high, participants noted the novelty of eDemocracy and direct online government-to-citizen (G2C), citizen-to-government (C2G) interactivity as a practice in Ukraine. Participants concluded that relevant legislative adjustments, resource allocation, training and change in mentality of civil servants were seen as needed steps before eDemocracy can be fully adopted in Ukraine. They also believed that the implementation of eGovernment should precede eDemocracy initiatives. The following sections depict some of the more detailed themes emerging in the discussions.

**Dominance of discussions on electronic services versus electronic democracy** showed that government representatives have easier time relating to topics on eServices than to topics linked to eDemocracy. Participants tended to use the terms of eGovernment and eDemocracy interchangeably, considering them to be synonymous. eDemocracy was mostly linked to transparency such as legislation on public access to information, the importance of state web portals and open budgets. However, participants were less able to name instruments, existing practices and benefits associated with civic participation and political accountability. This shows that this area requires more attention and training.

**An interesting point raised was about the importance of 'internal eDemocracy' of the administrative system.**

Participants felt that – internal eDemocracy – the unification of state databases and all departments' equal access to state registers and data is as important to address as 'external' forms of eDemocracy they associated with civic participation. Participants identified limited internal access to state

registers, inefficient communication between state departments, citizens' inability to oversee internal administrative processes - termed as "citizens' dependency on small local tsars" - as key problems with the 'internal eDemocracy' of Ukraine's public administration system. As one participant summarized:

*"It is futile for us to begin engaging citizens in decision-making processes if we as administrators and administrative system do not practice democracy inside our own system and procedures."*

### Defining eDemocracy



Although many government participants tended to use the terms 'eGovernance' and 'eDemocracy' interchangeably, they defined eDemocracy as follows:

- Government's and societal openness, transparency and accessibility.
- Direct democracy that enables direct citizens-to-state, and citizen-to-citizen interactions.
- Enabler of civic "eFreedoms" – freedom of speech and promotes culture of 'informational freedom'.
- A tool for the implementation of anti-corruption policy in Ukraine – through the depersonalization, or citizens' non-direct contact with civil servants.
- Accessibility, transparency of processes, which in turn provide opportunities for citizens to monitor government's accountability.



## STAKEHOLDER GROUP: GOVERNMENT

- Tools for training civil servants and improving their “eReadiness”.

### Linkage to eServices

- Availability, standardization of quality, time efficiency and accountability in administrative service delivery, correct information provision about services to citizens.
- Reduction and simplification of face to face interactions.
- Ability for citizens to self-monitor the service delivery process – currently citizens have low control and ability to monitor how their services are being delivered, citizens are completely dependent on the administrative system and have few or no possibilities to hold it accountable.

### Perceived Benefits of eDemocracy

- Provide opportunities for stimulating and mainstreaming a public dialogue culture in Ukraine.
- Provide transparency over state budget and expenditure tracking, provide cost saving opportunities.
- Users’ (online) anonymity allows for equality and objectivity in online participation.
- Facilitate oversight and empower citizens’ participation in parliamentary and government activities through eParliament, eElections, ePetitions platforms.
- In principle, allow the public to participate in discussions about legislation and decision-making and enable citizens to monitor the implementation of laws.

### Key Obstacles to eDemocracy in Ukraine Today

- ‘Declarative statements’ versus consistent political will at the executive government level lead to gaps in relevant legislation, allocation of resources and implementation of impactful eDemocracy initiatives (with the exception of ePetitions).
- Non-existent national strategy and implementation measures for eDemocracy in Ukraine.
- Public councils linked to state authorities are too for-

mal and dysfunctional, they are not pursuing concrete activities with impact on improving civil society and citizens’ engagement in policy and decision-making.

- Citizens’ persistent distrust and fear of abuses by public servants administering eServices.
- Fears related to personal data protection and verification of citizens’ online identity.
- Digital and informational divides cause asymmetries in public’s access to information and participation, the future evolution of eDemocracy needs to provide mechanisms to ensure equal public access to government.
- Lack of understanding at lower levels of public service and administration about the benefits of eDemocracy often cause resistance to use them.
- Low government’s responsiveness to citizens’ demands for government’s transparency and accountability.
- Low public authorities’ consistency in fulfilling their promised actions, policies.
- Lack of relevant resource allocation related to the use of ICTs for strengthening democracy. Digital inequality, lack of development of IT infrastructure and interest by citizens to engage in political life (on or offline) due to their distrust in government.



# Proposed Recommendations

While public officials identified numerous challenges, they remain quite optimistic about the future of eDemocracy in Ukraine. Government representatives divided their recommendations into three categories with expected visibility of results in 5 to 7 years:

## Develop a National Vision for eDemocracy

- Public authorities need better instruments, resources and training in order to change their behavior and mindsets, to make them more receptive to the active use of ICTs in their work.
- Develop a national platform and concrete state programs on eDemocracy.
- Build consensus on strategic priorities, implementation protocols and decentralization of eDemocracy practices in line with European standards - effective cooperation between national, regional, local authorities will be needed.
- Allocation of targeted resources for the development and implementation of a national eDemocracy strategy – e.g. special eDemocracy fund at the Cabinet of Ministers to ensure a coordinated approach for eDemocracy across all Ministries.
- Provide technical ICT, eDemocracy personnel and experts at all public administration levels.
- Revive and increase efficiency of public councils within public authorities, which are currently too formal, dysfunctional with no real activities and impact.

## Legislative Changes Needed

- Pass legislation for the development of a unified register of state information with adequate data security and equal, free access for all public authorities.
- Strengthen legal provisions, penalties

and enforcement measures for illegal actions related to the use of electronic resources by public authorities and private actors. Potentially amend: the Law of Ukraine “On electronic trust services” and Law of Ukraine “On the unified state demographic register and documents that prove citizenship of Ukraine”.

- Increase political will for developing and implementing eDemocracy tools.

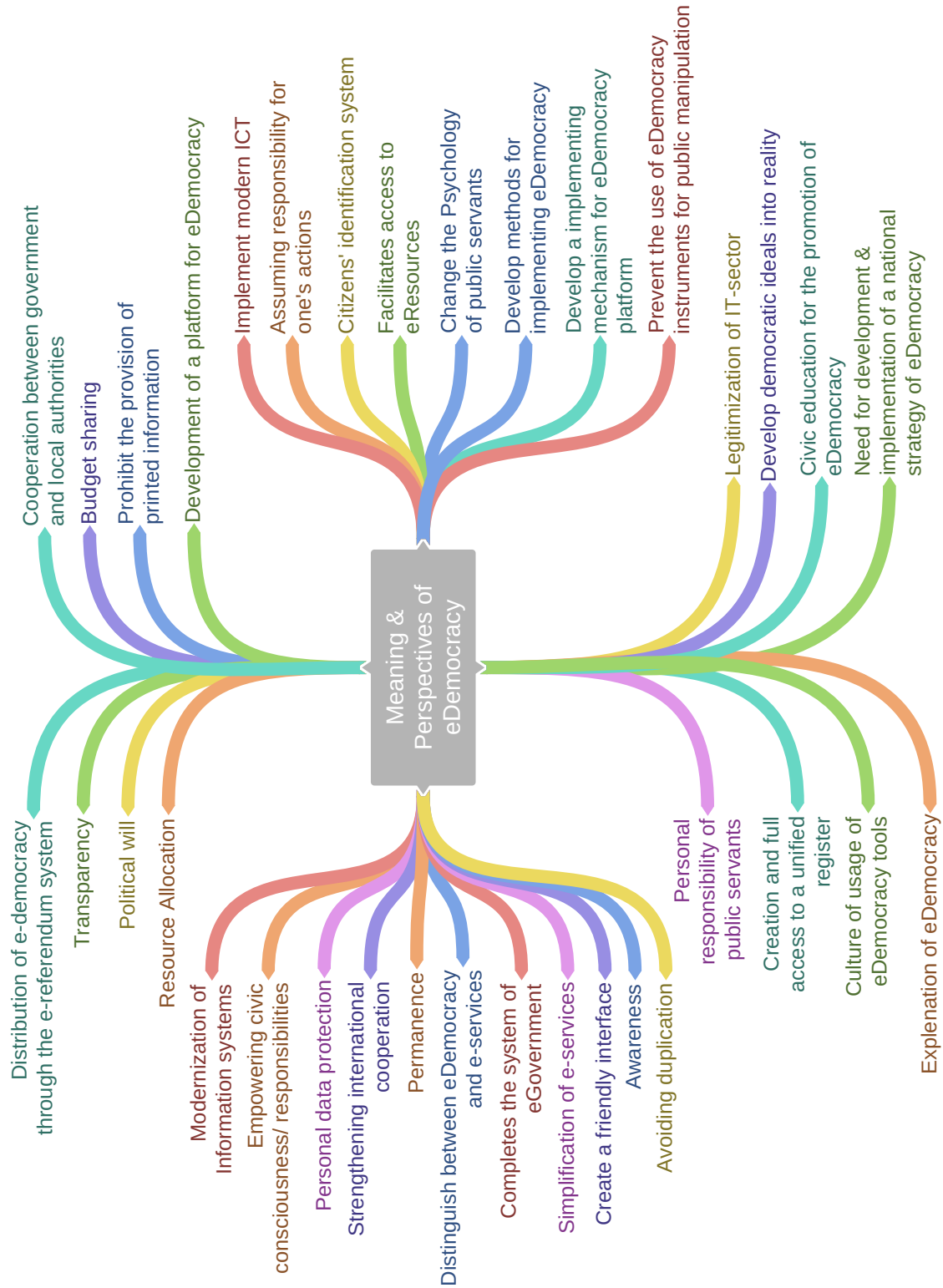
## Role of Civil Society, Media and Business

- CSOs to provide better training programs and public awareness campaigns on eReadiness and eDemocracy.
- Increased media coverage about the benefits and risks of eDemocracy and eGovernment.
- Business sector to assume a more active role in the development and financing of innovative ICT instruments and implementation of eDemocracy.



# MINDMAP: GOVERNMENT

Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap here presented captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.





## STAKEHOLDER GROUP: CIVIL SOCIETY

# Civil Society **report**

“eDemocracy is a feedback algorithm, facilitating mutual influence and co-operation among citizens and authorities. It facilitates access to authorities (e.g. via websites, interactive features) and enables citizens to influence decision making processes.”

### Facilitator:



#### **Dmytro Khutkyy**

Head of Sociology Strand, eDem Lab, Center for Innovations Development, Kyiv Mohyla Academy.

### Context and Participants:

The *Open Mike Policy Dialogues on eDemocracy* with Civil Society stakeholders was held on 25 November 2015 at the Center for Innovations Development, Kyiv-Mohyla Academy. The session lasted 3 hours and included 10 participants, 3 women and 7 men from a wide range of civil society organisations.

## STAKEHOLDER GROUP: CIVIL SOCIETY

### Defining eDemocracy

For civil society representatives, democracy was primarily associated with openness, transparency, accountability, rule of law, enjoyment of civic rights, freedoms and civic participation where citizens have access to opportunities to actively participate in self-governance.

*"eDemocracy is a tool – the use of ICT for promoting and enhancing the general practice of democracy at multiple levels within government and society. ICT enable easier, more cost-effective, and accelerated implementation of democratic processes and practices such as decision-making and delegation of different tasks and roles within a large community, society." (Civil Society Stakeholder, DB)*

**Electronic or digital democracy** was defined as an extension of traditional democracy involving information and communication technologies, characterized by user-friendliness, speed and the capacity to involve many people. eGovernment was understood as state-led governance through the use of ICT.

The participants then further distinguished: while eDemocracy is demand driven, eGovernment is supplied by the state but the two are complementary and can be seen as functionally united. At the same time, eDemocracy can also be seen as an enabler of a self-sufficient process of popular self-organization, and eGovernment, as a means of public administration management. In this sense, the two concepts were considered as two independent systems. eDemocracy represents tools and processes for collective decision-making whereas eGovernment enables the implementation of government's decisions.

Participants also discussed distinctions between eDemocracy, eGovernment and eSelf-governance:

*"There is an electronic democracy, electronic governance, and electronic self-governance... Self-governance represents collective decision-making. As for me, electronic governance is the implementation and reporting of these decisions." (Civil Society Stakeholder, SY)*

*"In principle, electronic self-governance is part of eGovernance. It is a form of eDemocracy in eGovernance at the local level." (Civil Society Stakeholder, VN)*

Moreover, the following interesting metaphors were used by participants to define eDemocracy in their own terms:

*"eDemocracy is a feedback algorithm, facilitating mutual influence and cooperation among citizens and authorities. It facilitates access to authorities (e.g. via websites, interactive features) and enables citizens to influence decision making processes, and then to further delegate them to authorities for implementation." (Civil Society Stakeholder)*

*"The state is a house. Its foundation is democracy. Then there are people, decisions, and the government. The government relates to people in the form of electronic services, which are meant to serve people. This is a kind of a design." (Civil Society Stakeholder, LO)*

*"Hammer of the people" – importance of people being able to influence the government and to hold it accountable through different mechanisms: public councils, public deliberation and consultations. eDemocracy is seen as an enabling instrument – the 'hammer of the people'. (Civil Society Stakeholder, ON)*



## STAKEHOLDER GROUP: CIVIL SOCIETY

### Practice of eDemocracy in Ukraine

*"It seems that the problem with electronic democracy in Ukraine is with democracy itself... Very few people are involved in the process..." (Civil Society Stakeholder, ON)*

*"The problem is not in the tools but in the rules, the ones that the government uses. In effect, what is the role of citizens in decision-making?" (Civil Society Stakeholder, SY)*

Perspectives about the existing status of eDemocracy practice in Ukraine varied among participants. They ranged from the optimistic to outlining what is not working or is still missing. On the positive side, exchange and dissemination of information via ICT were seen as the most advanced or "working" forms of eDemocracy in Ukraine. Concrete examples from the participants' own organizations included:

*"We [at OPORA] serve as an elections observer platform, we monitor the Verkhovna Rada, collect all data available on the parliament's website, and we try to analyze it and publish it." (Civil Society Stakeholder, YL)*

*[CASE Ukraine] "Basically, we conduct economic research and our eDemocracy project that became well-known is called "Price of the State". We developed it to change peoples' attitudes about the state budget and also to instill a sense of civic ownership over the state budget funds." (Civil Society Stakeholder, ON)*

Other eDemocracy tools were mentioned as formally existing but in practice not functioning well, or not at all. Electronic document management systems, open budgets and 'online transparent offices' were placed in the 'dysfunctional' category. Other practices such as eReferenda and liquid democracy were considered as important but were not implemented yet in Ukraine. In the middle, a series of eDemocracy tools – such as open data, access to online registries and digital signature and eServices were seen as emerging but not visibly impactful or fully implemented yet.



## STAKEHOLDER GROUP: CIVIL SOCIETY

The growing use of ePetitions received a mixed assessment with extensive discussion. Some saw ePetitions positively as an instrument that catapults socially important themes into public discourse. Others were more cautious, seeing ePetitions as not yet fully developed in Ukraine and their practice not widely adopted; especially at the local level. In this context, ePetitions were criticized and seen as weak public appeals that do not bind authorities to implement proposed changes.

Others saw ePetitions in a more positive light - as an important tool for political agenda setting, public deliberation and for prompting public officials to enact changes petitioned by citizens. It was noted that so far, successful ePetitions in Ukraine managed to effectively mobilize activists and strategic use of media coverage.

*"We [Sprava, CID NAUKMA – Kyiv Mohyla Academy and RPR] mobilized a lot of people. So now we have many kinds of experts and lawyers, which help us to tackle powerful constitutional officials with our powerful constitutional experts. But this is not about petitions. This is about 50,000 people behind us... Petition was only a starting mechanism for this."  
(Civil Society Stakeholder, ON)*

Another thread in the discussion highlighted the role and importance of civic-government partnerships. Participants noted that civic activism seeks to increase open and transparent dissemination of public information. While its' more confrontational forms are achieved through public pressure via mass media, collaborative strategies can also work when public officials are viewed as partners. Mutually beneficial cooperation is then based on common goals and values, where public officials 'with a conscience' become civic activists' allies.

*"We perceive [authorities] as partners... Are you democratic authorities? Yes, we are. Do you agree with these principles? Yes, we do. Let's implement them? Yes, let's implement... Overall, many good things can be implemented based on partnership. And this can work even in Ukraine."  
(Civil Society Stakeholder, ON)*

### Challenges of Democracy and eDemocracy in Ukraine

- Dependency of mass media on corporate funding and selective coverage of topics determined by 'what sells'.
- Deficit of ideological (political) parties protecting citizens' interests.
- Fragmentation among key (eDemocracy) stakeholders and civic apathy.
- Rural-urban divide in internet penetration (less than 30% in rural areas and over 80% in cities with 100,000 or more inhabitants).
- Lack of funding and low level of IT infrastructure available in state and public administration to implement eGovernment and eDemocracy initiatives.
- Low computer skills among civil servants.
- Transparency deficits in state institutions - intransparent procurement mechanisms.
- Manipulation of democratic procedures through bureaucracy.
- Undemocratic, closed decision-making, corruption.
- Dysfunctional mechanisms of democratic influence on decision-making.

*"Ministries continue to use 'Ukrainian mail' service. They still use obsolete computers that do not function. They are not able to send emails... There is no single unified electronic system, which is used by all civil servants, all politicians, and all parliamentarians."  
(Civil Society Stakeholder, VS)*

*"There are two levels of engaging in comprehensive deliberation and delegating tasks to representatives from society in a digital form and online: One is information exchange, and the other is influencing decision making. So as for the decision making, we (Ukrainians) can't get there today even by electronic means."  
(Civil Society Stakeholder, DB)*

*"Do you know the current level of automation of local authorities? Administrators aggregate data manually. They send the information on paper. They do not know how to use a computer. Sometimes local authorities do not even*

## STAKEHOLDER GROUP: CIVIL SOCIETY

*have computer systems, only a display and a computer box. So what sense is to talk about electronic local self-governance?" (Civil Society Stakeholder, OB)*

### Key Drivers of eDemocracy in Ukraine

Civil society participants identified three key drivers of eDemocracy in Ukraine:

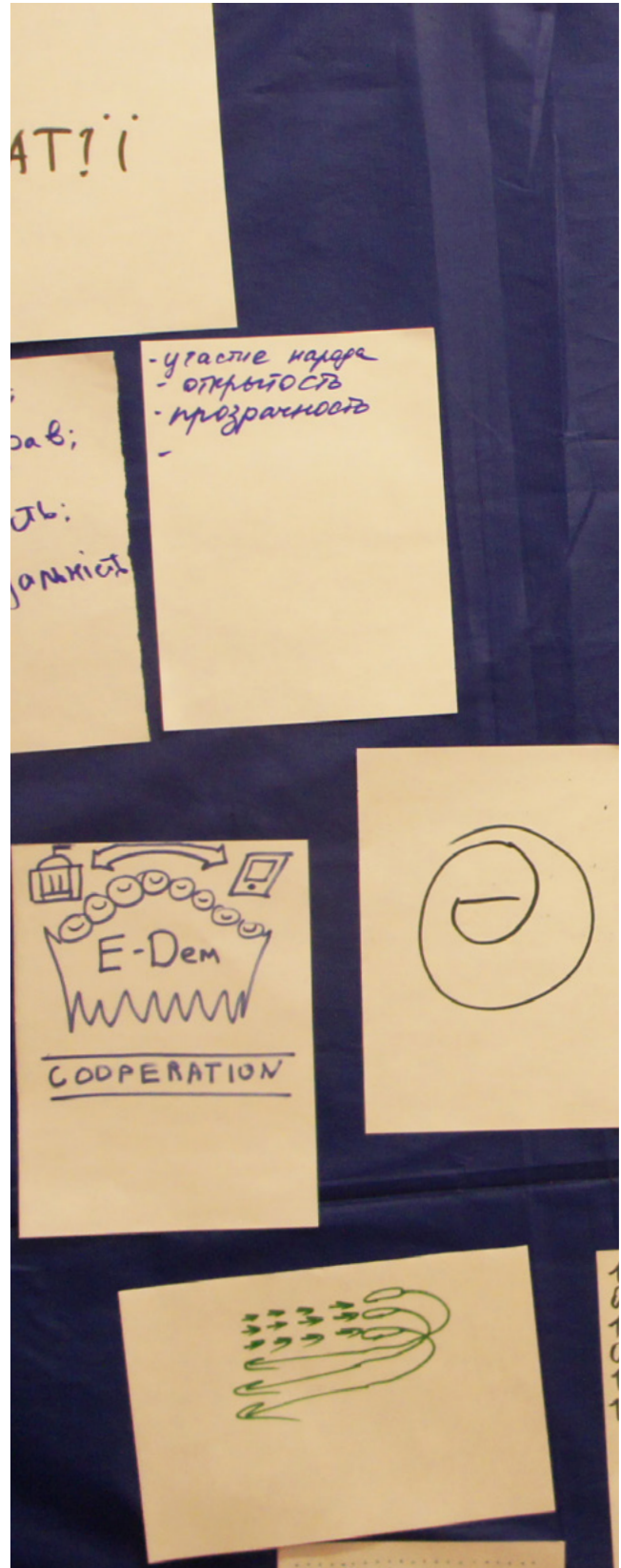
- Civic organizations that initiate, mediate interests, implement eDemocracy initiatives, projects, collaboration and ensure their dissemination at the regional level. Examples provided included: Reanimation Package of Reforms, PROZORRO, NGO Sprava, NGO Ukrainian Pirate Society, NGO Center of Political Studies and Analysis.
- Donors who provide funding, advocacy, expertise, and coordination (e.g. EGAP, USAID, SIDA, UNDP and International Renaissance Foundation).
- Authorities at central and local level that are beginning to steer, implement and monitor policies.

Participants' reflections on the challenges that limit the influence of key role players:

*"Mass media are not impartial, political parties do not follow clear ideologies but are opportunistic and do not represent the interests of the people."*

*"Citizens are not interested in politics, especially at the national level and are not eager to participate in civic activism (campaigns, events). Theoretically, these challenges can be overcome, as they depend on individuals or organizations that can be changed."*

*"We create (online) tools that nobody needs since people are not ready to use them. People are more interested in whether a hole near their house will be fixed. They are not interested in all the rest, unfortunately."*





# Proposed Recommendations

## Preconditions for Advancing eDemocracy in Ukraine

- Generational and elite change.
- Steady impact of education.
- Advancements in computerization and *Internetization* of society.
- Expanding and mainstreaming the transparency and open data agenda.
- Implementation of decentralization.
- Development of local democracy and active civic participation culture.
- Rolling out and scaling up of eDemocracy practices.

## Possible Future Scenarios for eDemocracy in Ukraine

- i. eDemocracy developing as an independent and autonomous sphere of democratic initiatives that functions in parallel to formal state authorities.
- ii. Self-organization, pilot projects and 'survival of the fittest or best eDe-

mocracy practices' that will gradually engage more users. The snowball effect will act as popular influence and source of public and media pressure on authorities.

- iii. Evolutionary scenario where developments in eDemocracy and eGovernance symbiotically evolve, complement each other and are enhanced through mutual collaboration and joint co-monitoring by citizens and authorities.

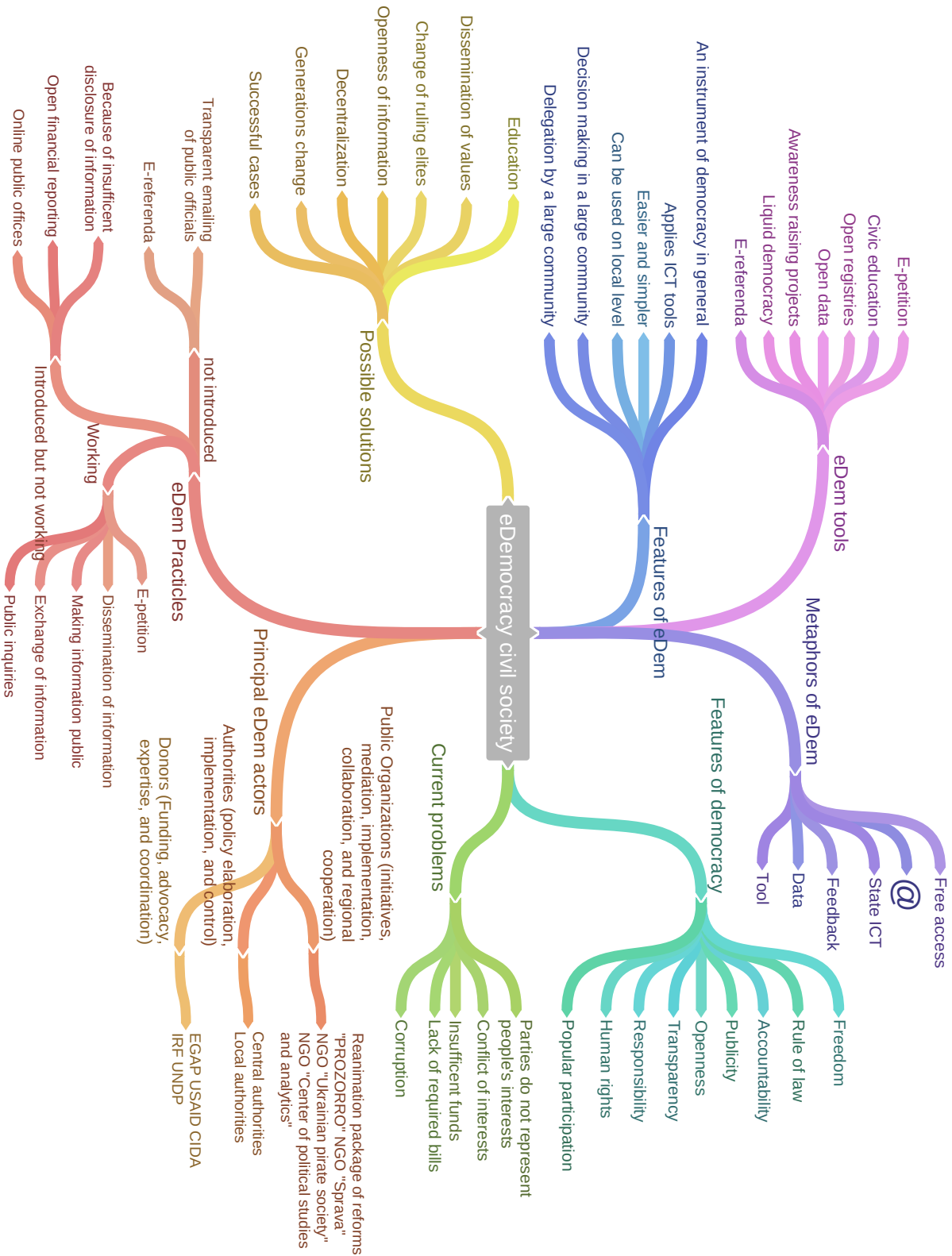
## Actions to be Taken

- Continued opening of electronic access to public information – it is not perfect.
- Making eDemocracy tools more user friendly and widely available to the public.
- Development of more effective bridging mechanisms between online civic initiatives and formal political, legislative, policy and decision-making processes leading to concrete change(s).
- Mainstream ePetitions across all state agencies and especially at local government level.
- Develop an online website for social entrepreneurship that would coordinate analytics, lobbying, public consultations and electronic referenda.
- Create an online space for information exchange, communication and coordination of activities on eDemocracy and democracy in general.
- Disseminate successful eDemocracy cases, best practices and actively cooperate with mass media.
- Develop and implement a comprehensive nation-wide civic education program on eDemocracy.



# MINDMAP: CIVIL SOCIETY

Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap here presented captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.





## STAKEHOLDER GROUP REPORT: MEDIA

# Media report

“The 24/7 online format is challenging the ways that media communicates with the public...still today there is low knowledge about eDemocracy and professional blogging culture in Ukraine.”

### Facilitator:



#### **Olena Pravylo**

Executive Director,  
Congress of Cultural  
Activists.

### Context and Participants:

The *Open Mike Policy Dialogues on eDemocracy* with media stakeholders was held at the Swiss Cooperation Office in Kyiv. It included 11 participants, 7 of whom were women, 4 were men representing both offline and online media. The session lasted 3 hours.

## STAKEHOLDER GROUP: MEDIA

### Defining of eDemocracy and Perceived Risks

#### Media participants defined eDemocracy as:

- Forms of new social interactions and social processes that facilitate closer ties among people, create new communities and open dialogue on various issues.
- New instruments for individuals' (electronic) self-governance, self-empowerment, protection of human rights and self-expression that allow offline democracy to exist – e.g. eSurveys, open, participatory budgeting, eReferendums, eDiscussion forums and ePetitions.
- eDemocracy is strongly linked to processes and deficiencies of offline democracy (in Ukraine).
- New social processes that can serve as a tool for adopting solutions and consensus building.
- Transparency, openness, process management, awareness, consensus-based and inclusive decision making, efficiency, effective government, indiscriminatory-free access to information for all, accountability for decisions and actions, a set of tools for implementing democracy as such.

While eDemocracy was recognized as new forms of engagement that enhance existing offline democratic processes, media participants also noted the following **risks and limitations linked to eDemocracy:**

- Online communication and e-facilitated democratic processes are limited to the 'power' of online tools used. Power and limits of each online instrument need to be known in advance and used accordingly. eDemocracy instruments should not be overestimated.
- Online communication and instruments can reduce the level of individual and collective responsibility where due to their pervasiveness and prompted speed in communication can make users take unwarranted actions or lead them to make premature conclusions.
- Use of online communication and eTools can lead to the depersonalization of interactions as people do not always know the true online identity of others.
- If effective data security protection measures are not

in place, eDemocracy leaves potential for unwarranted interference with peoples' privacy, abuses in access to information and risks of political manipulation.

### eDemocracy in Practice in Ukraine



Issues that shape or currently prevent the mainstreaming of eDemocracy in Ukraine stirred up a dynamic discussion among media participants. The following summarize the five dominant threads in the discussions.

#### **eDemocracy is in early stages of development and it mirrors key issues in Ukraine's offline democracy.**

eDemocracy's slow development in Ukraine can be partly explained by the general infancy of Ukraine's democracy where remnants of a post-Soviet political culture still dominate. These were seen to manifest in:

- Low socio-political trust in society.
- Fear of and threats to privacy of information and personal data protection.
- Threat of political manipulation of information.
- Questioned legitimacy of laws and systemic compliance with the protection of political rights.

## STAKEHOLDER GROUP: MEDIA

### Recognition of 'some but not enough' eDemocracy tools in practice:

- Legislation on open data exists but mechanisms for implementation are still lacking.
- Online budget transparency initiatives are emerging.
- ePetitions (Presidential Administration).
- Online discussion forums and eSurveys but their socio-political impact is unclear.
- Social networks: while social networking sites (SNS) unite people and form new communities, they can also fragment and 'atomize' groups/ individuals in society. Information via SNS can also be distorted, biased with factual understanding disappearing.
- eElections – some monitoring, visualisation techniques (OPORA, eDemocracy association) but eVoting mechanisms still do not function in Ukraine.
- eReferenda are in demand but there is no legislation or established practice yet.

**24/7 online platforms, the volume, instantaneous nature of information flow and public's new communication habits are challenging traditional channels of**

**information provision by mass media.** This is subsequently changing the way that media conveys information and relates to the public. New methods of media-public outreach and interaction are increasingly necessary.

**Emerging eDemocracy initiatives that are of high interest to media** include open data, 'online' journalism (bloggers, texty.org) and new visualization methods (infographics, texty.org, OPORA Civic Platform).

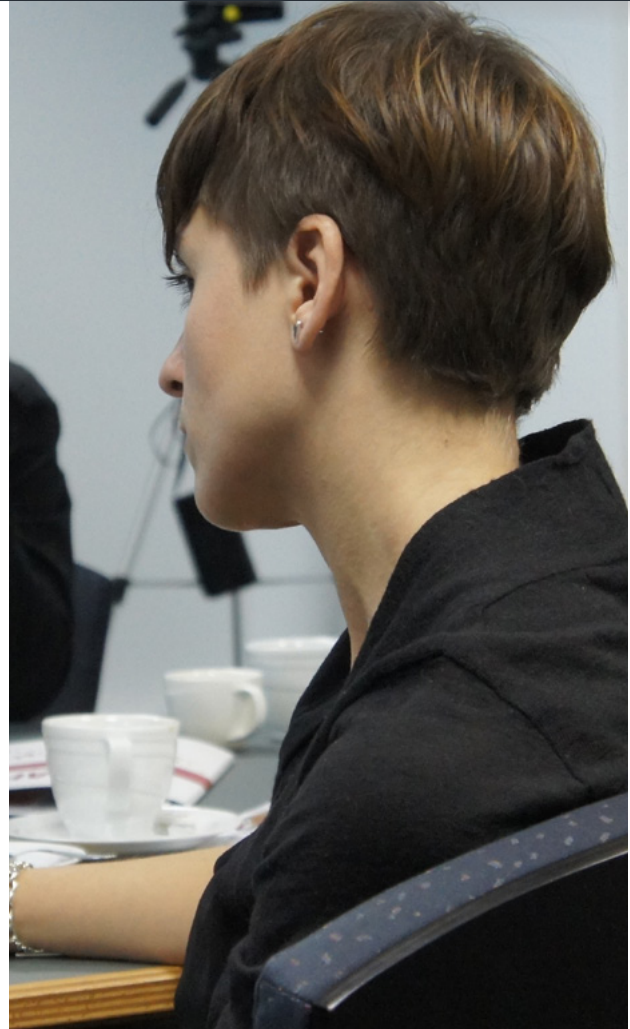
**Cooperation, knowledge generation and information sharing on eDemocracy between academia, civil society and media is critical.** As only a very narrow number of journalists is currently working on eDemocracy topic - more knowledge, relevant analytics from academic institutions, media's access to experts, targeted training courses for media designed and taught by civil society organizations, compilation of best Ukrainian and international best practices are needed for more effective media coverage of eDemocracy issues. Expert discussions and public debates that promote awareness about different eDemocracy topics are additionally important to hold.



## THE ROLE OF MEDIA IN EDEMOCRACY

**Media participants admitted to have a low specialized knowledge on eDemocracy issues which results in their low coverage of the topic.** Currently, only a very small number of journalists works on eDemocracy topics. Due to eDemocracy being new but also quite 'technical' in content, some media participants also explained that eDemocracy topics may be challenging to translate into appealing and easy to understand messages for the general public. Impactful cases where the use of ICT made a difference need to be well documented and disseminated.

**Journalists find eDemocracy topics relevant but journalistic training on how to effectively explain and translate eDemocracy to the general public is needed.** To ensure adequate coverage of the topic, importantly, targeted training for journalists is essential - e.g on how to find interesting eDemocracy topics and how to turn them into interesting articles, TV and radio programs relevant for the public. Linking eDemocracy to anti-corruption, human rights protection, popular usage and benefits of eDemocracy tools and existing proven best practices will be critical in this process.



### Obstacles to Implementing eDemocracy in Ukraine

- Lack of openly available data, applications and tools for relevant processes.
- Low level of journalism research linked to eDemocracy topics.
- Low awareness and interest by citizens on the topic.
- Different levels of education and awareness of users (citizens) causing demographic digital divides.
- Different levels of online ethics, citizens' sub-cultures (active vs. non-active, topic specific groups).
- Post-Soviet mentality, 'public introversion', lack of common socio-political goals/ interests - low social activism.
- Exclusion of the older generation and other marginalized groups in public discourse.
- Gaps between different segments of population in accessing information.
- Oligarchic influence on media, impact on budget and financial distribution of resources.

# Proposed Recommendations

Media participants divided their recommendations into five categories:

## For all Stakeholders

- Before fully implementing eDemocracy, the main challenge is to develop a general concept, system and practice of democracy in Ukraine.
- Develop cross-cutting, multi-level norms, standards, procedures and targeted training opportunities so that eDemocracy can effectively strengthen democratic life.
- The need to promote society-wide civic engagement culture through public discussions and government public dialogues on various democracy topics.

## For Government, Parliament

- New policies and enforcement mechanisms that guarantee personal data protection, online freedom of expression and respect for minorities' views will need to be developed to ensure a conducive, low risk environment in which eDemocracy can develop.
- Conduct a government-wide audit of existing legislation, standards, tools and good/ missing practices for strengthening offline and online democracy in Ukraine.
- Based on results of the audit, identify concrete legislation, tools, programs and entry points for the implementation of eDemocracy at all levels of government in Ukraine.
- Collaborating closely with media - conduct broad-based advocacy campaign, trainings and programs to raise awareness (benefits, risks, best practices) about eDemocracy across

government departments.

- Allocation of public funds for a public media program on eDemocracy.
- Conduct an information campaign on eDemocracy in schools: courses in higher and secondary educational institutions targeting parents, children, teachers, students.
- Using eDemocracy tools, implement pilot projects in participatory budgeting and eVoting.
- Implement unified ID-card system.
- Develop mechanisms for monitoring the implementation of eDemocracy initiatives at all levels of government.

## For Civil Society Organizations

- Civil society and academic institutions need to jointly develop better conceptual connections and 'instruments' between offline 'real' democracy and eDemocracy.
- Develop better analytics, facts, documentation of best practices, instruments and applications on eDemocracy that can be pro-actively shared with the media.
- Develop specialized training courses on key eDemocracy topics targeting journalists, bloggers, opinion makers, activists, active citizens, IT-community.
- Develop mechanisms for monitoring the implementation of eDemocracy at all levels.

## For Media

- Concrete benefits of eDemocracy that are easy to explain to the public are needed to stimulate public interest and awareness about the topic.

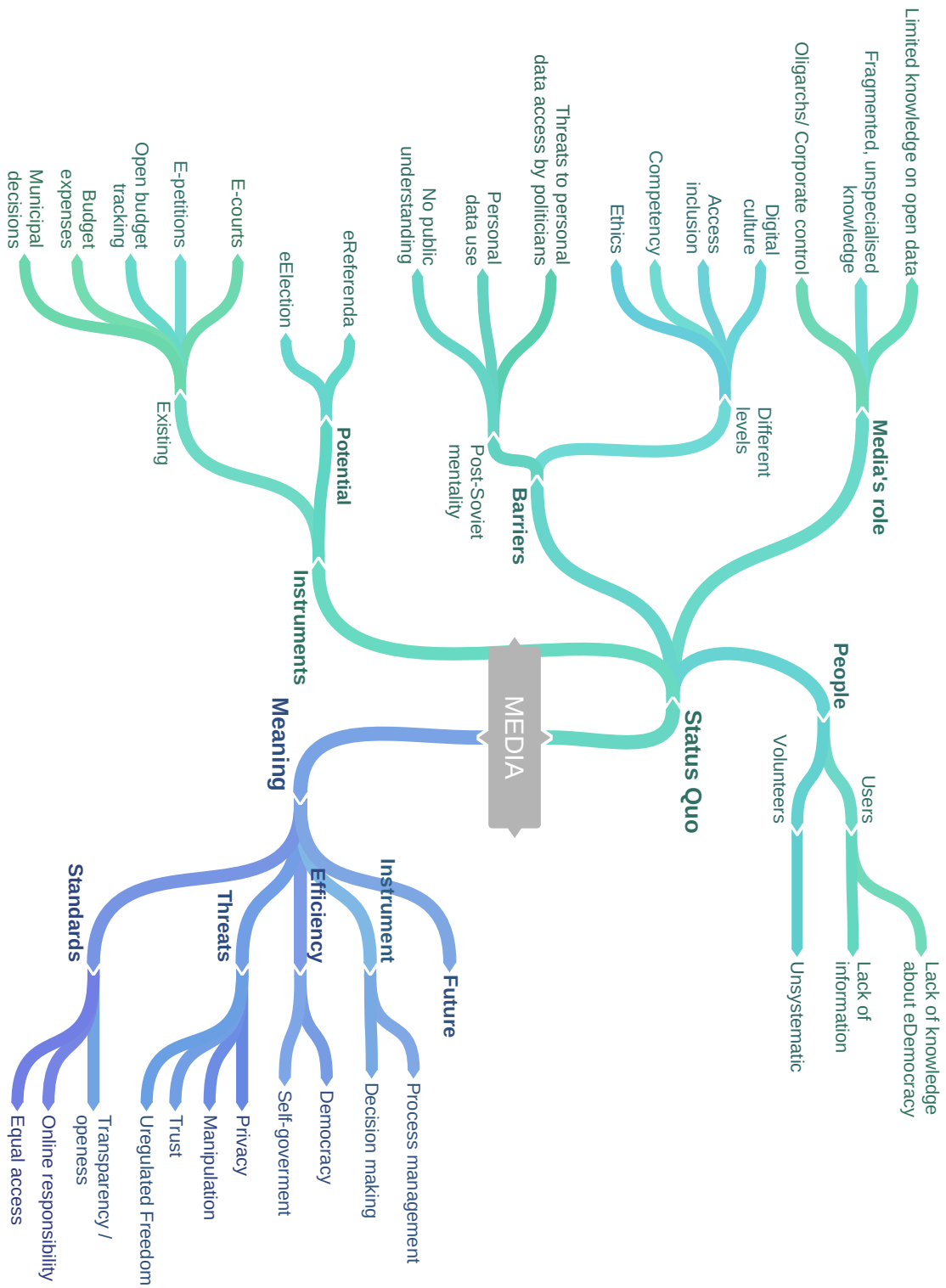
- Jointly with civil society, develop communication strategies, blogging community and online campaigns on how to better introduce eDemocracy and raise public awareness: how to target different audiences with different messages - e.g. celebrities, politicians, experts who would act as promoters of eDemocracy, online promotional and educational online videos, trainings etc.

## For Donors and Business

- Promote and provide financial opportunities for the development of high-quality and affordable eDemocracy tools where the ratio of the process is devoted 5% to development and 95% to promotional work with people and NGOs: internet, education, game simulations.
- Conduct conceptual and technical trainings for activists, officials, other artists to innovate and adopt Western experience in all regions of Ukraine.

# MINDMAP: MEDIA

Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap presented here captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.







## STAKEHOLDER GROUP: YOUTH

# Youth report

“Democracy needs to be in people’s minds and in their behavior, not in slogans. eDemocracy should be the main leitmotiv of each law, government and social action undertaken.”

### Facilitator:



#### **Mariya Boguslav**

Director, Skills Academy  
skillsacademy.com.ua.

### Context and Participants:

The Open Mic Policy Dialogue on eDemocracy with youth was held at the SkillsHub at the Ukrainian Youth Center in Kyiv on 28 November 2015. Twelve youth, six of whom were female and six were male between the ages of 18 and 35 participated in the 4 hour session. Participants were selected on the basis to their membership in accredited Ukrainian Youth associations and universities.

## STAKEHOLDER GROUP: YOUTH

### Key Trends

**Role of Youth: Self-Reflections** At first, youth participants did not see themselves as a separate demographic or political group with particular rights and interests. They simply considered themselves as 'citizens'. They did, however, claim to feel excluded from political and democratic processes. Because youth offer valuable assets to society and economy such as IT, language and communication skills, labor mobility, flexibility and international experience – participants felt that youth should have more say in policy making. However, because time is of high value for youth, they like to spend it on activities that show impact and results. Existential issues such as paying for education, finding a job, earning money, looking for housing, starting a career further preoccupy most of youth's time and often prevent them from engaging more actively in political life. Participants reflected that youth is future oriented and expects changes to happen fast. Nonetheless they also understand that the political system cannot always meet these conditions.

### Perceived absence of democracy in Ukraine, let alone eDemocracy

Youth, particularly 'active youth', claim to be aware about leading democracy issues in Ukraine and about the meaning of eDemocracy. Youth consider eDemocracy to be a logical evolution of democracy in today's IT-driven world. Youth are active users of social networks and ICT tools. Distinguishing between eDemocracy and eGovernment was not difficult for them. They recognize that 'total' democracy is a utopic concept but claim that currently there is no democracy in Ukraine. The government is not seen to be adequately promoting and practicing democratic ideals in practice – *"what Ukraine has is artificial or pocket democracy", "it is a sad parody, a soap bubble", "manipulation instrument for political agendas and not for the people by the people"*.

### Meaning of eDemocracy

Youth participants affirmed that eDemocracy likely means different things to different people. Interestingly, they also saw government as an instrument of eDemocracy rather

than the other way around. Other concepts associated with eDemocracy among youth included:

- Digitalization of human interactions in a value-oriented space with clear rules, responsibilities.
- Online space and mechanisms for protecting, implementing freedom of speech and expression.
- The first necessary step to create a 'real' digital country.
- Way of managing a country that includes discussing, planning, organizing and implementing citizens' ideas into legislation and policies by using electronic resources.
- New interactive space that enables free and equal access to electronic information for all.
- Online mechanisms for popularizing and spreading public opinion and government reforms.
- An effective instrument(s) for understanding what society wants, needs and how it thinks.
- Enables individuals to be heard, engaged, facilitates transparency in how peoples' opinions and grievances are being considered, ability to vote online.
- A potential monitoring mechanism for citizens and civil society to ensure government's accountability and effectiveness.
- Tools at government's disposal to track peoples' grievances, opinions and problem solving.
- Use of innovative IT in decision-making and policy making to better engage citizens.



## STAKEHOLDER GROUP: YOUTH

### Current Status and Barriers to Implementing eDemocracy in Ukraine

According to youth participants, eDemocracy in Ukraine today is “read-only”. It lacks interactive, user friendly mechanisms for the engagement of ordinary citizens and effective advocacy to catalyze positive democratic change(s). Moreover, the following observations and barriers were identified:

- Some eDemocracy tools already exist (e.g. ePetitions, Prozorro, Kyiv City ID/citizenship card, vstup.info) but clear, visible changes and impact of their use is lacking – this creates distrust and low motivation for their mainstreaming.
- High competition among (regional) eSolutions providers and low open-source culture.
- Low level of advocacy, information provision and awareness building about eDemocracy by CSOs and media – knowledge remains mostly in ‘activist’ circles and is not shared with general public.
- Government’s low involvement of youth, especially the IT savvy in the development of eGovernment and eDemocracy policies.
- Passive mentality among public and low critical mass of eDemocracy tools usage.
- Lack of trust in IT tools and processes, lack of public’s understanding about their value, benefits.
- Lack of or too few well documented best practices and the few that exist are poorly disseminated.
- Continued digital divide and unequal access to online resources particularly among rural and lower socio-economic levels of population.

### Optimism About the Future of eDemocracy

In spite of the existing barriers, overall, the youth stakeholders remain positive and optimistic about the future of democracy and eDemocracy in Ukraine. “If we didn’t believe in the bright future, we would have left the country already”. However, “if changes fail to come in 5 years, risks are high that especially active and talented youth will leave Ukraine for countries that offer more educational and job opportunities like Europe”.



# Proposed Recommendations

## For All Stakeholders

- Create an integrated platform for eDemocracy tools, civic education, analytics, best cases, presentation of projects, inter-community and experts' collaboration – 'a one-stop-shop for eDemocracy' for active citizens.
- Increase civic education, digital social culture and knowledge about eDemocracy through instructional videos for each eDemocracy tool, public awareness building and social media campaigns, mobile applications, eDemocracy fairs, strong collaboration with media.
- To stimulate critical momentum of users make eDemocracy applications free of cost to download.
- Conduct further nation-wide sociological research to identify key missing links in ordinary citizens' trust, needs and fears in using new technologies for democracy-building purposes.
- Ensure social inclusion when designing and testing eDemocracy instruments by including rural citizens, older people and disadvantaged populations (e.g. visually impaired).

## For Government

Develop a national strategy and relevant budget for eDemocracy based on several prioritised policy streams and integrate it with the national concept on eGovernment. Proposed policy

streams to be adopted and enforced:

- An online policy for all legislation and budgets to be transparently available in a user-friendly and interactive format at all levels of government websites – this means not just cutting and pasting long documents that are difficult to read and putting them online.
- 'Interactive government policy' where all government departments actively interact with the public through social media (Facebook, Twitter), eConsultations – designate specific staff to tasks.
- All new legislation related to public communication, decision-making and civic participation to consistently incorporate an 'eComponent' – proactive use of ICT tools.
- Develop an 'open-source and easy integration policy' for eDemocracy/eGovernment solutions.
- Begin providing a mandatory introductory course on eDemocracy for all higher and middle level civil servants.
- Include systematic youth engagement policy sections and programs in eDemocracy and eGovernment policies (e.g. government sponsored contests, hackathons, internships targeting youth).
- Pro-actively set the agenda for public-private cooperation between donors, business, civil society and academia to build a sustainable ecosystem for eDemocracy in Ukraine – e.g. Create financial incentives – such as joint 'match & fund' initia-

tives or co-sponsored hackathons.

- Publish an annual report and introduce 'eDemocracy awards' for best eDemocracy practices in government, civil society and private sector, publicize widely.

## For Civil Society Organizations

- Facilitate development of open-source, open code eDemocracy tools that are easy to replicate and integrate by diverse actors (CSOs, government, citizens, media).
- Crowd-funding and crowd-sourcing should be an obligatory part of fundraising for every project.
- Provide opportunities for youth engagement, especially IT specialists - through contests, hackathons, mentorships, IT clusters, hubs, business incubators, students' organizations when creating online and mobile apps.
- Develop offline and online educational public awareness campaigns on eDemocracy topics.
- Strengthen active use of traditional media, social media marketing and other online mechanisms in advocacy campaigns about eDemocracy and other issues.

## For the Educational System

- Integrate introduction to eDemocracy into elementary school curricula (from 5th grade): teaching critical thinking, digital, media and politi-

cal rights literacy; adopting a hands-on, user based approach to teaching children about eDemocracy and eGovernment tools.

### For Business

- Through Corporate Social Responsibility programs, strengthen public-private partnership and financial support for incubation and piloting of new eDemocracy tools (e.g. via competitions, mentorship programs and funds to startup IT companies with good ideas).

### Media Online and Offline

- Media is a key instrument for publicly mainstreaming eDemocracy.
- Popularize existing eDemocracy tools, services and success stories through educational videos, TV and radio programs, weekly newspaper columns/sections, social advertisements (on big public boards), interactive online outreach to the public.
- Create social, documentary or commercial movies, based on real or written success-stories, a great example is the new show on 1+1 Channel – “Sluga narodu” (“Public Servant”) watched even by youth.
- Develop data-journalism and targeted training for journalists.

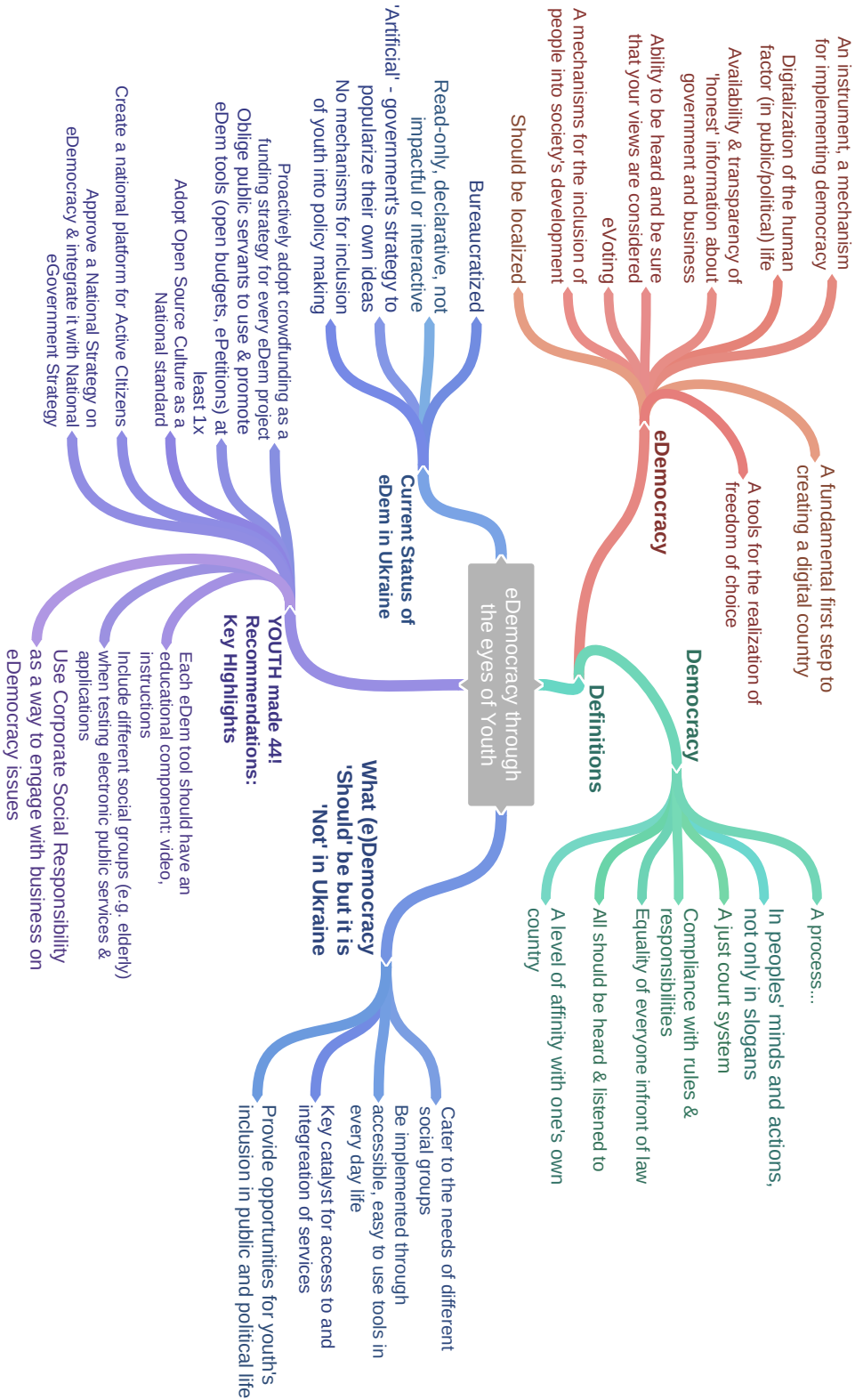
### For Citizens

- Openness to developing their eSkills and use of eDemocracy tools.



# MINDMAP: YOUTH

Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap here presented captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.





## STAKEHOLDER GROUP: BUSINESS

# Business report

“[eDemocracy] is an online dialogue between civil society, business and the government. Essentially, it is a search for consensus that goes beyond the basic mechanism of citizens having opportunities to influence authorities.”

### Facilitator:



#### **Serhiy Loboyko**

Director, Center for Innovations Development, Kyiv Mohyla Academy.

### Context and Participants:

The Open Mic Policy Dialogues with business stakeholders took place on November 27, 2015 at the Center for Innovations Development, Kyiv-Mohyla Academy. The session lasted 3 hours and included 14 participants, 4 of whom were women and 10 were men.

## STAKEHOLDER GROUP: BUSINESS

### Defining eDemocracy

When business stakeholders were asked what 'democracy' means for them - community self-organization and grass roots civic activism were listed as democracy's fundamental pillars while civic education, transparent and accessible public officials who work 'for the people' were considered as its necessary conditions.

Discussions on eDemocracy were dynamic. Central to the discussions included reflections on whether digital democracy is distinct from offline democracy and whether it adds anything 'special' or 'new' to politics and society. Participants' perspectives varied. Some argued that technology without the human element does not mean much while others claimed that the medium of communication and means of interaction define and subsequently change the quality of communication.

*"What is democracy, for me? It is the Greek political principles. Only now, they can be manifested technologically, in a new format. It is a full-fledged expression of the will of the people." (Business participant, OK)*

When defining eDemocracy, business stakeholders distinguished it from offline democracy not only as the use of ICT but also as processes and tools that yield different quantitative and qualitative outcomes. eDemocracy is seen to save resources, to accelerate communication and engage more people from regions by reducing distances. eDemocracy is also seen to strengthen accessibility, transparency, trust in services and civic engagement in democratic processes. Qualitatively, participants agreed that eDemocracy provides new opportunities for civic engagement, expression of diverse voices, delegation of responsibilities, accessibility, transparency, mutual trust and consensus-building:

*"Almost any process or domain can be digitalized... But if it does not respect fundamental democratic principles, then it cannot contribute to, or be called, eDemocracy". (Business participant, OZ)*

A distinction was also made between eDemocracy defined as the "online mediated expression of the will of the people" and eGovernment associated with "services and tools offered by the state and the implementation of peoples' decisions by officials granted with authority".

eDemocracy was also seen as a space that facilitates civil society activism, social dialogue and consensus building. The process of aggregation of interests and consensus building through dialogue facilitated by the online environment was a dominant theme among business participants. Both were seen as very important processes and outcomes of democratic decision making, means of attaining self-governance and citizens' proactive influence on authorities. Online deliberation spaces were thus seen to represent modern, ICT enabled "agoras" for policy making in the information age.

*"[eDemocracy] is an online dialogue of civil society, business, and the government. Essentially, it is a search for consensus that goes beyond the basic political definition of citizens having opportunities to influence authorities. (Business participant, OC)*





# STAKEHOLDER GROUP: BUSINESS

## Current Status of eDemocracy in Ukraine

When discussing the current status and practice of eDemocracy in Ukraine, business participants separated it into three categories:

- i. Practices and tools that already function fairly well,
- ii. Those that are emerging, and
- iii. Those that are not functioning yet but which are necessary for advancing eDemocracy in Ukraine.

*“Today, people are not inclined to self-organize and self-govern. They hope that kind authorities will replace evil authorities and will do everything for them.”(Business, OL)*

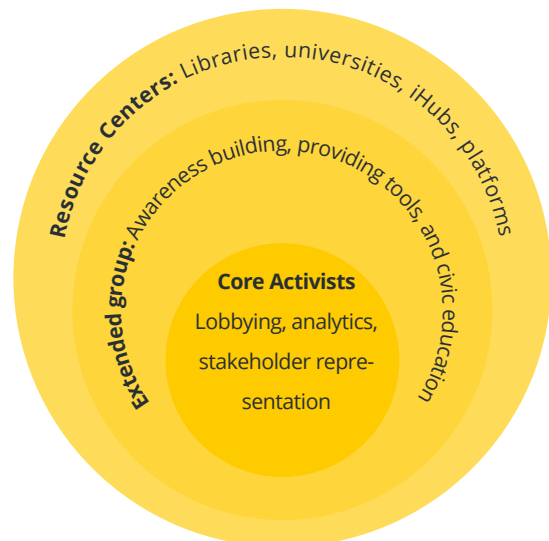
*“The government collects numerous data for no reason. It collects them and then doesn’t use them.”*

More details are provided in the Table below:

Tools that WORK	Tools that are EMERGING	Tools that do NOT WORK
<ul style="list-style-type: none"> <li>• eQueries</li> <li>• eRegistrations (some)</li> <li>• Simple eAppeals &amp; feedback</li> <li>• Limited discussion forums on social networking sites</li> <li>• Horizontal online information sharing via email, social networks</li> <li>• PROZORRO, OPORA elections platform, Price of the State, Kyiv Smart City</li> <li>• Local initiatives – e.g. digitalization of bus stops.</li> </ul>	<ul style="list-style-type: none"> <li>• Digital signature</li> <li>• Bank-ID</li> <li>• Open Budgets (Government)</li> <li>• eDoc exchange</li> <li>• ePetitions</li> <li>• eDiscussion Forums</li> <li>• eAdvocacy</li> <li>• City level eDemocracy initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Offline democracy</li> <li>• eID</li> <li>• eServices at national/local level</li> <li>• eVoting</li> <li>• eConsultations</li> <li>• Participatory budgeting</li> <li>• eLegislation</li> <li>• Liquid democracy</li> <li>• Smart city initiatives.</li> </ul>

When elaborating on the existing successes, failures and needs for promoting eDemocracy in Ukraine today, overall, local and regional developments were seen as the most dynamic. Here stakeholders shared numerous examples of demands from local authorities for eSolutions to local socio-political problems and challenges. Effective organizational and mobilization structures for mainstreaming eDemocracy within civil society, however, were seen to be weak and insufficient. Consequently, demand for a unifying online platform that would visualize reforms, map relevant agencies, include a catalogue of existing civic initiatives and platforms, provide space for discourse, networking and resources for civil society – e.g. project or campaign management, was emphasized. Experiments with liquid democracy during the Maidan Public Council on the other hand were considered as unsuccessful examples of eDemocracy in Ukraine today.

## Key Drivers for Advancing eDemocracy in Ukraine



## STAKEHOLDER GROUP: BUSINESS

### Barriers to eDemocracy in Ukraine

- Absence of national (citizens) census data and reliable ID system (offline or online).
- Contradictory 'over collection' but underuse of census data by government for meaningful public benefit.
- Existence of eDemocracy tools but without real, 'felt' impact for citizens and the business sector.
- Demotivating sense of 'artificial democracy, change and manipulation (by state authorities) where select interest groups rather than genuine representation of relevant civic stakeholders have access to and influence on decision-making processes.
- Fragmentation, insufficient or ineffective information sharing among stakeholders.
- Low degree of civic activism, apathy and when there is civic activism, low responsiveness by authorities.
- Symbolic, artificial rather than 'real' political impact and change.
- eDemocracy in Ukraine today essentially rests on the self-organisation and activities of a core network of civic activists but where the key challenge remains on how to effectively scale up, raise public awareness, disseminate successful cases, engage more participants, initiate new projects and raise funds for new activities Ukraine-wide.
- Manipulation of digital technologies for vested (often political) interests.
- Low offline and online responsiveness by state officials to inputs provided by citizen through eAppeals, ePetitions or other mechanisms.



# Proposed Recommendations

In their recommendations for the future of eDemocracy in Ukraine, the business stakeholders foresaw three possible scenarios as indicated in the Table below.

#1 Top-Down eDemocracy	#2 Bottom-Up eDemocracy	#3 Alternative Models
<p><b>Pessimistic</b></p> <ul style="list-style-type: none"> <li>Existing authorities will tamper with some reforms but with no concrete changes, resulting in continually rising civic dissatisfaction and decreasing civic morale.</li> </ul> <p><b>State-Citizen Symbiosis</b></p> <ul style="list-style-type: none"> <li>Passing of relevant legislation on eDemocracy, eGovernance and its successful implementation by authorities.</li> <li>Effective inclusion of civil society, convergence, development of joint synergies on eDemocracy and eGovernance where State and civil society symbiotically evolve, work and promote eDemocracy as partners.</li> <li>Enhanced by collaboration and co-monitoring by citizens, authorities.</li> </ul>	<p><b>Snowball Model</b></p> <ul style="list-style-type: none"> <li>Evolution of an eDemocracy movement mobilized by individual eActivists and communities.</li> <li>A “critical mass” of public initiatives and ‘survival of the fittest eDemocracy pilots’ emerges, propelled by horizontal dissemination of successful practices where organic selection will attract popularity of more users and interest especially at the local level which will in turn stimulate authorities to adopt them.</li> <li>Challenges: potentially ad hoc, un-directed, lack of conclusive macro-level net effects, with questionable resource allocation and sustainability.</li> </ul>	<ul style="list-style-type: none"> <li>Creation of a highly decentralized model of electronic self-governance system parallel to the state.</li> <li>Creation of a separate electronic reality, comprising digital personalities and corporations.</li> <li>Moving from democracy to meritocracy – support for the most decent and effective projects based on strong ethical and democratic values.</li> <li>Experimentation with different voting and representational tools : instead of “one person – one vote” to a weighted, proportionate to one’s contribution model - in regards to funds or activities.</li> </ul>

## Normative and Legislative initiatives

- Establish a comprehensive national eGovernance and eDemocracy strategy by authorities.
- Strengthen legal and relevant online infrastructure for the development of a thriving eCommerce system in Ukraine.
- Move towards a meritocracy culture and implement empowerment principles of democracy.
- Establish a high-quality civic education campaign for eDemocracy, involving professional managers, mar-

ket experts, and spokespersons.

- Legally enable civic associations to submit ePetitions.
- Introduce secure and reliable electronic identification system.
- Introduce amendment clauses to existing ePetition legislation to make authorities liable and binding to respond and take action (implement) proposed changes in legitimate petitions.

## Tools

- Develop an alternative monitoring and reporting system for state budget expenditures using data collect-

ed by citizens.

- Develop a system and tools for measuring the impact of eDemocracy with indicators such as trust in business, civic networks, authorities, access to ICT, eVoting readiness, real voter turnover, client satisfaction and life happiness surveys.
- Develop tools and mechanisms for effective bottom-up (C2G) and top-down (G2C) consensus building.
- Develop eDemocracy tools with impact – e.g participatory budgeting and eVoting.

### Better coordination, mobilisation and networking

- Strengthen eDemocracy principles and mechanisms within internal business networks.
- Develop a more effective model of public-private partnerships, corporate fundraising for eDemocracy initiatives – e.g. as part of companies' Corporate Social Responsibility commitments.
- (Business to Civil Society) Improve online communication, mobilization and organization of business and civic stakeholders at all levels.
- (Civil Society to civil society) Achieve self-sufficiency and civic advocacy in civil society and transparent social movements through effective communication networks that can quickly respond to political events and advocacy needs.
- Create a national eConsultation and cooperation platform for civil society, business and authorities that would include information about stakeholders, their fields of expertise, crowdfunding platform, list of tasks, key contact persons and channels for dissemination of successful practices.
- Build strong partnerships, identify champions among national and local authorities who are open to work with civil society.
- Experts and authors of petitions need to be included in decision-making processes.

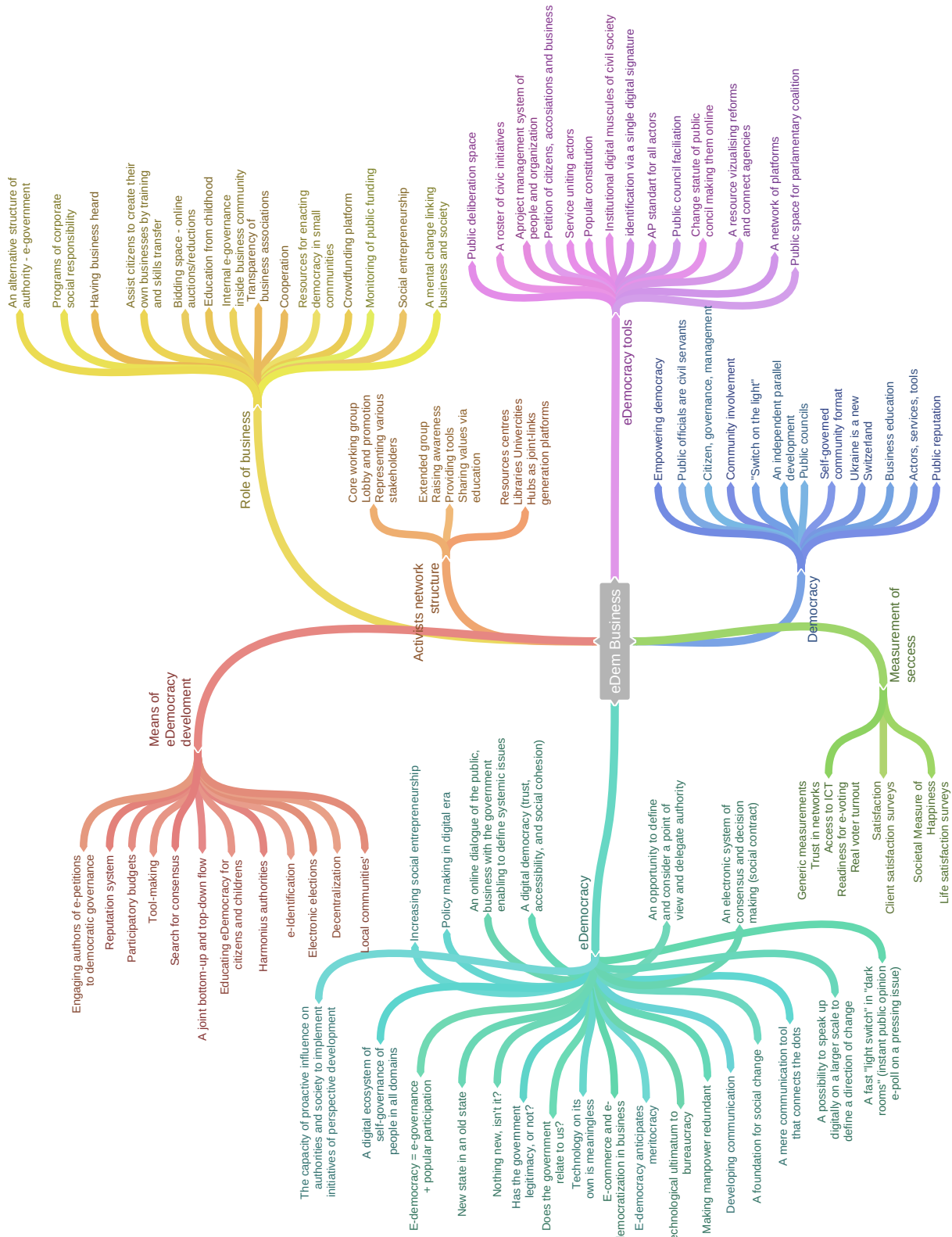
### Civic education

- Develop and introduce a course on eDemocracy for high school and university students.
- Develop a high-quality national public awareness campaign and civic education on eDemocracy – especially targeting children, youth.



# MINDMAP: BUSINESS

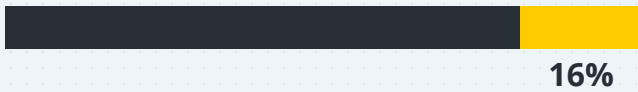
Mindmaps are another tool for illustrating key issues discussed during focus groups. The mindmap presented here captures 'unedited' reflections and associations that participants had with various concepts linked to eDemocracy during the Open Mic Policy Dialogues on eDemocracy.



## ANNEX 1: ANSWERS TO QUIZ ON EDEMOCRACY

### 1) In your view, what is the level of satisfaction with democracy in Ukraine among experts?

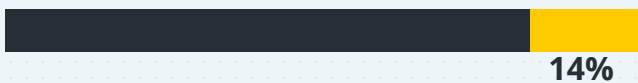
Only 16% of experts were 'satisfied' or 'very satisfied' with the current state of democracy in Ukraine.



16%

### 2) Percentage of Ukrainian citizens that know what eGovernment and eDemocracy mean?

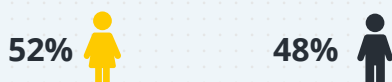
Only 14% of Ukrainian citizens know what eGovernment means while 79% have never heard of the term eDemocracy before<sup>1</sup>.



14%

### 3) Is there a gender divide in the use of the Internet between men and women in Ukraine?

Among Internet users in Ukraine, 52% are women and 48% are men.



52%



48%



### 4) According to experts, what are the top priorities to address when it comes to democracy in Ukraine?

Fight against corruption, transparency of elections and political processes and transparency over government's spending are identified as the top three priorities for strengthening democracy in Ukraine.



### 5) Who is more likely to prefer voting and influence legislative and national policy processes online - Kyiv based or regional stakeholders?

In the Open Mic Policy Dialogues online survey, regional stakeholders expressed higher preference for using online instruments for elections and influencing legislative and national policy making processes than their Kyiv based counterparts.



### 6) Which eDemocracy and eGovernance tools are currently most in demand? Can you name some concrete eDemocracy tools already in use in Ukraine?

89% stakeholders were most likely to use state portals for electronic services, 78% use eAppeals, and 74% ePetitions. The least likely to be used were subscriptions to electronic newsletters or online consultations with state authorities. Prozorro, ePetitions of the Office of the President, OPORA platforms, Kyiv Smart City<sup>2</sup> are eDemocracy instruments that stakeholders were most familiar with.



### 7) What are the top three barriers to the advancement of eDemocracy in Ukraine?

According to experts, at present:

- The lack of relevant legislation, policies, strategies for implementing democracy,
- Lack of citizens' understanding and awareness about the benefits of eDemocracy, and
- Low availability of information and media coverage on eDemocracy topics are considered to be the top barriers for advancing eDemocracy in Ukraine.

<sup>1</sup> Kyiv International Institute of Sociology (KIIS)/ EGAP public opinion survey (2015) What Ukrainians Think About eGovernment and eDemocracy.

<sup>2</sup> [www.prozorro.org](http://www.prozorro.org), [www.petition.president.gov.ua](http://www.petition.president.gov.ua), [www.oporaua.org](http://www.oporaua.org), [www.kyivsmartcity.com/](http://www.kyivsmartcity.com/)

# ANNEX 1: ANSWERS TO QUIZ ON EDEMOCRACY

8) According to experts, who is responsible for leading and coordinating eDemocracy initiatives in Ukraine?

According to the expert online survey, the Cabinet of Ministers, the State Agency for eGovernance and the Parliament are the top institutions responsible for coordinating eDemocracy in Ukraine.



9) What are the perceived top three benefits of ICT tools for improving governance in Ukraine?

ICT are thought to be most useful for i) improving transparency over state expenditures, ii) decreasing corruption, iii) making courts more transparent.



10) What is the expected impact of ICT usage for democracy in Ukraine in the future?

Making government more efficient, effective and accountable to citizens (23.5%), strengthened direct democracy (17%), and more informed and involved citizens (16%).



## ANNEX 2: PARTICIPANTS

The Open Mic Policy Dialogues on eDemocracy could not have been done without the joint effort of the following participants who devoted their free evenings, thoughts and ideas to this important topic. Each of them has contributed immensely to the process and results. We are deeply grateful to them.

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### Youth

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Kharchenko Tetiana	Prokhorova Maria
Korol Anna	Sibirev Anatoly
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 Chepovyi Volodymyr, Publishing House "Blitz-Inform"  
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 Kulish Victoria, Ltd. "Meest Express"  
 Pazdriy Vitaliy, Company of intellectual technologies "KINT"  
 Pechko Vasyl, Cable TV  
 Rudyi Volodymyr, NTD Group  
 Shtybel Uliana, American Chamber of Commerce in Ukraine



## ANNEX 2: PARTICIPANTS

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Zhmerenetskyi Oleksiy, Club "Kolo"

### Media

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## ANNEX 3: ABBREVIATIONS

C2G	Citizen-to-government
C2C	Citizen-to-citizen
CID	Center for Innovations Development at Kyiv Mohyla Academy
CSO	Civil Society Organization(s)
e	Electronic
eDem	Electronic democracy
EEF	East Europe Foundation
EGAP	Swiss funded Program on eGovernance for Accountability and Participation
G2C	Government-to-citizen
ICT	Information Communication Technologies
IT	Information technologies
KIIS	Kyiv International Institute of Sociology
NGO	Non-Governmental Organization
SIDA	Swedish International Development Agency
UA	Ukraine
UNDP	United Nations Development Program
USAID	United States Assistance for International Development

# ANNEX 4: ESURVEY QUESTIONNAIRE

## The Role of Electronic Democracy in Ukraine

Welcome to the FUTURE of DEMOCRACY IN UKRAINE Survey

New information and communication technologies (ICT) are increasingly permeating our everyday lives. In addition to providing benefits in efficient communication, in many countries innovative uses of ICT tools such as electronic petitions, e-polls, e-consultations, e-advocacy campaigns, online discussion forums, open data and participatory urban planning software are thought to positively influence transparency, accountability of state authorities and to increase civic participation in political life.

The following survey forms a part of Open Mic Policy Dialogues on Electronic Democracy organized by the Swiss funded program E-governance for Accountability and Participation (EGAP) and facilitated by several Ukrainian partners. It includes 12 questions about the role of new ICT in strengthening democratic life in Ukraine. Your candid views are important to us! They will enable the EGAP program, its partners but also Ukrainian state authorities to better target their activities in strengthening democracy in Ukraine. We also hope that you will find reflecting about this new topic interesting!



*"Tell me and I will forget. Show me, and I may remember.  
Involve me, and I will understand."  
Confucius 450 BC*

## OPEN MIC POLICY DIALOGUES ON E-DEMOCRACY

# ANNEX 4: QUESTIONNAIRE

## The Role of Electronic Democracy in Ukraine

1. Overall, how satisfied are you with democracy in Ukraine?

	Very dissatisfied	Somewhat dissatisfied	Difficult to say	Somewhat satisfied	Very satisfied
Your level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

\* 2. In your view, what is the level of priority to address the following issues in Ukraine. (Please scroll down to the bottom of the page.):

	Top priority	Rather high	Medium	Rather low	Not a priority at all
Inefficiency of public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased inclusion of regions in national policy making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency over government's spending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved access to public information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fight against corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency of elections and political processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase citizens' participation in national decision making processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase direct state communication with citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizens' engagement in local policy and urban planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of effective tools and mechanisms to influence politics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More effective civil society organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

\* 3. In terms of your own usage, would you or do you prefer more to use: online (Internet, social media) or offline (public spaces, face-to-face meetings, newspapers, letters, classical home phone) media to do the following?

	Offline	Online
Seek state or public services	<input type="radio"/>	<input type="radio"/>
Vote in elections	<input type="radio"/>	<input type="radio"/>
Engage in public discussions	<input type="radio"/>	<input type="radio"/>
Seek information about government activities	<input type="radio"/>	<input type="radio"/>
Collaborate with others to make a change in my community	<input type="radio"/>	<input type="radio"/>
Influence legislative and policy making processes at national level	<input type="radio"/>	<input type="radio"/>
Influence decision and policy making at local level	<input type="radio"/>	<input type="radio"/>
Petition the government	<input type="radio"/>	<input type="radio"/>
Join an advocacy campaign	<input type="radio"/>	<input type="radio"/>
Complain and appeal against government's decisions and actions	<input type="radio"/>	<input type="radio"/>

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

\* 4. In your view, how useful would new information and communication technologies be for the following in Ukraine? (Please scroll down to the bottom of the page.):

	Very useful	Rather Useful	I am not sure	Rather not useful	Completely not useful
Making our courts more transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving transparency over state expenditures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementation of decentralization reforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public access to government information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving the quality and efficiency of administrative services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency of Parliament	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing citizens' participation in national decision making processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving citizens' access to and direct communication with state authorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collective action and cooperation among citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decreasing corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urban and local development planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabling NGOs to better monitor government's activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

5. Which of the following electronic democracy instruments would you most likely use? (Check all selected options.)

- Electronic public consultations on policy and legislative issues
- Subscription to electronic newsletters sent by city or political party
- Online consultations with Members of Parliament
- State portals for electronic services
- Electronic or mobile voting
- E-appeals
- E-petitions
- Access to city Master Plans and online participatory urban planning
- Online platform to connect with other citizens for a common cause
- Online polls or surveys about policy issues
- Online advocacy campaigns organized by NGOs
- Other (please specify)



## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

6. In order to improve democratic life in Ukraine what level of priority should be given to the following actions:

	Top priority	Fairly high	Medium	Rather low	Not a priority at all
New legislation to make use of e-democracy tools mandatory by government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of a national strategy for the implementation of e-democracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creation of standards for information provision on state websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase state funding for e-democracy activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creation of tools such as e-citizen consultations, e-voting, open data applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of civil servants on issues of e-democracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase public awareness and civic education on the benefits of e-democracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil society using e-democracy instruments more pro-actively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

7. In terms of responsibility, who should be leading and coordinating e-democracy initiatives in Ukraine?

	High responsibility	Medium responsibility	Not sure	Low responsibility	Not responsible
Cabinet of Ministers/ all ministries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presidential Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parliament	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil Society Organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Agency for E-governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic and Training Institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Sector and IT companies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

8. In your view, what are the key barriers to the optimal use of ICTs for strengthening democracy in Ukraine?  
(Check all that apply.)

- Peoples' unequal and costly access to new technologies
- Lack of relevant legislation, policies and strategies for implementing e-democracy
- Peoples' preference for offline, traditional ways of engaging in politics (meetings, street protests)
- Lack of support from IT, private sector
- Lack of relevant skills among civil society organizations to use ICTs effectively
- Lack of relevant state funding
- Lack of citizens' understanding about the benefits of ICT for democracy
- Lack of promotion and interest from state and elected officials
- Fears related to personal data protection and privacy
- Low information and media coverage on the topic
- Difficult to answer
- Other (please specify)

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

9. In your view, more effective use of new ICT would have the following impact on democracy in Ukraine:

- More informed and involved citizenry in political life
- Improve direct democracy
- Increase collective action and cooperation among citizens and civil society
- Increase citizens' influence in politics
- Improve Ukraine's standing in international good governance rankings
- Increase trust between citizens and state authorities
- Making government more efficient, effective and accountable to citizens
- I do not think that ICTs can improve democracy in Ukraine
- Other (please specify)

# ANNEX 4: QUESTIONNAIRE

## The Role of Electronic Democracy in Ukraine

### 10. What is your primary professional affiliation?

- Civil society organization
- Business or private company
- Government, member of Parliament or state agency
- Academic or Training Institution
- Student
- Media agency
- Other (please specify)

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

11. Which age group do you belong to?

- 18-35
- 35-49
- 50-65
- Over 65 years old

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

12. What is your gender?

Female

Male

## ANNEX 4: QUESTIONNAIRE

### The Role of Electronic Democracy in Ukraine

13. Which region do you represent?



# ANNEX 4: QUESTIONNAIRE

## The Role of Electronic Democracy in Ukraine

14. Your Contact Information. (This feature is Optional in case you would like to receive information from us in the future.)

**Name**

**Company**

**Email Address**

## EGAP PROGRAM

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Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation



**E-GOVERNANCE FOR  
ACCOUNTABILITY AND  
PARTICIPATION (EGAP)**