

# ReSPA e-participation and open government general roadmap

## Bosnia and Herzegovina

Step 2, 10-5-17, LT

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## **1. Introduction**

### **1.1. Guide to the roadmap development process**

This e-participation and open government roadmap for Bosnia and Herzegovina represents step 2 in the roadmap development process.

#### **1.1.1. Step 1**

Step 1 consisted of compiling baseline information for a roadmap for e-participation, including OG and OGD objectives, for each of the ReSPA beneficiaries. This was used as a basis for discussion, questions and answers during the ReSPA eGovernment days, 14-15 December 2016, in Belgrade, Serbia.

#### **1.1.2. Step 2**

This document represents the first full draft specific roadmap for Bosnia and Herzegovina, derived from and referring to the general ReSPA e-participation and open government roadmap. ReSPA Beneficiaries are invited to provide feedback on this draft specific roadmap.

#### **1.1.3. Step 3**

The final set of roadmaps will consist of the general roadmap plus six specific roadmaps, one each for the six ReSPA beneficiaries.

### **1.2. Purpose and audience of the roadmap**

The purpose of the roadmap for e-participation and open government (including open government data) is to avoid becoming just another paper document to be accounted for as received in government and archived. It needs to aim to achieve the higher level function of guiding government action rather than a detailed formula.

In this context, it is necessary to understand for whom the roadmap is meant and to whom it is targeted. There could be more than one audience, but it is important it reaches the right people and does not get passed around with no responsibility taken. The e-participation and open government roadmap represents a prioritisation of a ReSPA Beneficiary's overall e-government and ICT strategy focusing on necessary building block implementations over a number of years. Thus it also needs to be specifically targeted at those responsible for Public Administration Reform (PAR), as well as the whole government of the beneficiary more generally as there are implications for all, including in particular ministries and other entities with a key role in e-government development.

### 1.3. Use of the roadmap

In order to achieve the purpose above, it is imperative that the roadmap is ambitious as well as realistic. It should be seen as a general guide but tailored to the specific situation and conditions of Bosnia and Herzegovina. These conditions are presented as the 'baseline' in this document and constructed using the sources detailed at the beginning of sections 4, 5 and 6.

The roadmap is intended as an input to the process of moving closer to the overall goals for e-participation and open government which this ReSPA Beneficiary itself chooses to pursue. Thus all recommendations are only made on the assumption that the ReSPA Beneficiary does intend to pursue the overall goals outlined, either partially or fully. As such, the roadmap will need to be translated and/or adapted into concrete policies, strategies, principles and action plans according to a timetable which the ReSPA Beneficiary determines.

This roadmap is derived from the general ReSPA e-participation and open government roadmap but is specifically tailored to Bosnia and Herzegovina. It provides a specific roadmap proposal but refers to the general roadmap for detailed guidance on specific issues. The rest of this document is structured as follows:

- Section 2: lays out the overall roadmap structure, derived from the general ReSPA roadmap.
- Section 3 gives an overview of the specific roadmap for Bosnia and Herzegovina.
- Sections 4, 5 and 6 provide specific roadmap guidance for each of the three roadmap stages.
- Annex 1 is a reference section that reproduces the baseline data, information and overall assessment for the six roadmap issues.
- Annex 2 provides comparative baseline data between the six ReSPA Beneficiaries: rating results from the ReSPA e-participation survey questionnaire, UN data on e-participation and e-government and assessment on e-participation and open government from the 2015 ReSPA study from e-government to open government.
- Annex 3 shows the ReSPA e-participation survey questionnaire.

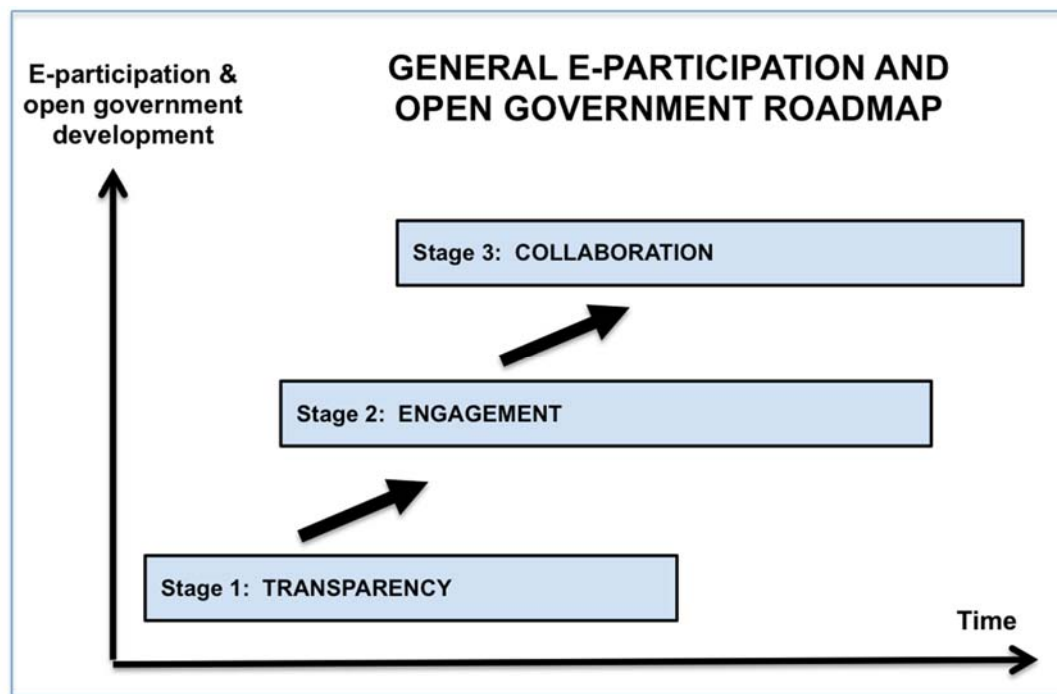
## 2. Overall roadmap structure

As described in the general ReSPA roadmap document, the three roadmap stages are transparency, engagement and collaboration. These represent distinct types of relatively independent strategies which can and often are carried out by countries independently from each other. Each stage consists of a number of building blocks which will need different work at various stages of the roadmap (see below). However, there is also considerable overlap and mutual dependence between the stages. In real life, they co-exist and overlap, forming numerous interactions between governments and people related to the prevailing socio-cultural and regulatory contexts of each country. The stages are also highly synergistic, especially if carried out in the order presented, i.e. from transparency, to engagement, and then to collaboration, with the benefits to both government and users increasing at each step. Even though it is possible to achieve some e-participation and open government benefits implementing each strategy independently in any order, the evidence shows that the size of

the benefits increases when all three are implemented and in the order suggested. See Figure 1.



**Figure 1: General e-participation and open government roadmap**



As indicated in Figure 1, the overall roadmap process shows that subsequent stages rely on success in previous stages to fully maximise synergies and benefits. The importance of interlinking between the three strategic stages is underlined by the fact that most countries do not see them in isolation but as an integrated package of an e-participation and open government policy, which is in turn an integral part of their overall e-strategy and e-government policy. Experience from some of the lead European countries (including Denmark, Estonia, the Netherlands and the UK) shows that the whole roadmap if starting from scratch can take up to ten years, although it should be remembered that these countries had no good practice to refer to. In addition, the technology has changed, and continues to change, often more rapidly than institutions and policies can keep up, pushing countries to move more quickly. Progress in future should, therefore, be faster, also because the process continues to be supported and coordinated at EU level, for example through the EU eGovernment Action Plan 2016-2020<sup>1</sup>.

As indicated above, the three strategic stages can be implemented independently, but in this case the benefits are likely to be lower and the costs higher. Thus, a comprehensive roadmap should consider the stages as a continuous process composed of three sequential as well as strongly overlapping elements, even though each is more or less discrete. Clearly each ReSPA Beneficiary will be at a different stage in this progression, so the general roadmap is a guide assuming that each starts from scratch<sup>2</sup>. The main building blocks of the roadmap are mapped against the above three stages in **Table 1** showing the sources of evidence available.

<sup>1</sup> EU eGovernment Action Plan 2016-2020: <https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020>

<sup>2</sup> Specific country inputs or comments on the roadmap, derived from the interviews and the consultation process, are indicated by showing the country abbreviation in brackets.

**Table 1: Roadmap stages showing building blocks and elements: strategic and implementation issues**

STRATEGIC ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> <li>UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand</li> </ul>	<ul style="list-style-type: none"> <li>UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services</li> </ul>	<ul style="list-style-type: none"> <li>UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities</li> </ul>
Policy & strategy	E-strategy	<ul style="list-style-type: none"> <li>Main e-strategies</li> <li>Open government data policies</li> <li>PPP/PCP policies and initiatives</li> <li>Open government policies</li> <li>PAR policies and initiatives</li> </ul>		
	E-participation policies and strategies	<ul style="list-style-type: none"> <li>General e-participation strategies</li> <li>Rating e-participation policies and strategies</li> </ul>	<ul style="list-style-type: none"> <li>E-engagement strategies</li> <li>Engagement strategies</li> </ul>	
	E-participation initiatives	<ul style="list-style-type: none"> <li>Completed e-participation initiatives</li> <li>On-going e-participation initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Planned e-participation initiatives</li> <li>Rating e-participation implementation</li> </ul>	
	Opportunities for e-participation	<ul style="list-style-type: none"> <li>Thematic areas of potential benefit</li> <li>Government needs for e-participation</li> </ul>	<ul style="list-style-type: none"> <li>Drivers and opportunities</li> </ul>	
	Challenges to e-participation	<ul style="list-style-type: none"> <li>Past challenges</li> <li>Future challenges</li> </ul>		
Institutional frameworks	Institutional framework for transparency	<ul style="list-style-type: none"> <li>State/national authority for information (transparency)</li> <li>State/national authority for e-information activities (e-transparency)</li> <li>Rating national authority for public information (transparency)</li> </ul>		
	Institutional framework for engagement		<ul style="list-style-type: none"> <li>Institute for public consultations (engagement)</li> <li>Institute for public e-consultations: activities (e-engagement)</li> <li>Rating national authority for public consultations (engagement)</li> </ul>	
	Institutional framework for data privacy	<ul style="list-style-type: none"> <li>State/national authority for data privacy</li> <li>State/national authority for data privacy: activities</li> </ul>		
Legal & regulatory frameworks	Legislation on transparency	<ul style="list-style-type: none"> <li>Legislation and policies on freedom of information (transparency)</li> <li>Constitutional rights for citizens accessing public information (transparency)</li> </ul>	<ul style="list-style-type: none"> <li>Legislation and policies on freedom of e-information (e-transparency)</li> <li>Rating access to information legislation (transparency)</li> </ul>	
	Legislation on engagement		<ul style="list-style-type: none"> <li>Legislation on consulting with citizens (engagement)</li> <li>Constitutional rights for citizens to be consulted by government (engagement)</li> <li>Legislation on e-consulting with citizens (e-engagement)</li> <li>Rating e-consultation (e-engagement)</li> </ul>	
	Legislation on collaboration			<ul style="list-style-type: none"> <li>Constitutional rights for citizens to participate in public policy and decision-making</li> <li>Rating on e-decision-making (e-collaboration)</li> </ul>
	Open government data	<ul style="list-style-type: none"> <li>Legislation and policies on open government data</li> <li>Open government data star rating 1 (available on the web (whatever format) but with an open license)</li> </ul>	<ul style="list-style-type: none"> <li>Open government data star ratings 2 (available as machine-readable structured data, &amp; 3 (plus non-proprietary format (e.g. CSV instead of excel)</li> </ul>	<ul style="list-style-type: none"> <li>Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) &amp; 5 (plus link your data to other people's data to provide context)</li> </ul>
	Data protection	<ul style="list-style-type: none"> <li>Policies and legislation on personal data protection</li> </ul>	<ul style="list-style-type: none"> <li>Rating legislation on protection of personal data</li> </ul>	

IMPLEMENTATION ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> <li>UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand</li> </ul>	<ul style="list-style-type: none"> <li>UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services</li> </ul>	<ul style="list-style-type: none"> <li>UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities</li> </ul>
Government capacity	Financial capacity	<ul style="list-style-type: none"> <li>Financial capacity</li> <li>Rating e-participation financial capacity</li> </ul>		
	Technical capacity	<ul style="list-style-type: none"> <li>Technical hardware and software capacity</li> <li>Government bodies use of ICT channels</li> <li>Rating e-participation technical capacity</li> </ul>		
	Human capacity	<ul style="list-style-type: none"> <li>Personnel use of ICT</li> <li>Rating e-participation human capacity</li> </ul>		
	Social media capacity		<ul style="list-style-type: none"> <li>Processes for monitoring social media</li> <li>How do governments monitor social media</li> <li>Rating PA social media utilisation</li> </ul>	
	Open data capacity	<ul style="list-style-type: none"> <li>Open government data responsible official</li> </ul>		
E-participation features & channels	E-participation portal	<ul style="list-style-type: none"> <li>E-participation national portal and information features</li> <li>E-participation national portal and interactive features</li> </ul>		
	Transparency features	<ul style="list-style-type: none"> <li>Rating Information sharing with citizens (transparency)</li> <li>Transparency and participation</li> </ul>		
	Engagement features		<ul style="list-style-type: none"> <li>Web 2.0 &amp; social media</li> <li>E-engagement features</li> <li>Rating consultation with citizens (engagement)</li> </ul>	
	Collaboration features			<ul style="list-style-type: none"> <li>E-polling and e-voting features (e-collaboration)</li> <li>Collaboration</li> <li>Rating e-collaboration</li> </ul>
	Open government data features	<ul style="list-style-type: none"> <li>Open government data sets</li> <li>Open government data</li> <li>Open government data star rating 1 (available on the web (whatever format) but with an open license)</li> </ul>	<ul style="list-style-type: none"> <li>Open government data star ratings 2 (available as machine-readable structured data, &amp; 3 (plus non-proprietary format (e.g. CSV instead of excel)</li> </ul>	<ul style="list-style-type: none"> <li>Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) &amp; 5 (plus link your data to other people's data to provide context)</li> </ul>
	Targeting specific groups	<ul style="list-style-type: none"> <li>Rating targeting specific groups</li> </ul>		
Public capacity	Technical capacity	<ul style="list-style-type: none"> <li>ICT Access</li> <li>Subsidies for vulnerable groups</li> </ul>		
	Human capacity	<ul style="list-style-type: none"> <li>User training</li> <li>Political activity and features</li> </ul>		
	Take-up	<ul style="list-style-type: none"> <li>Internet usage survey</li> <li>National portal usage</li> </ul>	<ul style="list-style-type: none"> <li>Social media usage</li> </ul>	
	Citizen trust	<ul style="list-style-type: none"> <li>Rating citizen trust in ICT channels</li> </ul>		<ul style="list-style-type: none"> <li>Rating citizen trust in e-collaboration</li> </ul>
	Citizen demand	<ul style="list-style-type: none"> <li>Rating citizen demand for transparency</li> </ul>	<ul style="list-style-type: none"> <li>Rating citizen demand for engagement</li> </ul>	<ul style="list-style-type: none"> <li>Rating citizen demand for collaboration</li> </ul>
	Capacity of specific groups	<ul style="list-style-type: none"> <li>CSOs supporting e-participation</li> <li>Rating ability of specific groups for e-participation</li> </ul>		

### 3. Bosnia and Herzegovina: international benchmarks

#### 3.1. UN comparative data

In comparing Bosnia and Herzegovina with the other ReSPA Beneficiaries, Table 2 shows that in terms of e-participation it is in last position out of five with a cumulative total of 52%. A similar conclusion is reached when examining the three e-participation stages, and it also scores zero on stage 3 e-participation together with Macedonia. Thus it can be concluded that Bosnia and Herzegovina occupies a lagging position amongst all five ReSPA Beneficiaries in terms of the UN's e-participation indexes. It can also be seen that Bosnia and Herzegovina lags significantly behind the global top ten, but an examination of UN e-participation scores in previous years shows that it has made significant recent progress, as have all ReSPA Beneficiaries (see Annex 2).

**Table 2: E-participation index in Bosnia and Herzegovina and other Western Balkan countries**

United Nations e-participation index by stages 2016 <sup>3</sup>				
Country	Stage 1: e-information (%)	Stage 2: e-consultation (%)	Stage 3: e-decision making (%)	Total (%)
<b>BiH</b>	<b>71</b>	<b>37</b>	<b>0</b>	<b>52</b>
Albania	74	68	14	65
Macedonia	74	63	0	62
Montenegro	85	84	71	83
Serbia	91	79	57	83
Global mean	56	43	13	47
Global top ten	98	96	80	95

Macedonia also performs in final position amongst the five ReSPA Beneficiaries when examining the UN's e-government and e-services indexes, as shown in Table 3.

**Table 3: E-government and e-service indexes in Bosnia and Herzegovina and other Western Balkan countries**

United Nations e-government & e-services indexes 2016 <sup>4</sup>		
Country	E-government (%)	E-services (%)
<b>BiH</b>	<b>51%</b>	<b>45%</b>
Albania	53%	59%
Macedonia	59%	61%
Montenegro	67%	68%

<sup>3</sup> United Nations (2016) "E-Government survey 2016– E-Government in support of sustainable development", United Nations Department of Social and Economic Affairs New York:  
<https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016>.

<sup>4</sup> Op cit United Nations (2016)

United Nations e-government & e-services indexes 2016 <sup>4</sup>		
Country	E-government (%)	E-services (%)
Serbia	71%	82%
Global mean	49%	46%
Global top ten	88%	95%

### 3.2. ReSPA comparative data

The ReSPA 2015 survey from e-government to open government shows in Table 4 that, although it again occupies final position amongst all ReSPA Beneficiaries except Kosovo\*, Bosnia and Herzegovina performs slightly better than average on stages 1 and 3, but falls significantly behind on stage 2. This stage 3 score is in some contradiction to the UN e-participation score, though it should be remembered the two sets of scores are not fully examining the same features. (Details of the components of the ReSPA scores can be seen in Table 5.)

**Table 4: From e-government to open government**

ReSPA survey from e-government to open government 2015 <sup>5</sup>				
Country	Total % score of max 24	Stage 1: Transparency	Stage 2: Engagement (participation)	Stage 3: Collaboration
<b>BiH</b>	<b>50%</b>	<b>6</b>	<b>2</b>	<b>4</b>
Albania	67%	7	7	2
Kosovo*	17%	2	0	2
Macedonia	58%	7	6	1
Montenegro	79%	5	8	6
Serbia	54%	6	7	0
Mean score	53%	<b>5</b>	<b>5</b>	<b>2</b>

The clear conclusion from both the UN 2016 and the ReSPA 2015 data is that Bosnia and Herzegovina is generally lagging all other ReSPA Beneficiaries except Kosovo\*, and it is particularly underperforming on stage 2 both on e-participation and on open government.

<sup>5</sup> ReSPA report "E-Government Analysis: from E-Government to Open Government", December 2015

## 4. Stage 1: transparency roadmap

### 4.1. Overall goals

The overall goal of Stage 1, the transparency strategy, is to ensure a one-way flow of information from government to citizen. Transparency promotes accountability by providing the public with information about what the government is doing.

However, given that means that the government remains relatively passive and not open to significant interaction with non-government actors, it should be seen as just the first stage of an overall e-participation and open government strategy. At stage 1, transparency by default is recommended, so that in principle all government activities should be fully transparent except in specific legally defined areas. Transparency enables the public to understand the workings of their government and makes it possible for them to hold the government to account for its policy and service delivery performance. An important part of this is putting data online.

As reflected in **Table 1**, it is clear that Stage 1, as the first stage, typically has the role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. This will be reflected in the following roadmap.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 1 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
  - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3).
  - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
  - UN E-Participation Index 2016: e-information: Enabling participation by providing citizens with public information and access to information without or upon demand (see section 3.1).
  - Open Government Data<sup>6</sup>: star rating 1: available on the web (whatever format) but with an open license, to be open data.
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

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<sup>6</sup> Tim Berners-Lee’s “linked Open Data 5 Star Scheme” for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

## 4.2. Policy and strategy

### 4.2.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

#### **E-strategy**

##### *Main e-strategies*

The Bosnia & Herzegovina (BiH) government has an overall e-strategy

There is no official responsible at the national level.

There is no government policy mandating that each government agency have a website

##### *Open government policies*

BiH formally joined the OGP in September 2014 and is developing its first action plan, however this is still haven't finalised first Open Government action plan.

Still no results from Council of Ministers of BiH issued request to all ministries and Agencies to start planning for adoption of open government policies.

BiH government does not have a social media strategy

##### *Open government data policies*

- 6 NGOs + govt. institutions formed partnership on OGD
- Alliance for promoting transparent budgeting of govt. institutions
- Implementation of rules, mechanisms and web tools to standardize the disclosure of information of public interest such as: budget execution data, budget information, statistical data on data exchange in electronic registers of public institutions on all administrative levels in BiH, statistical data on use. This will make the activities of public bodies to be done more transparently and effectively, and consequently, this activity would produce more effective and stronger fight against corruption and enable progress in the field of economic development and investment, especially when it comes to data transparency.
- Public Consultation in Drafting Laws
- Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <http://bit.ly/undp-bih>
- Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <http://www.cbgi.ba/>

##### *PAR policies and initiatives*

SIGMA priorities 2) Policy development & Coordination, 3) Public service & human resource management, 4) Accountability, and 5) Service delivery are being addressed, but SIGMA priority 5) on Public financial management need more attention

##### *PPP/PCP policies and initiatives*

No information is available regarding policies and strategies in BiH where there are no centralised PPP initiatives, as most initiatives are related to individual agencies or ministries. There are examples from BiH on how a Public-Civil-Partnership (PCP) model has been used for open government and open government data.

In Bosnia & Herzegovina, the vibrant NGO sector in cooperation with government institutions has formed a partnership on OGD for promoting transparent budgeting in the

country's institutions. Another example from BiH, is the inclusion of HUB 387 (an IT community) in developing the ICT strategy of Sarajevo Canton.
<b>E-participation policies and strategies</b> <i>General e-participation strategies</i> No
<i>Rating e-participation policies and strategies</i> Political commitment – 3: Average / Moderate / Sufficient National eParticipation – 1: Very poor / low / weak eParticipation policy formation – 1: Very poor / low / weak
<b>E-participation initiatives</b> Public Consultation in Drafting Laws, 2015 - 2016, Law Drafting, website, <a href="https://ekonsultacije.gov.ba/">https://ekonsultacije.gov.ba/</a> BiH Government has already implemented social network campaigns (Facebook group, Twitter profile or web blog etc.), online promotion/advocacy, and web site with policy information e-Participation activities.
<i>On-going e-participation initiatives</i> Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <a href="http://bit.ly/undp-bih">http://bit.ly/undp-bih</a> - Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <a href="http://www.cbgi.ba/">http://www.cbgi.ba/</a>
<i>Planned e-participation initiatives</i> Conducting a study or analysis
<i>Rating e-participation implementation</i> eParticipation implementation – 0: Absent / Non-existent / Not applicable
<b>Opportunities for e-participation</b> <i>Thematic areas of potential benefit</i> <ul style="list-style-type: none"> <li>- Providing Feedback in Policy Making and Law Drafting processes</li> <li>- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)</li> <li>- Budget Planning an the Municipality/Local Government Level</li> <li>- Supporting Ideation in Public Policy Drafting</li> <li>- Fostering Communication between Elected Officials and the Citizens</li> </ul>
<b>Government needs for e-participation</b> <ul style="list-style-type: none"> <li>- Social media / communication skills</li> <li>- Consulting</li> <li>- Twinning/Partnership</li> <li>- Funding</li> <li>- Promotion/Advocacy</li> <li>- Training/Educations</li> <li>- Government service design/evaluation framework/guidelines focusing on innovation and customer-centered approach.</li> </ul> <p>Areas that could benefit most from eParticipation:</p> <ul style="list-style-type: none"> <li>- Providing Feedback in Policy Making and Law Drafting processes</li> <li>- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)</li> <li>- Budget Planning an the Municipality/Local Government Level</li> <li>- Supporting Ideation in Public Policy Drafting</li> </ul>



- Fostering Communication between Elected Officials and the Citizens
<b><i>Drivers and opportunities</i></b> --
<b>Challenges for e-participation</b> <i>Past challenges</i> - Several e-Participation initiatives in BiH failed due to the fact that Government have not assumed ownership and responsibility over keeping the communication momentum.
<i>Future challenges</i> Common to all government levels in BiH: - Lack of knowledge on benefits of government-citizen partnership, co-design of public policies, on how to utilize ICT tools and social media to engage citizens in public life and decision making - Lack of systematic approach to implementing e-Participation initiatives (some form of e-Participation Strategy and Action Plan would be needed, some legal obligations for government institutions to implement those and a leading agency to take accountability over that program implementation)

#### 4.2.2. Roadmap recommendations

The policy and strategy building block in Stage 1 has the additional role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. Thus, some of these recommendations will be drawn upon also in the subsequent two stages in order to maximise synergy and cumulative development throughout the duration of the whole roadmap.

Although BiH has an overall e-strategy, there is no responsible officials nor mandatory websites for government agencies (although data from Annex I shows that all government bodies have a web presence) . Similarly lacking in implementation at the national level are open government policies. BiH formally joined the OGP in 2014, but is still developing its first action plan, and there are still no results for Council of Ministers of BiH issued request to ministries and agencies to start planning and adoption open government policies. In line with this, BiH has no social media strategy. However, what is not happening on the central national level seems to be partly offset by decentralised civil society and local communities initiatives. The country seems to have some coverage of PAR priorities supported by e-government, but is lacking e-government and open government support to SIGMA priorities and requirements for strategic framework of PAR and public financial management. There are no centralised PPP initiatives in BiH, as most initiatives are taken by individual agencies or ministries. This spills over in examples of how a vibrant NGO sector and government institutions have formed partnerships on OGD to promote transparency, of ICT strategy development, and strengthening the role of local communities.

E-participation implementation is rated as absent. The lack of a national e-participation strategy, also manifest itself in rating e-participation policy formation and national e-participation as being very poor, although political commitment is rated as average.

Lack of e-participation strategies and a systematic approach to implementing e-participation government wide on both national and sub-national levels means that the potential for e-participation to really make a difference in society remains unrealised.

***Recommendation 1***

E-government and open government strategies should be embedded in a broader e-strategy that links across government, government levels, and other sectors as part of wider government policy efforts, so that ICT and technology can specifically support the country's development. A long-term and politically stable policy framework is needed.

***Recommendation 2***

It is of utmost importance that BiH strengthen political commitment and political will in relation to open government policies from the top. An initial first step is finalising the open government action plan, and putting pressure on ministries and agencies to finalise planning for adoption of open government policies.

***Recommendation 3***

BiH should have an official responsible for e-strategies at the national level to ensure coordination and enforcement of policies and strategies. The ad hoc implementation and lack of coherence will severely hinder e-government and e-participation developments in the future. When synergies remains unexploited and conflicts are not adequately resolved resources are wasted.

***Recommendation 4***

It is very important to develop and implement a clear, ambitious but also realistic e-participation strategy which quickly leads to a new series of practical initiatives. This strategy should also be flexible so that changing demands, challenges and opportunities can be quickly accommodated. The strategy can also leverage on ideas and knowledge generated by the existing NGO and government institutions cooperation. Build on what is already there such as the public consultation on drafting laws website.

***Recommendation 5***

The missing e-government and open government support for developing the strategic framework of PAR and public financial management is critical. Addressing these issues are urgent. Open government data on public financial management available from all levels of government will increase transparency, accountability, and trust in government.

***Recommendation 6***

Examine and consider all the policy and strategy lessons and guidance in order to strengthen the very poor e-participation policy formation and absent implementation (ref: General Roadmap 4.2.2)

***Recommendation 7***

Ensure that the areas of potential opportunities (transparency, democracy, and availability) are followed up both in policy and initiatives. (Guidance on benefits can be found in the General Roadmap 4.2.2.1)

***Recommendation 8***

Ensure that identified challenges are specifically addressed:

- no appreciation of benefits (ref General Roadmap 4.2.2.1)
- lack of systematic approach to implementing e-participation initiatives (ref General Roadmap 4.2.2.1 and 4.2.2.2)

### 4.3. Institutional frameworks

#### 4.3.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

<b>Institutional framework for transparency</b> <i>State/national authority for information (transparency)</i> Yes has a state/national authority (e.g. information commissioner or similar) mandated to coordinate the implementation of existing public information policies. This authority is not independent.
<i>State/national authority for e-information activities (e-transparency)</i> National authority for e-information activities has a website, where the requests and complaints received are published, and where citizens are able to contact the authority. The website does not provide services to people with sensory disabilities or the elderly.
<i>Rating national authority for public information (transparency)</i> National authority for public information – 1: Very poor / low / weak
<b>Institutional framework for data privacy</b> <i>State/national authority for data privacy</i> BiH has an independent State/national privacy commissioner (Personal Data Protection Agency of BiH) is mandated to coordinate the implementation of data privacy policies
<i>State/national authority for data privacy: activities</i> Privacy commissioner has a presence on social media and a website. The website is not e-accessible to people with sensory disabilities or elderly. The Personal Data Protection Agency of BiH is independent, publish the requests and complaints received, and can be contacted by citizens on its website

#### 4.3.2. Roadmap recommendations

The relevant national state authorities are in place for providing information to citizens (both transparency and e-transparency) and for data privacy. Similarly, appropriate activities are taking place. However, the rating of the national authority for public information is very poor, and this implies that, although, institution and activities exist it is not performing well. This is important given that laying a comprehensive and well functioning institutional basis for transparency is essential for the further development of engagement in stage 2 and collaboration in stage 3.

#### **Recommendation 9**

Focus on speeding up the process of making websites accessible to people with sensory disabilities and the elderly, for example using specific audio, visual and tactile supports, simplified designs, etc., which are also very useful for all users whatever their needs and possible handicaps.

#### **Recommendation 10**

Focus on the functionality and performance of relevant state institutions for transparency in order to ensure they delivery maximum benefits to society as a whole.

#### **Recommendation 11**

Examine and consider all the institutional framework lessons and guidance in support of Recommendation 10 in terms of governance and monitoring (ref: General Roadmap 4.3.2).

### **4.4. Legal and regulatory frameworks**

#### **4.4.1. Baseline**

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

<b>Legislation on transparency</b> <i>Legislation and policies on freedom of information (transparency)</i> BiH has both legislation and government policies on access to public information (Freedom of Information act or similar)
<i>Constitutional rights for citizens accessing public information (transparency)</i> Yes
<i>Legislation and policies on freedom of e-information (e-transparency)</i> BiH has both legislation and policies on reactive sharing of public information in an electronic.
<i>Rating access to information legislation (transparency)</i> Access to information: legislation -- 4: Good / High / Strong
<b>Open government data</b> <i>Legislation and policies on open government data</i> There is no legislation nor government policies on proactive sharing of public information in open data formats.
<b>Data protection</b> <i>Policies and legislation on personal data protection</i> Both constitution, legislation and government policies protects citizens' personal data and information. Mandatory protection is defined in the Law on Personal Data Protection. An Agency responsible for monitoring implementation has been established.
<i>Rating legislation on protection of personal data</i> Protection of personal data: legislation -- 4: Good / High / Strong

#### **4.4.2. Roadmap recommendations**

The relevant legislation and related policies on freedom of information and the constitutional rights of citizens to access public information, also electronically as e-transparency, are in place, and legislation on access to information is rated as good. Similarly, legislation and related policies do exist for personal data protection and, in this case, the rating is good. However, there is no legislation or related policy concerning open government data. This implies that relevant legislation is working relatively well but that there might be a gap for open government data which needs addressing.

#### **Recommendation 12**

The apparent lack of appropriate legislation and related policy for open government data should be urgently addressed as this lays the basis for the successful widespread use of this public resource. (See the standard five levels of open data designed by Tim Berners-Lee<sup>7</sup>.)

#### **Recommendation 13**

There are examples from BiH on how a Public-Civil-Partnership (PCP) model has been used for open government and open government data, but examine the status of the legal basis for PCPs in order to ensure that CSOs can formally participate in all aspects of e-participation and open government activities, given that their involvement is critical for the success of these strategies.

#### **Recommendation 14**

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 4.4.2).

## **4.5. Government capacity**

### **4.5.1. Baseline**

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

<b>Financial capacity</b> <i>Financial capacity</i> No funds are allocated in the budget for e-participation
<i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources -- 1: Very poor / low / weak
<b>Technical capacity</b> <i>Technical hardware and software capacity</i> BiH government does have the technical infrastructure (hardware and software) for e-participation.
<i>Government bodies use of ICT channels</i> All governmental bodies have a web presence. All have access to fast fixed broadband internet access, 50% have fast wireless access, and all have intranets.

<sup>7</sup> Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

<i>Rating e-participation technical capacity</i> PA web presence -- 5: Very good / high / strong PA email communication -- 5: Very good / high / strong PA mobile utilization -- 1: Very poor / low / weak eParticipation capacity: technical resources -- 5: Very good / high / strong
<b>Human capacity</b> <i>Personnel use of ICT</i> 95% of personnel employed in governmental bodies routinely uses computers. All personnel uses the internet.
<i>Rating e-participation human capacity</i> eParticipation capacity: human resources -- 2: Poor / low / weak
<b>Open data capacity</b> <i>Open government data responsible official</i> BiH government has an official responsible for implementation of Open Government Data

#### 4.5.2. Roadmap recommendations

The government's capacity for e-participation and open government appears to be quite mixed. Although the technical capacity is present, personnel use of ICT is good, and public administrations web presence, email communication, and technical capacity for e-participation are rated as very good, there are no funds for e-participation, human resources capacity for e-participation is poor and mobile utilization is very poor.

As shown previously BiH may not have legislation nor government policies on open government data, but there is an official responsible for implementing it.

##### **Recommendation 15**

Clearly financial resources are limited and acting as a constraint on the development of e-participation and open government, so this needs urgently to be addressed. Future e-participation policies and strategies needs to include special funding and a sufficient specified budget for open government activities. This will naturally also enforce their effectiveness.

The relevant technical hardware and software are in place and the use of ICT channels is high. Similarly, the use of ICT by personnel is good. These observations are backed by the ratings which show that web presence and email communication are very good and that technical resources are good. However, mobile utilisation seems to be very poor and human resources capacity poor. Clearly, increased funding must go towards strengthening these areas.

##### **Recommendation 16**

Address the apparent poor utilisation of mobile technology by government personnel. This is important given that mobile, and especially smart mobile, is today by far the cheapest, most flexible and most used channel, so its lack of prioritisation could prove a stumbling block to the take up of e-participation and open government.

##### **Recommendation 17**

Having an official responsible for open government is a very good first step. However, without open government policies in place, the effectiveness of this position is limited. This is directly related to the need for appropriate legislation and related policy for open government data (see Recommendation 2, Recommendation 3, and Recommendation 12).

#### **Recommendation 18**

Examine and consider all the government capacity lessons and guidance related to increasing knowledge and application of key success factors, developing the capacity of government personnel, and considering cross-border cooperation which promotes joint learning and reduces costs (ref: General Roadmap 4.5.2).

## **4.6. E-participation features and channels**

### **4.6.1. Baseline**

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

#### **E-participation portal**

##### *E-participation national portal and information features*

BiH government doesn't have a national portal (or one that includes) e-participation  
The national portal does inform citizens on their right to access public information. It has a calendar with information on upcoming e-participation opportunities. Portal is available in more than one language, it makes number of visits/this public

##### *E-participation national portal and interactive features*

There is a search feature on the national portal. Citizens can contact government officials using the national portal (contact us feature).  
The National portal is not accessible to citizens with sensory disabilities and the elderly, and users can't rate/like content.  
National portal links to social media platforms.

#### **Transparency features**

##### *Rating Information sharing with citizens (transparency)*

Finance/budget -- 3: Average / Moderate / Sufficient  
Social development/welfare -- 3: Average / Moderate / Sufficient  
Urban development/planning -- 2: Poor / low / weak  
Environmental protection -- 2: Poor / low / weak  
Public services -- 4: Good / High / Strong  
Transport -- 2: Poor / low / weak

##### *Transparency and participation*

Since 2012 no major activities has taken place, but a lot of small initiatives like this were executed. This indicates the political will to adopt better transparency and participation of citizens as a continuous process of BiH government. At the forefront of this effort in BiH are the Agency for the Prevention of Corruption and Coordination of the Fight against Corruption and the NGO Transparency International.

- Transparency and trust building includes: Joined OGP
- Anti-corruption

– E-transparency
<b>Open government data features</b> <i>Open government data sets</i> National portal does not have a specific section for sharing raw data or datasets, nor does it link to an open government data portal.
<i>Open government data</i> BIH started a public private initiative that will provide citizens with more information about open government data. The Public Administration established a separate web site in order to inform citizens on this initiative, available on <a href="http://ogp.ba/">http://ogp.ba/</a> . A BiH NGO community in cooperation with government established a central site for all budget information on the web site <a href="http://budzeti.ba/">http://budzeti.ba/</a> - however this website only contains data from the 2013 budget. According to the Open Budget Survey, government is fairly transparent in terms of budget information provided to citizens. BIH score is around 40-50.
<b>Targeting specific groups</b> <i>Rating targeting specific groups</i> Reaching out electronically to CSOs / NGOs -- 3: Average / Moderate / Sufficient Reaching out electronically to youth -- 3: Average / Moderate / Sufficient Reaching out electronically to women -- 3: Average / Moderate / Sufficient Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak

#### 4.6.2. Roadmap recommendations

Assuming that there actually is a national e-participation portal in BiH (e.g. the [ekonsultacije.gov.ba](http://ekonsultacije.gov.ba) web platform), the quality and comprehensiveness of e-participation features and channels appears to be somewhat mixed with both good and less good attributes. The national portal has many good features, but it is not accessible to citizens with sensory disabilities and the elderly, and users can't rate/like content.

##### **Recommendation 19**

It is important to urgently address the apparent lack of accessibility to citizens with sensory disabilities and the elderly. This is further confirmed in the rating of targeting and reaching out to these groups. The specific outreach and user friendly customisation is necessary and should be done in close cooperation with relevant representative organisations and CSOs.

On the other hand, the portal is multi-lingual and its outreach out to various other groups appears adequate, although could be improved.

Ratings of sharing of information from various sectors with citizens is mixed. Apart from sharing information on public services, which is good, other information sharing is either rated as average or poor.

There is not a national portal sharing raw data or datasets. An initiative publishing information from the 2013 budget (available on <http://ogp.ba/>) was a good initiative, but has not been updated nor followed up. Open Government Data in BiH seems diffused and half hearted, and should be supported by strategies, policies, funding, and top political backing. This needs to be



linked to the above recommendations about open government data (Recommendation 12 and Recommendation 17).

#### **Recommendation 20**

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 4.6.2).

#### **Recommendation 21**

Consider the UN 2016 questions on e-information (see General Roadmap 4.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

### **4.7. Public capacity**

#### **4.7.1. Baseline**

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

<b>Technical capacity</b> <i>ICT Access</i> There are no restrictions on access to the internet 60 % of BiH households have a computer. 80% have internet access at home, and 90% is using fixed broadband internet. 100% of the population in BiH are using mobile internet, and 40% mobile-broadband internet. There is a 100% internet penetration in urban areas and 50% in rural areas.
<i>Subsidies for vulnerable groups</i> BiH subsidizes ICT services such as internet, mobile phones etc for vulnerable groups
<b>Human capacity</b> <i>User training</i> BiH has educational/training programs on e-participation for citizens.
<i>Political activity and features</i> 20% of parliament members are women. 54% voted in the last national election in 2016, and 60% of citizens are members of a political party.
<b>Take-up</b> <i>Internet usage survey</i> Yes
<i>National portal usage</i> 50% of the population visited the national portal last year.
<b>Citizen trust</b> <i>Rating citizen trust in ICT channels</i> Citizen trust in PA web presence -- 2: Poor / low / weak Citizen trust PA email communication -- 3: Average / Moderate / Sufficient Citizen trust in PA social media utilization -- 2: Poor / low / weak

Citizen trust in PA mobile utilization -- 1: Very poor / low / weak
<b>Citizen demand</b> <i>Rating citizen demand for transparency</i> Citizens' demand for access to public information -- 3: Average / Moderate / Sufficient
<b>Capacity of specific groups</b> <i>CSOs supporting e-participation</i> Yes
<i>Rating ability of specific groups for e-participation</i> Ability of CSOs / NGOs to be involved in eParticipation -- 4: Good / High / Strong Ability of youth to be involved in eParticipation -- 4: Good / High / Strong Ability of women to be involved in eParticipation -- 4: Good / High / Strong Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

#### 4.7.2. Roadmap recommendations

The public's technical capacity regarding ICT access for e-participation and open government appears to be present, but not optimal. Especially interesting, is that the coverage of mobile internet in some form is present, but citizens trust in public administrations mobile utilization is rated as very poor and trust in PAs web presence and social media utilization is rated poor. There is a discrepancy between what the public can do regarding the internet, social media and mobile use, and trust in what the government is delivering.

BiH has education on e-participation for citizens. There are ICT service subsidies for vulnerable groups, however the ability of vulnerable disadvantaged groups to be involved in e-participation is rated as very poor. The ability of other specific groups (NGOs, women, and youth) for being involved in e-participation is rated as good, and as previously noted there are a vibrant community of CSOs supporting e-participation.

##### **Recommendation 22**

Citizens trust in ICT channels is critical not just for e-participation (and later for stage 2 and 3 ref: General Roadmap 6.3.2.3), but also for developing the digital society as a whole. This lack of trust should be addressed as soon as possible through development of comprehensive policies and strategies that includes funding for activities.

##### **Recommendation 23**

Good open government data and information quality is one way of increasing trust in government information (ref: General Roadmap 4.2.2.2). Specific attention should be given to ensure both quantity and quality of OGD.

##### **Recommendation 24**

Specific attention should again be placed on the ability of disadvantaged groups to be involved in e-participation.

##### **Recommendation 25**

A critical element in boosting public capacity for e-participation is working even more proactively and even more closely with CSOs, to ensure they can formally participate in all aspects of e-participation and open government activities, given that their involvement is critical for the success of these strategies. (See also Recommendation 13.)

Citizen trust in ICT channels is, however, mainly good, especially in relation to social media (see stage 2), although trust in mobile utilisation is poor which reflects Recommendation 16, whilst citizen demand for public information is rated as average.

***Recommendation 26***

Examine and consider the public capacity lessons and guidance (ref: General Roadmap 4.7.2).

## 5. Stage 2: engagement roadmap

### 5.1. Overall goals

The overall goal of Stage 2, the engagement strategy, is to ensure a mainly a two-way exchange of information, knowledge and opinion from government to citizen (and other non-government actors) and vice versa, so that government becomes relatively active. Engagement allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society.

At stage 2, engagement by default is recommended, so that in principle all government activities should be fully open to public engagement except in specific legally defined areas. Engagement allows members of the public to contribute ideas and expertise so their government can make policies with the benefit of information that is widely dispersed in society. However, government tends to determine the agenda, which issues are open for consultation, and does not directly include other actors in its decision-making, so that it always retains the leading role. Whereas transparency on its own is passive, transparency is necessary for engagement to actively function so that the public can see and understand what is happening inside government to order to influence its workings by engaging with public policy processes and public service providers. An important part of this is putting data online and making it machine readable and structured.

As reflected in **Table 1**, it is clear that Stage 2, as the second stage, typically builds upon the policies, strategies, systems and initiatives developed in Stage 1.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 2 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
  - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)
  - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
  - UN E-Participation Index: e-consultation: engaging citizens in contributions to and deliberation on public policies and services (see section 3.1).
  - Open Government Data: star ratings 2 and 3: available as machine-readable structured data (e.g. excel instead of image scan of a table); plus non-proprietary format (e.g. CSV instead of excel).
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

## 5.2. Policy and strategy

### 5.2.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>E-engagement strategies</i> Yes
<i>Engagement strategies</i> Government has policies requiring that government agencies consult with citizens, however not within particular specified topics for consultation. BiH Government holds referendums on matters of national importance

As examined in section 4.2, stage 1 has provided policies, strategies, systems and initiatives for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-strategy
- E-participation initiatives
- Opportunities for e-participation
- Challenges for e-participation.

### 5.2.2. Roadmap recommendations

BiH has specific engagement and e-engagement strategies, including national referendums, although there are no policies on specific topics.

#### **Recommendation 27**

Consider whether and, if so, which specific policies might be subject to engagement and e-engagement initiatives, perhaps relating to pressing societal challenges in Bosnia & Herzegovina.

#### **Recommendation 28**

Examine and consider the policy and strategy lessons and guidance in relation to the four pillars of engagement, success criteria for e-engagement, process simplification and reduction, user-centred design and personalization (ref: General Roadmap 5.2.2).

## 5.3. Institutional frameworks

### 5.3.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<b>Institutional framework for engagement</b>
<i>Institute for public consultations (engagement)</i> No national authority responsible for public consultations
<i>Institute for public e-consultations: activities (e-engagement)</i> --
<i>Rating national authority for public consultations (engagement)</i> National authority for public consultations -- 1: Very poor / low / weak

As examined in section 4.3, stage 1 has provided some institutional frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Institutional framework for data privacy.

### 5.3.2. Roadmap recommendations

There is no institutional foundation for engagement and e-engagement in Bosnia & Herzegovina.

#### **Recommendation 29**

For open government and engagement to succeed, there must be someone in BiH government responsible for its planning and execution. This again refers back to lack of policies and strategies in BiH. To begin engaging and building trust with citizens, the top level in BiH government must clearly define who is responsible for such efforts through legislation, policies, and strategies, and allocate sufficient funds, as well as be held accountable for its deployment.

#### **Recommendation 30**

Examine and consider the institutional framework lessons and guidance, in relation to governance and monitoring (ref: General Roadmap 5.3.2).

## 5.4. Legal and regulatory frameworks

### 5.4.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<b>Legislation on engagement</b>
<i>Legislation on consulting with citizens (engagement)</i> BiH government have legislation requiring that government agencies consult with citizens, and also legislation recommending particular topics for consultations.
<i>Constitutional rights for citizens to be consulted by government (engagement)</i> Yes
<i>Legislation on e-consulting with citizens (e-engagement)</i> Yes

*Rating e-consultation (e-engagement)*  
eConsultation: legislation -- 2: Poor / low / weak

As examined in section 4.4, stage 1 has provided some legal and regulatory frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Open government data
- Data protection

#### 5.4.2. Roadmap recommendations

The situation with legal and regulatory frameworks at stage 2 appears to be somewhat mixed with both good and less good attributes. There is legislation on consulting with citizens, and citizens do have the constitutional right to be consulted by government. However, even if there is legislation on e-consulting with citizens the legislation is rated as poor.

##### **Recommendation 31**

Revisit legislation on e-consultation and consider which parts needs improvement to support e-consultation with citizens. Consider which specific policies might be subject to engagement and e-engagement initiatives, perhaps relating to pressing societal challenges in BiH.

##### **Recommendation 32**

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 2 rating<sup>8</sup> (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel)).

##### **Recommendation 33**

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 5.4.2).

### 5.5. Government capacity

#### 5.5.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

**Social media capacity**  
*Processes for monitoring social media*  
BiH government does not have a process for monitoring social media, nor does individual government bodies.

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<sup>8</sup> Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

How do governments monitor social media NA
Rating PA social media utilisation PA social media utilization -- 4: Good / High / Strong

As examined in section 4.5, stage 1 has provided some government capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Financial capacity
- Technical capacity
- Human capacity
- Open data capacity

### 5.5.2. Roadmap recommendations

BiH government has no process for monitoring social media.

Government's social media capacity, necessary for significant progress on its engagement strategy, is rated as good. However, as previously shown the citizens trust in PAs social media utilization is rated as very poor.

#### **Recommendation 34**

Clarify, and if necessary, strengthen and make visible government's social media capacity. There seems to be a huge discrepancy between actual capacity and how much trust citizens have in governments capacity for utilizing social media.

An initial step could be creating a process for government wide monitoring and evaluating PAs social media use both for participatory informing and engaging citizens via social media.

#### **Recommendation 35**

Examine and consider all the government capacity lessons and guidance related to supporting civil servants (ref: General Roadmap 5.5.2).

## 5.6. E-participation features and channels

### 5.6.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Engagement features Web 2.0 & social media Some use examples in individual Ministries
E-engagement features



The national portal has never hosted e-consultation, nor produced consultation outcome reports with analysis of citizens proposals. However, feedback received from e-consultation does result in action taken by government.

Some examples, but not systematically

*Rating consultation with citizens (engagement)*

finance/budget -- 3: Average / Moderate / Sufficient

development/welfare -- 3: Average / Moderate / Sufficient

urban development/planning -- 2: Poor / low / weak

environmental protection -- 3: Average / Moderate / Sufficient

public services -- 3: Average / Moderate / Sufficient

transport -- 2: Poor / low / weak

As examined in section 4.6, stage 1 has provided some e-participation features and channels frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-participation portal
- Open government data features
- Targeting specific groups

### 5.6.2. Roadmap recommendations

There seems to be some use of social media for engagement, but apparently citizens does not really trust government social media engagement which is rated poor, although PAs social media utilization is rated as good (see Recommendation 34).

It is clear that the lack of systematic engagement through lack of policies, strategies, coordination, responsibility, and monitoring decreases public trust in governments efforts. This is very serious, as it generally undermines whatever initiatives government does take.

#### **Recommendation 36**

For open government data, move towards reaching, first the star 2 rating<sup>9</sup> (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel). (See also Recommendation 32)

#### **Recommendation 37**

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 5.6.2).

#### **Recommendation 38**

Consider the UN 2016 questions on e-consultation (see General Roadmap 5.6.1) which illustrate the types of features national portals need to have in order to score high on this

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<sup>9</sup> Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

## 5.7. Public capacity

### 5.7.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>Social media usage</i> 100% of individuals are using social media
<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient

As examined in section 4.7, stage 1 has provided some public capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Technical capacity
- Human capacity
- Take-up
- Citizen trust
- Capacity of specific groups

### 5.7.2. Roadmap recommendations

Referring to public capacity in stage 1, social media usage appears to be overwhelmingly good, but 100% usages is a questionable number. It is difficult to build very good capacity at the engagement level, especially when there is, for example, some uncertainty about the numbers of people using social media and whether this can be used to engage with the government. However, citizens' demand for consultation does appear to be at average level.

Reference should thus be made back to the public capacity recommendations made for stage 1 (section 4.7.2).

#### **Recommendation 39**

Examine and consider all the public capacity lessons and guidance for stage 2 (ref: General Roadmap 5.7.2).

## 6. Stage 3: collaboration roadmap

### 6.1. Overall goals

At stage 3, the e-participation and open government strategy is to be collaborative. This is mainly multi-way from governments to citizens (and other non-government actors), vice versa and involving in principle many other actors, so that each actor -- not only government -- can become proactive in initiating and implementing collaboration. Collaboration improves the effectiveness of government by encouraging partnerships and cooperation within the central government, across levels of government, and between the government and private institutions.

At stage 3, collaboration by default is recommended, so that in principle all government activities should be open for collaboration with all legitimate actors, both where government proactively takes the lead but also enables others to do so, even without government, as long as this contributes to public value over which the government has the final say. Whereas engagement on its own provides only limited opportunities determined by government for non-government actors to participate in the workings of government, collaboration takes this the final step by enabling these actors to themselves have significant say in which issues they consider important to participate in. As mentioned, however, the extent of this needs to be determined by legal provision, and in a society in which governments are duly elected, the government will need to determine whether such participation is in the public interest or not. Well designed and implemented collaborative government can considerably improve the overall effectiveness of government and public sector activities by encouraging partnerships and cooperation within the government, across levels of government, and between the government and other legitimate actors in society, also in situations where government may decide it is not necessary for itself to take the leading role. This is because it is clear that government on its own does not have a monopoly of knowledge, resources or power to tackle societal challenges and fully achieve societal goals<sup>10</sup>. An important part of this is putting data online, making it machine readable and structured, plus using open standards and enabling non-government actors to link to and mesh with their own or other actors' data.

As reflected in Table 1, it is clear that Stage 3, as the third stage, typically builds upon the policies, strategies, systems and initiatives developed in Stages 1 and 2.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 3 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
  - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)

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<sup>10</sup> Millard, J (2015) Open governance systems: Doing more with more, *Government Information Quarterly*, 12 September 2015: <http://doi.org/10.1016/j.giq.2015.08.003>

- ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
    - UN E-Participation Index: e-decision-making: empowering citizens through co-design of policy options and coproduction of service components and delivery modalities (see section 3.1)
    - Open Government Data: star ratings 4 and 5: all the above, plus use open standards from W3C (RDF and SPARQL) to identify things, so that people can point at your stuff; plus link your data to other people’s data to provide context.
  3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

## **6.2. Policy and strategy**

### **6.2.1. Baseline**

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.2 and 5.2, stages 1 and 2 have provided policies, strategies, systems and initiatives for transparency and engagement, which also provide the basis and framework for stage 3’s collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-strategy (from stage 1)
- E-participation policies and strategies (from stage 2)
- E-participation initiatives (from stage 1)
- Opportunities for e-participation (from stage 1)
- Challenges for e-participation (from stage 1)

### **6.2.2. Roadmap recommendations**

#### ***Recommendation 40***

Examine and consider the policy and strategy lessons and guidance in relation to proactive involvement in decision-making, the challenges of e-decision-making, and the opportunities of e-decision-making (ref: General Roadmap 6.2.2).

## **6.3. Institutional frameworks**

### **6.3.1. Baseline**

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.3 and 5.3, stages 1 and 2 have provided institutional frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Institutional framework for engagement (from stage 2)
- Institutional framework for data privacy (from stage 1)

### 6.3.2. Roadmap recommendations

#### **Recommendation 41**

Examine and consider the institutional framework lessons and guidance in relation to governance, monitoring and the others identified (ref: General Roadmap 6.3.2).

## 6.4. Legal and regulatory frameworks

### 6.4.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

<b>Legislation on collaboration</b>
<i>Constitutional rights for citizens to participate in public policy and decision-making</i>
Yes
<i>Rating on e-decision-making (e-collaboration)</i>
eDecision-making: legislation -- 0: Absent / Non-existent / Not applicable

As examined in sections 4.4 and 5.4, stages 1 and 2 have provided legal and regulatory frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Legislation on collaboration (from stage 2)
- Open government data (from stage 1)
- Data protection (from stage 1)

### 6.4.2. Roadmap recommendations

There are constitutional rights for citizens to participate in public policy and decision-making, but it seems that e-decision-making is itself is non-existent.

**Recommendation 42**

Clarify and, if necessary, address the uncertainty around the functioning and quality of e-decision-making.

**Recommendation 43**

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 4 rating<sup>11</sup> (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

**Recommendation 44**

Examine and consider the legal and regulatory framework lessons and guidance in relation to legal, data quality, data protection and security (ref: General Roadmap 6.4.2).

## **6.5. Government capacity**

### **6.5.1. Baseline**

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.5 and 5.5, stages 1 and 2 have provided government capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Financial capacity (from stage 1)
- Technical capacity (from stage 1)
- Human capacity (from stage 1)
- Open data capacity (from stage 1)
- Social media capacity (from stage 2)

### **6.5.2. Roadmap recommendations**

**Recommendation 45**

Examine and consider the legal and regulatory framework lessons and guidance in relation to strengthening professional communities at every level (and countering the challenges (ref: General Roadmap 6.5.2)).

## **6.6. E-participation features and channels**

### **6.6.1. Baseline**

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<sup>11</sup> Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

<p><b>Collaboration features</b></p> <p><i>E-polling and e-voting features (e-collaboration)</i></p> <p>Government still do not use forums and social media platforms for promotion of government work and to acquire feedback from citizen</p> <p>E-voting / e-referendum technologies are under development in BiH</p>
<p><i>Collaboration</i></p> <p>No information on collaboration.</p> <p>Regarding user empowerment and centrality: All government websites provides at least three languages. RSS services, surveys, and contact features to government. Do not use forums</p>
<p><i>Rating e-collaboration</i></p> <p>PA online polls, forums, petitions -- 2: Poor / low / weak</p> <p>National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable</p>

As examined in sections 4.6 and 5.6, stages 1 and 2 have provided e-participation features and channel frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-participation portal (from stage 1)
- Open government data features (from stage 1)
- Targeting specific groups (from stage 1)

### 6.6.2. Roadmap recommendations

E-polling or e-petition features are available, but rated as being poor. Government still does not use collaboration features to get feedback and to collaborate with citizens. E-voting or e-referendum technologies are under development in BiH, which sounds very promising and should be encouraged

#### **Recommendation 46**

Consider strengthening the support, and upgrading of, e-polling and e-petition in order to increase usage especially at local and city levels where it clearly has most relevance, for example through participatory budgeting and the monitoring of local budgets.

#### **Recommendation 47**

For open government data, move towards reaching, first the star 4 rating<sup>12</sup> (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

#### **Recommendation 48**

<sup>12</sup> Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Examine and consider all the e-participation features and channels lessons and guidance on e-voting, e-polling, e-petitions, participatory budgeting and collaborative co-production, etc. (ref: General Roadmap 6.6.2).

**Recommendation 49**

Consider the UN 2016 questions on e-decision-making (see General Roadmap 6.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

## 6.7. Public capacity

### 6.7.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

*Rating citizen trust in e-collaboration*

Citizen trust in PA online polls, forums, petitions -- 0: Absent / Non-existent / Not applicable

Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

*Rating citizen demand for collaboration*

Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient

As examined in sections 4.7 and 5.7, stages 1 and 2 have provided public capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Technical capacity (from stage 1)
- Human capacity (from stage 1)
- Take-up (from stage 1)
- Social media usage (from stage 2)
- Capacity of specific groups (from stage 1)

### 6.7.2. Roadmap recommendations

Citizen trust in online polls, forums, petitions appears not to be relevant, but this needs to be clarified. The demand to participate in policy-making and implementation is rated as average.

**Recommendation 50**

It appears that a moderate demand for collaboration is there, but supply is not. Government should take this opportunity to increase the public's trust by initiating and deploying strategies for increased collaboration with citizens, not just ad hoc, but in a systematic manner. Sporadic



and uncoordinated initiatives will not raise citizens general trust in governments ability to be responsive by engaging and collaborating. Initiatives needs to be combined with awareness raising and making systems as easy and relevant as possible. This will also include appropriate training and support. (See also Recommendation 51).

***Recommendation 51***

Examine and consider the public lessons and guidance on building citizen collaboration from the bottom and actively support participatory, digital and political literacy (ref: General Roadmap 6.7.2).

## 7. Annex 1: Bosnia and Herzegovina baseline data, information and overall assessment for the six roadmap issues

This section provides the baseline data and information collected for the ReSPA Beneficiary in question, as well as an overall assessment for each of the six roadmap issues.

The baseline data and information are derived from four main sources:

1. Questionnaire design and administered by Bojan Cvetkovic: numbered questions are grouped below according to the general roadmap building blocks.
2. Relevant material from the ReSPA report “E-Government Analysis: From E- to Open Government”, November 2015: grouped below by bullets according to the general roadmap building blocks.
3. Discussions with representatives of each ReSPA Beneficiary during the E-Government Working Group meeting, Beograd, Serbia, 13-14 December 2016 on the basis of the Step 1 Beneficiary reports.
4. Relevant desk research material.

**Note:** Shaded text in the following indicates the original question numbers and text from the questionnaire in 1 above to help distinguish from the answers which are in un-shaded text.

### 7.1. Baseline: policy and strategy

#### 7.1.1. E-strategy

##### Main e-strategies

- 1) Does your government have an overall e-strategy?

The Bosnia & Herzegovina (BiH) government has an overall e-strategy

- 2) Does your government have an official responsible for overall e-strategy, at the national level, such as a Chief Information Officer, Chief Data Officer, or Chief Digital Officer?

There is no official responsible at the national level.

- 5) Does your government have a policy mandating that each government agency has a website?

There is no government policy mandating that each government agency have a website

##### Open government policies

- OG policies (ReSPA 2015, p. 34)
- OGP membership (2015 p. 15)
- Membership of Open Government Partnership (2015, p.50)

The country formally joined the OGP in September 2014 and is developing its first action plan. The Council of Ministers of BiH has issued a request to all ministries and agencies to start planning for adoption of open government policies. Although action teams have been formed, and a series of meetings held, there are no concrete results yet. However the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) has recognised the need both for digitalisation and for encouraging citizens e-participation in the decision making processes.

BiH formally joined the OGP in September 2014 and is developing its first action plan, however this is still haven't finalised first Open Government action plan.

Still no results from Council of Ministers of BiH issued request to all ministries and Agencies to start planning for adoption of open government policies.

#### 4) Does your government have a social media strategy?

No

#### Open government data policies

- Open budget (2015, pp. 52-53)
- 6 NGOs + govt. institutions formed partnership on OGD
- Alliance for promoting transparent budgeting of govt. institutions
- implementation of rules, mechanisms and web tools to standardize the disclosure of information of public interest such as: budget execution data, budget information, statistical data on data exchange in electronic registers of public institutions on all administrative levels in BiH, statistical data on use.. This will make the activities of public bodies to be done more transparently and effectively, and consequently, this activity would produce more effective and stronger fight against corruption and enable progress in the field of economic development and investment, especially when it comes to data transparency.
- Public Consultation in Drafting Laws
- Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <http://bit.ly/undp-bih>
- Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <http://www.cbgi.ba/>
- Social network campaigns, online promotion/advocacy and website with policy information has been implemented
- Conducting a study or analysis has been planned

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- Transparency (Open budget index), Public Participation in the Budget process, and Strength of formal oversight institutions a little lower than global average
- Budget oversight by legislature and Budget oversight by auditor not fully implemented
- Political commitment of top-level decision makers for transparency, accountability and citizen participation is only average
- Overall e-participation at the national level and e-Participation policy formation is very poor
- Effectiveness of e-participation implementation is non-existent

#### PAR policies and initiatives

- SIGMA Priorities (table 15 of ReSPA 2015, number of direct contributions by e-gov and OG activities)
- SIGMA: Summary of how eGovernment and Open Government can support the SIGMA key requirements (2015, Annex I)

SIGMA priorities 2) Policy development & Coordination, 3) Public service & human resource management, 4) Accountability, and 5) Service delivery are being addressed, but SIGMA priority 5) on Public financial management need more attention

#### **PPP/PCP policies and initiatives**

- Public-Private Partnerships (2015, Table 14)

No information is available regarding policies and strategies in BiH where there are no centralised PPP initiatives, as most initiatives are related to individual agencies or ministries. There are examples from **BiH** on how a Public-Civil-Partnership (PCP) model has been used for open government and open government data.

<http://parco.gov.ba/en/projekti/lista-projekata/projekti-finansirani-iz-fonda-za-rju/javno-privatno-partnerstvo/>

In Bosnia & Herzegovina, the vibrant NGO sector in cooperation with government institutions has formed a partnership on OGD for promoting transparent budgeting in the country's institutions. Another example from BiH, is the inclusion of HUB 387 (an IT community) in developing the ICT strategy of Sarajevo Canton.

Examples:

- 6 NGOs + govt. institutions formed partnership on OGD
- Alliance for promoting transparent budgeting of govt. institutions
- Development of Sarajevo Canton ICT Strategy

- Open question: other issues

### **7.1.2. E-participation policies and strategies**

#### **General e-participation strategies**

- 3) Does your government's e-strategy include eParticipation or you have separate strategy for eParticipation?

No

#### **E-engagement strategies**

- 33) Does your government have policies specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Yes

#### **Engagement strategies**

- 31) Does your government have any policies requiring that government agencies consult with citizens?

Yes

32) Does your government have policies recommending particular topics for consultations with citizens (e.g. education, health, urban planning etc.)?

No

94) Does your government hold referendums on matters of national importance?

Yes

#### **Rating e-participation policies and strategies**

112) Political commitment – 3: Average / Moderate / Sufficient

113) National eParticipation – 1: Very poor / low / weak

120) eParticipation policy formation – 1: Very poor / low / weak

### **7.1.3. E-participation initiatives**

#### **Completed e-participation initiatives**

8) Please provide information on completed e-Participation initiatives with information on start date, end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

Public Consultation in Drafting Laws, 2015 - 2016, Law Drafting, website,  
<https://ekonsultacije.gov.ba/>

9) Please identify what eParticipation activities (one or more) your government has already implemented? (Links to e-participation features and channels section)

BiH Government has already implemented social network campaigns (Facebook group, Twitter profile or web blog etc.), online promotion/advocacy, and web site with policy information e-Participation activities.

#### **On-going e-participation initiatives**

7) Please provide information on ongoing e-Participation initiatives with information on start date, planned end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <http://bit.ly/undp-bih> - Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <http://www.cbgi.ba/>

#### **Planned e-participation initiatives**

10) Please identify what eParticipation activities (one or more) your government has planned to implement? (Links to e-participation features and channels section)

Conducting a study or analysis

#### **Rating e-participation implementation**

121) eParticipation implementation – 0: Absent / Non-existent / Not applicable

### **7.1.4. Opportunities for e-participation**

### **Thematic areas of potential benefit**

11) Please list thematic areas/issues/processes which, in your case, could benefit most by implementing eParticipation?

- Providing Feedback in Policy Making and Law Drafting processes
- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)
- Budget Planning an the Municipality/Local Government Level
- Supporting Ideation in Public Policy Drafting
- Fostering Communication between Elected Officials and the Citizens

### **Government needs for e-participation**

14) Please list your government's needs in the area of eParticipation? (Links to government capacity section)

Social media / communication skills

Consulting

Twinning/Partnership

Funding

Promotion/Advocacy

Training/Educations

Government service design/evaluation framework/guidelines focusing on innovation and customer-centered approach.

11) Thematic areas/issues/processes which, in your case, could benefit most by implementing eParticipation.

- Providing Feedback in Policy Making and Law Drafting processes
- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)
- Budget Planning an the Municipality/Local Government Level
- Supporting Ideation in Public Policy Drafting
- Fostering Communication between Elected Officials and the Citizens

### **Drivers and opportunities**

- Drivers/opportunities/issues that have enabled and/or assisted past e-participation and open government initiatives.
- Drivers/opportunities/issues that may enable and/or assist future e-participation and open government initiatives.

## **7.1.5. Challenges for e-participation**

### **Past challenges**

12) Please list eParticipation challenges/threats/issues that prevented/threaten/hindered past eParticipation initiatives?

Issues that have hindered e-participation in the past are:

- Several e-Participation initiatives in BiH failed due to the fact that Government have not assumed ownership and responsibility over keeping the communication momentum.

#### **Future challenges (Stage 1 answers under “drivers and barriers”)**

- Challenges/threats/issues that you think may prevent/threat/hinder future e-participation and open government initiatives.

Common to all government levels in BiH:

- Lack of knowledge on benefits of government-citizen partnership, co-design of public policies, on how to utilize ICT tools and social media to engage citizens in public life and decision making
- Lack of systematic approach to implementing e-Participation initiatives (some form of e-Participation Strategy and Action Plan would be needed, some legal obligations for government institutions to implement those and a leading agency to take accountability over that program implementation)

#### **7.1.6. Overall assessment of policy and strategy**

##### **Questionnaire:**

- 15) If relevant, please add any comments or explanations on your answers in regard to the National Policy and Strategy section.

##### **E-strategy**

###### *Main e-strategies*

The Bosnia & Herzegovina (BiH) government has an overall e-strategy

There is no official responsible at the national level.

There is no government policy mandating that each government agency have a website

###### *Open government policies*

BiH formally joined the OGP in September 2014 and is developing its first action plan, however this is still haven't finalised first Open Government action plan.

Still no results from Council of Ministers of BiH issued request to all ministries and Agencies to start planning for adoption of open government policies.

BiH government does not have a social media strategy

###### *Open government data policies*

- 6 NGOs + govt. institutions formed partnership on OGD
- Alliance for promoting transparent budgeting of govt. institutions
- Implementation of rules, mechanisms and web tools to standardize the disclosure of information of public interest such as: budget execution data, budget information, statistical data on data exchange in electronic registers of public institutions on all administrative levels in BiH, statistical data on use. This will make the activities of public bodies to be done more transparently and effectively, and consequently, this activity would produce more effective and stronger fight against corruption and enable progress in the field of economic development and investment, especially when it comes to data transparency.
- Public Consultation in Drafting Laws

<ul style="list-style-type: none"> <li>Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <a href="http://bit.ly/undp-bih">http://bit.ly/undp-bih</a></li> <li>Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <a href="http://www.cbgi.ba/">http://www.cbgi.ba/</a></li> </ul>
<p><i>PAR policies and initiatives</i></p> <p>SIGMA priorities 2) Policy development &amp; Coordination, 3) Public service &amp; human resource management, 4) Accountability, and 5) Service delivery are being addressed, but SIGMA priority 5) on Public financial management need more attention</p>
<p><i>PPP/PCP policies and initiatives</i></p> <p>No information is available regarding policies and strategies in BiH where there are no centralised PPP initiatives, as most initiatives are related to individual agencies or ministries.</p> <p>There are examples from BiH on how a Public-Civil-Partnership (PCP) model has been used for open government and open government data.</p> <p>In Bosnia &amp; Herzegovina, the vibrant NGO sector in cooperation with government institutions has formed a partnership on OGD for promoting transparent budgeting in the country's institutions. Another example from BiH, is the inclusion of HUB 387 (an IT community) in developing the ICT strategy of Sarajevo Canton.</p>
<p><b>E-participation policies and strategies</b></p> <p><i>General e-participation strategies</i></p> <p>No</p>
<p><i>E-engagement strategies</i></p> <p>Yes</p>
<p><i>Engagement strategies</i></p> <p>Government has policies requiring that government agencies consult with citizens, however not within particular specified topics for consultation.</p> <p>BiH Government holds referendums on matters of national importance</p>
<p><i>Rating e-participation policies and strategies</i></p> <p>Political commitment – 3: Average / Moderate / Sufficient</p> <p>National eParticipation – 1: Very poor / low / weak</p> <p>eParticipation policy formation – 1: Very poor / low / weak</p>
<p><b>E-participation initiatives</b></p> <p><i>Completed e-participation initiatives</i></p> <p>Public Consultation in Drafting Laws, 2015 - 2016, Law Drafting, website, <a href="https://ekonsultacije.gov.ba/">https://ekonsultacije.gov.ba/</a></p> <p>BiH Government has already implemented social network campaigns (Facebook group, Twitter profile or web blog etc.), online promotion/advocacy, and web site with policy information e-Participation activities.</p>
<p><i>On-going e-participation initiatives</i></p> <p>Strengthening the Role of Local Communities, 07.2015 - 07.2019., Fostering citizen participation in municipal decision making, <a href="http://bit.ly/undp-bih">http://bit.ly/undp-bih</a> - Capacity Building of BiH Institutions in Policy Dialog with Civil Society, 2013 - ongoing, <a href="http://www.cbgi.ba/">http://www.cbgi.ba/</a></p>
<p><i>Planned e-participation initiatives</i></p> <p>Conducting a study or analysis</p>



<p><i>Rating e-participation implementation</i></p> <p>eParticipation implementation – 0: Absent / Non-existent / Not applicable</p>
<p><b>Opportunities for e-participation</b></p> <p><i>Thematic areas of potential benefit</i></p> <ul style="list-style-type: none"> <li>- Providing Feedback in Policy Making and Law Drafting processes</li> <li>- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)</li> <li>- Budget Planning an the Municipality/Local Government Level</li> <li>- Supporting Ideation in Public Policy Drafting</li> <li>- Fostering Communication between Elected Officials and the Citizens</li> </ul>
<p><i>Government needs for e-participation</i></p> <ul style="list-style-type: none"> <li>- Social media / communication skills</li> <li>- Consulting</li> <li>- Twinning/Partnership</li> <li>- Funding</li> <li>- Promotion/Advocacy</li> <li>- Training/Educations</li> <li>- Government service design/evaluation framework/guidelines focusing on innovation and customer-centered approach.</li> </ul> <p>Areas that could benefit most from eParticipation:</p> <ul style="list-style-type: none"> <li>- Providing Feedback in Policy Making and Law Drafting processes</li> <li>- Reporting on Public Issues (e.g. "grey" economy, issues with public infrastructure, ecological incidents, traffic violations etc.)</li> <li>- Budget Planning an the Municipality/Local Government Level</li> <li>- Supporting Ideation in Public Policy Drafting</li> <li>- Fostering Communication between Elected Officials and the Citizens</li> </ul>
<p><i>Drivers and opportunities</i></p> <p>--</p>
<p><b>Challenges for e-participation</b></p> <p><i>Past challenges</i></p> <p>- Several e-Participation initiatives in BiH failed due to the fact that Government have not assumed ownership and responsibility over keeping the communication momentum.</p>
<p><i>Future challenges</i></p> <p>Common to all government levels in BiH:</p> <ul style="list-style-type: none"> <li>- Lack of knowledge on benefits of government-citizen partnership, co-design of public policies, on how to utilize ICT tools and social media to engage citizens in public life and decision making</li> <li>- Lack of systematic approach to implementing e-Participation initiatives (some form of e-Participation Strategy and Action Plan would be needed, some legal obligations for government institutions to implement those and a leading agency to take accountability over that program implementation)</li> </ul>

## 7.2. Baseline: institutional frameworks

### 7.2.1. Institutional framework for transparency

#### State/national authority for information (transparency)

- 35) Do you have a state/national authority (Information Commissioner or similar) mandated to coordinate the implementation of existing public information policies?
- 36) If you have a state/national authority (Information Commissioner or similar), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

BiH have a state/national authority (e.g. information commissioner or similar) mandated to coordinate the implementation of existing public information policies. This authority is not independent.

#### State/national authority for e-information activities (e-transparency)

- 37) If you have a state/national authority (Information Commissioner or similar), does the authority have a presence on social media?
- 38) If you have a state/national authority (Information Commissioner or similar), does the authority have a website?
- 39) If a state/national authority (Information Commissioner or similar) has website, does the website publish the requests and complaints received by this authority?
- 40) If a state/national authority (Information Commissioner or similar) has website, are citizens able to contact the authority via the website?
- 41) If a state/national authority (Information Commissioner or similar) has website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

National authority for e-information activities has a website, where the requests and complaints received are published, and where citizens are able to contact the authority. The website does not provide services to people with sensory disabilities or the elderly.

#### Rating national authority for public information (transparency)

118) National authority for public information – 1: Very poor / low / weak

- 49) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-information).

The authority we are referring to when it comes to implementing data privacy policies is Personal Data Protection Agency of BiH.

### 7.2.2. Institutional framework for engagement

#### Institute for public consultations (engagement)

- 50) Does your government have an institution for public consultations (e.g. Economic or Social or Advisory Council or similar)?

- 51) If your government has an institution for public consultations, does this institution consult with citizens before advising government?
- 52) If your government has an institution for public consultations, have the members of this institution met at least once this calendar year?

No national authority responsible for public consultations

#### **Institute for public e-consultations: activities (e-engagement)**

- 53) If your government has an institution for public consultations, does the institution have a presence on social media?
- 54) If your government has an institution for public consultations, does this institution have a website?
- 55) If government's institution for public consultations has a website, has this website published a list of institution's recommendations to the government in the last 12 months?
- 56) If government's institution for public consultations has a website, does this website provide access to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?
- 57) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-consultation)

No national authority responsible for public consultations

#### **Rating national authority for public consultations (engagement)**

- 119) National authority for public consultations -- 1: Very poor / low / weak

### **7.2.3. Institutional framework for data privacy**

#### **State/national authority for data privacy**

- 42) Do you have a state/national authority mandated to coordinate the implementation of data privacy policies (Privacy Commissioner or similar)?
- 43) If you have a state/national Privacy Commissioner (or similar authority), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

BiH has an independent State/national privacy commissioner (Personal Data Protection Agency of BiH) is mandated to coordinate the implementation of data privacy policies

#### **State/national authority for data privacy: activities**

- 44) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a presence on social media?
- 45) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a website?
- 46) If a state/national Privacy Commissioner (or similar authority) has a website, does the website publish the requests and complaints received by this authority?
- 47) If a state/national Privacy Commissioner (or similar authority) has a website, are citizens able to contact the authority via the website?

- 48) If a state/national Privacy Commissioner (or similar authority) has a website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

Privacy commissioner has a presence on social media and a website. The website is not e-accessible to people with sensory disabilities or elderly. The Personal Data Protection Agency of BiH is independent, publish the requests and complaints received, and can be contacted by citizens on its website

#### 7.2.4. Overall assessment of institutional frameworks

<b>Institutional framework for transparency</b>
<i>Institute for public consultations (engagement)</i>
No national authority responsible for public consultations
<i>State/national authority for information (transparency)</i>
Yes has a state/national authority (e.g. information commissioner or similar) mandated to coordinate the implementation of existing public information policies. This authority is not independent.
<i>State/national authority for e-information activities (e-transparency)</i>
National authority for e-information activities has a website, where the requests and complaints received are published, and where citizens are able to contact the authority. The website does not provide services to people with sensory disabilities or the elderly.
<i>Rating national authority for public information (transparency)</i>
National authority for public information – 1: Very poor / low / weak
<b>Institutional framework for engagement</b>
<i>Institute for public consultations (engagement)</i>
No national authority responsible for public consultations
<i>Institute for public e-consultations: activities (e-engagement)</i>
--
<i>Rating national authority for public consultations (engagement)</i>
National authority for public consultations -- 1: Very poor / low / weak
<b>Institutional framework for data privacy</b>
<i>State/national authority for data privacy</i>
BiH has an independent State/national privacy commissioner (Personal Data Protection Agency of BiH) is mandated to coordinate the implementation of data privacy policies
<i>State/national authority for data privacy: activities</i>
Privacy commissioner has a presence on social media and a website. The website is not e-accessible to people with sensory disabilities or elderly. The Personal Data Protection Agency of BiH is independent, publish the requests and complaints received, and can be contacted by citizens on its website

### **7.3. Baseline: legal and regulatory frameworks**

#### **7.3.1. Legislation on transparency**

##### **Legislation and policies on freedom of information (transparency)**

20) Does your government have legislation on access to public information (Freedom of Information Act or similar)?

24) Does your government have policies on access to public information (in regard to Freedom of Information Act or similar)?

BiH has both legislation and government policies on access to public information (Freedom of Information act or similar)

##### **Constitutional rights for citizens accessing public information (transparency)**

16) Does your constitution grant citizens the right to access public information?

Yes

##### **Legislation and policies on freedom of e-information (e-transparency)**

21) Does your government have legislation on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

25) Does your government have policies on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

BiH has both legislation and policies on reactive sharing of public information in an electronic.

##### **Rating access to information legislation (transparency)**

114) Access to information: legislation -- 4: Good / High / Strong

#### **7.3.2. Legislation on engagement**

##### **Legislation on consulting with citizens (engagement)**

28) Does your government have legislation requiring that government agencies consult with citizens?

29) Does your government have legislation recommending particular topics for consultations (e.g. education, health, urban planning etc.)?

BiH government have legislation requiring that government agencies consult with citizens, and also legislation recommending particular topics for consultations.

##### **Constitutional rights for citizens to be consulted by government (engagement)**

17) Does your constitution contain a provision requesting that government agencies consult with citizens on issues affecting their daily lives?

Yes

##### **Legislation on e-consulting with citizens (e-engagement)**

30) Does your government have legislation specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Yes

**Rating e-consultation legislation (e-engagement)**

116) eConsultation: legislation -- 2: Poor / low / weak

### 7.3.3. Legislation on collaboration

**Constitutional rights for citizens to participate in public policy and decision-making (collaboration)**

18) Does your constitution grant citizens the right to participate directly in public policy and decision-making?

Yes

**Rating on e-decision-making legislation (e-collaboration)**

117) eDecision-making: legislation -- 0: Absent / Non-existent / Not applicable

### 7.3.4. Open government data

**Legislation and policies on open government data**

22) Does your government have legislation on proactive sharing of public information in open data formats?

26) Does your government have policies on proactive sharing of public information in open data formats?

There is no legislation nor government policies on proactive sharing of public information in open data formats.

### 7.3.5. Data protection

**Policies and legislation on personal data protection**

19) Does your constitution protect citizens' personal data and information?

23) Does your government have legislation on personal data protection?

27) Does your government have policies on personal data protection?

- Protection of user data (2015 report, p. 54)

Both constitution, legislation and government policies protects citizens' personal data and information. Mandatory protection is defined in the Law on Personal Data Protection. An Agency responsible for monitoring implementation has been established.

**Rating legislation on protection of personal data**

115) Protection of personal data: legislation -- 4: Good / High / Strong

### 7.3.6. Overall assessment of legal and regulatory frameworks

#### Questionnaire:

- 34) If relevant, please add any comments or explanations on your answers in regard to the Regulatory Framework section

<b>Legislation on transparency</b> <i>Legislation and policies on freedom of information (transparency)</i> BiH has both legislation and government policies on access to public information (Freedom of Information act or similar)
<i>Constitutional rights for citizens accessing public information (transparency)</i> Yes
<i>Legislation and policies on freedom of e-information (e-transparency)</i> BiH has both legislation and policies on reactive sharing of public information in an electronic.
<i>Rating access to information legislation (transparency)</i> Access to information: legislation -- 4: Good / High / Strong
<b>Legislation on engagement</b> <i>Legislation on consulting with citizens (engagement)</i> BiH government have legislation requiring that government agencies consult with citizens, and also legislation recommending particular topics for consultations.
<i>Constitutional rights for citizens to be consulted by government (engagement)</i> Yes
<i>Legislation on e-consulting with citizens (e-engagement)</i> Yes
<i>Rating e-consultation (e-engagement)</i> eConsultation: legislation -- 2: Poor / low / weak
<b>Legislation on collaboration</b> <i>Constitutional rights for citizens to participate in public policy and decision-making</i> Yes
<i>Rating on e-decision-making (e-collaboration)</i> eDecision-making: legislation -- 0: Absent / Non-existent / Not applicable
<b>Open government data</b> <i>Legislation and policies on open government data</i> There is no legislation nor government policies on proactive sharing of public information in open data formats.
<b>Data protection</b> <i>Policies and legislation on personal data protection</i> Both constitution, legislation and government policies protects citizens' personal data and information. Mandatory protection is defined in the Law on Personal Data Protection. An Agency responsible for monitoring implementation has been established.
<i>Rating legislation on protection of personal data</i> Protection of personal data: legislation -- 4: Good / High / Strong

## **7.4. Baseline: government capacity**

### **7.4.1. Financial capacity**

#### **Financial capacity**

84) Does your government have funds in its budget allocated to e-Participation?

No funds are allocated in the budget for e-participation

#### **Rating e-participation financial capacity**

147) eParticipation capacity: financial resources -- 1: Very poor / low / weak

### **7.4.2. Technical capacity**

#### **Technical hardware and software capacity**

85) Does your government have capacity in terms of technical (hardware and software) infrastructure?

BiH government does have the technical infrastructure (hardware and software) for e-participation.

#### **Government bodies use of ICT channels**

77) What is the percentage of governmental bodies with a web presence?

80) What is the percentage of governmental bodies with slow Internet access (dial-up or similar)?

81) What is the percentage of governmental bodies with fast fixed (wired) broadband Internet access?

82) What is the percentage of governmental bodies with fast wireless broadband Internet access?

83) What is the percentage of governmental bodies with an intranet?

All governmental bodies have a web presence. All have access to fast fixed broadband internet access, 50% have fast wireless access, and all have intranets.

#### **Rating e-participation technical capacity**

122) PA web presence -- 5: Very good / high / strong

123) PA email communication -- 5: Very good / high / strong

125) PA mobile utilization -- 1: Very poor / low / weak

148) eParticipation capacity: technical resources -- 5: Very good / high / strong

### **7.4.3. Human capacity**

#### **Personnel use of ICT**



78) What is the percentage of persons employed in governmental bodies routinely using computers?

79) What is the percentage of persons employed in governmental bodies routinely using the Internet?

95% of personnel employed in governmental bodies routinely uses computers. All personnel uses the internet.

#### **Rating e-participation human capacity**

146) eParticipation capacity: human resources -- 2: Poor / low / weak

#### **7.4.4. Social media capacity**

##### **Processes for monitoring social media**

87) Does your government have a process for monitoring social media?

88) Please briefly explain a process that government uses for monitoring social media?

90) Does individual government bodies have a process for monitoring social media?

91) Please list individual government bodies that have a process for monitoring social media?

BiH government does not have a process for monitoring social media, nor does individual government bodies.

##### **How do governments monitor social media**

89) What does your government uses to monitor/measure social media?

- Internal Social Media Monitoring tools (free or commercial software)
- Online (free or commercial) Social Media Monitoring service
- External/Outsourced Social Media Monitoring business service
- External/Outsourced Social Media Analytics business service
- Other (please specify)

92) What does government bodies that have a process for monitoring social media use to monitor/measure social media?

- Internal Social Media Monitoring tools (free or commercial software)
- Online (free or commercial) Social Media Monitoring service
- External/Outsourced Social Media Monitoring business service
- External/Outsourced Social Media Analytics business service
- Other (please specify)

BiH government does not have a process for monitoring social media, nor does individual government bodies.

#### **Rating PA social media utilisation**

124) PA social media utilization -- 4: Good / High / Strong

#### **7.4.5. Open data capacity**

##### **Open government data responsible official**

86) Does your government have an official responsible for the implementation of Open Government Data?

BiH government has an official responsible for implementation of Open Government Data

#### 7.4.6. Overall assessment of government capacity

##### Questionnaire:

93) If relevant, please add any comments or explanations on your answers in the above section. (Open question on government capacity).

There are no available indicators on the technical capacity for e-Participation, thus all the answers provided are rough estimates. However, I'm confident that there are no real technical issues for implementing e-Participation initiatives in BiH.

<b>Financial capacity</b> <i>Financial capacity</i> No funds are allocated in the budget for e-participation <i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources -- 1: Very poor / low / weak
<b>Technical capacity</b> <i>Technical hardware and software capacity</i> BiH government does have the technical infrastructure (hardware and software) for e-participation. <i>Government bodies use of ICT channels</i> All governmental bodies have a web presence. All have access to fast fixed broadband internet access, 50% have fast wireless access, and all have intranets. <i>Rating e-participation technical capacity</i> PA web presence -- 5: Very good / high / strong PA email communication -- 5: Very good / high / strong PA mobile utilization -- 1: Very poor / low / weak eParticipation capacity: technical resources -- 5: Very good / high / strong
<b>Human capacity</b> <i>Personnel use of ICT</i> 95% of personnel employed in governmental bodies routinely uses computers. All personnel uses the internet. <i>Rating e-participation human capacity</i> eParticipation capacity: human resources -- 2: Poor / low / weak
<b>Social media capacity</b> <i>Processes for monitoring social media</i> BiH government does not have a process for monitoring social media, nor does individual government bodies. <i>How do governments monitor social media</i> BiH government does not have a process for monitoring social media, nor does individual government bodies. <i>Rating PA social media utilisation</i> PA social media utilization -- 4: Good / High / Strong
<b>Open data capacity</b> <i>Open government data responsible official</i>

BiH government has an official responsible for implementation of Open Government Data

## 7.5. Baseline: e-participation features and channels

### 7.5.1. E-participation portal

#### E-participation national portal and information features

- 58) Does your government have a national portal (either only for eParticipation or the one that includes eParticipation) for eParticipation (from now on "national portal")?
- 59) If there is legislation on access to public information in your country, does the national portal inform citizens of that right?
- 60) Does the national portal provide information on upcoming e-Participation opportunities such as a public meetings calendar or similar?
- 67) Is the national portal available in more than one language?
- 68) Does the portal make its number of visits/hits public?
- OG portal/information websites (2015 p. 49)

BiH government doesn't have a national portal (or one that includes) e-participation

The national portal does inform citizens on their right to access public information. It has a calendar with information on upcoming e-participation opportunities. Portal is available in more than one language, it makes number of visits/hits public

#### E-participation national portal and interactive features

- 61) Is there a search feature available on the national portal?
- 66) Can citizens contact government officials using the national portal ("Contact Us" or similar feature)?
- 69) Can users 'like' or rate content on the national portal?
- 62) Is the national portal accessible to citizens with sensory disabilities and elderly (e.g. large print, audio, Braille, virtual assistance etc.)?
- 70) Does the national portal link to social media platforms?

There is a search feature on the national portal. Citizens can contact government officials using the national portal (contact us feature).

The National portal is not accessible to citizens with sensory disabilities and the elderly, and users can't rate/like content.

National portal links to social media platforms.

### 7.5.2. Transparency features

#### Rating Information sharing with citizens (transparency)

- 134) Information sharing with citizens: Finance/budget -- 3: Average / Moderate / Sufficient
- 135) Information sharing with citizens: Social development/welfare -- 3: Average / Moderate / Sufficient

- 136) Information sharing with citizens: Urban development/planning -- 2: Poor / low / weak
- 137) Information sharing with citizens: Environmental protection -- 2: Poor / low / weak
- 138) Information sharing with citizens: Public services -- 4: Good / High / Strong
- 139) Information sharing with citizens: Transport -- 2: Poor / low / weak

### **Transparency and participation**

- Transparency and participation (2015 Annex I)

In September 2015 with a symbolic conference on the day of 'international day of free access to information' (28.9), BIH public administration will launch initiatives to further strengthen institutional transparency. This initiative is closely related to the open government initiative. The program "Open Government" in RS is expected to bring the first data sets online soon as a sub-component of the portal eSrpska.

Since 2012 no major activities has taken place, but a lot of small initiatives like this were executed. This indicates the political will to adopt better transparency and participation of citizens as a continuous process of BIH government. At the forefront of this effort in BIH are the Agency for the Prevention of Corruption and Coordination of the Fight against Corruption and the NGO Transparency International.

Recommendation is to link open government initiatives with existing transparency and participation efforts.

- Transparency & trust (2015 p. 47)
- Joined OGP
- Anti-corruption
- E-transparency

### **7.5.3. Engagement features**

#### **Web 2.0 & social media**

- Web 2.0 & social media (2015 p. 46)

Some use examples in individual Ministries

#### **E-engagement features**

- 72) Has the portal ever hosted an e-consultation with citizens?
- 73) Does portal produce a consultation outcomes report that includes an analysis of citizens' proposals?
- 74) Does the feedback received from the e-consultation process result in action taken by your government?

The national portal has never hosted e-consultation, nor produced consultation outcome reports with analysis of citizens proposals. However, feedback received from e-consultation does result in action taken by government.

- Feedback & participation (2015 p. 47)

Some examples, but not systematically

#### **Rating consultation with citizens (engagement)**

- 140) Consultation with citizens: finance/budget -- 3: Average / Moderate / Sufficient
- 141) Consultation with citizens: development/welfare -- 3: Average / Moderate / Sufficient
- 142) Consultation with citizens: urban development/planning -- 2: Poor / low / weak
- 143) Consultation with citizens: environmental protection -- 3: Average / Moderate / Sufficient
- 144) Consultation with citizens: public services -- 3: Average / Moderate / Sufficient
- 145) Consultation with citizens: transport -- 2: Poor / low / weak

#### 7.5.4. Collaboration features

##### E-polling and e-voting features

- 71) Does the national portal provide tools for obtaining public opinion such as online polls, petition tools, or online forums?
- 75) Has your government ever made e-voting or e-referendum technologies available, as a means of engaging citizens in the decision-making process?

The national portal provide tools for obtaining public opinion such as online polls, petition tools, or online forums.

E-voting / e-referendum technologies are under development in BiH

##### Collaboration

- Collaboration with users (2015 p. 47)

No information

- User empowerment and centrality (2015 Annex I)
  - All government web sites (municipal, entity, cantonal, Brčko District and state level) provide web sites in minimum three official languages (Bosnian, Serbian and Croatian), and two alphabets (Latin and Cyrillic). The state level government web sites provide information in English as well. Users can customize web site experience in their language and alphabet of choice.
  - Government web sites provide RSS feed allowing other sites and services to pull information.
  - However, government still do not use forums and social media platforms for promotion of government work and to acquire feedback from citizens. Such technologies are easily implemented and incorporated with existing technologies, and would allow government to collect and process requests form citizens.
  - Government web sites do provide surveys to citizens on various issues, and provide the ability to contact government. However, a platform for direct communication is still not developed.
  - Recommendation is that BiH public administration embarks on pilot projects on the local level that will allow for better feedback via web sites and social media platforms. Such projects can be implemented first on local government web sites (municipalities) and on the most prominent agencies websites in BiH.

##### Rating e-collaboration

- 126) PA online polls, forums, petitions -- 2: Poor / low / weak  
 127) National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

#### 7.5.5. Open government data features

##### Open government data sets

- 63) Does the national portal have a specific section for sharing raw data (or datasets), or a link to a national open government data portal?  
 64) If national portal has a specific section for sharing raw data (or datasets), or a link to a national open government data portal, is there information on how to make use of datasets?  
 65) Does the portal display number of downloads per open government dataset?

National portal does not have a specific section for sharing raw data or datasets, nor does it link to an open government data portal.

##### Other sources

- Data sharing (Q) open data (2015, p. 47 and p. 50)
- Open data (2015 p. 47)
  - Open formats
  - Open Budget survey
- Open government data (2015 Annex I)
  - BIH started a public private initiative that will provide citizens with more information about open government data. The Public Administration established a separate web site in order to inform citizens on this initiative, available on <http://ogp.ba/>. The initiative is a partnership between the NGO sector and government institutions. Overall, government is taking the open government initiative seriously, and it is making an action plan to act on these OPG principles.
  - In 2015, stakeholders held three meetings where they have agreed on an action plan for: access to information, participation in government and open data as well as fiscal transparency and work of public companies. All of these activities demonstrate good coordination between government and its plan to reform laws and bylaws in order to obey the principles of open government.
  - According to the Open Budget Survey, government is fairly transparent in terms of budget information provided to citizens. BIH score is around 40-50 depending on the year of the assessment for the past 4 years. The overall trend is that government is transparent when it comes to providing budget information to citizens. On the Open Budget Survey (OBS) list for 2014, BIH ranks in 60th place, a drop from previous years. Previous year's trend was around the 40th place. All municipalities in BIH provide budget information on their web sites.
  - BIH NGO community in cooperation with government established a central site for all budget information on the web site <http://budzeti.ba/>. Such web sites give detailed information on government spending by administration levels or by specific agency. Users can drill down and get information on government spending from the top level down to the local level.

- Recommendation is for government to continue providing more information about its work. All initiatives mentioned are done in collaboration with the NGO sector. Recommendation is continue working on this and similar projects.

- Open budget (2015)

According to the Open Budget Survey, government is fairly transparent in terms of budget information provided to citizens. BIH score is around 40-50.

### 7.5.6. Targeting specific groups

#### Rating targeting specific groups

- 152) Reaching out electronically to CSOs / NGOs -- 3: Average / Moderate / Sufficient
- 153) Reaching out electronically to youth -- 3: Average / Moderate / Sufficient
- 154) Reaching out electronically to women -- 3: Average / Moderate / Sufficient
- 155) Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak

### 7.5.7. Overall assessment of e-participation features and channels

#### Questionnaire:

- 76) If relevant, please add any comments or explanations on your answers in the above section. (Open question on e-participation features and channels).

#### E-participation portal

##### *E-participation national portal and information features*

BiH government doesn't have a national portal (or one that includes) e-participation. The national portal does inform citizens on their right to access public information. It has a calendar with information on upcoming e-participation opportunities. Portal is available in more than one language, it makes number of visits/this public.

##### *E-participation national portal and interactive features*

There is a search feature on the national portal. Citizens can contact government officials using the national portal (contact us feature). The National portal is not accessible to citizens with sensory disabilities and the elderly, and users can't rate/like content. National portal links to social media platforms.

#### Transparency features

##### *Rating Information sharing with citizens (transparency)*

- Finance/budget -- 3: Average / Moderate / Sufficient
- Social development/welfare -- 3: Average / Moderate / Sufficient
- Urban development/planning -- 2: Poor / low / weak
- Environmental protection -- 2: Poor / low / weak
- Public services -- 4: Good / High / Strong

Transport -- 2: Poor / low / weak
<p><i>Transparency and participation</i></p> <p>Since 2012 no major activities has taken place, but a lot of small initiatives like this were executed. This indicates the political will to adopt better transparency and participation of citizens as a continuous process of BiH government. At the forefront of this effort in BiH are the Agency for the Prevention of Corruption and Coordination of the Fight against Corruption and the NGO Transparency International.</p> <ul style="list-style-type: none"> <li>– Transparency and trust building includes: Joined OGP</li> <li>– Anti-corruption</li> <li>– E-transparency</li> </ul>
<p><b>Engagement features</b></p> <p><i>Web 2.0 &amp; social media</i></p> <p>Some use examples in individual Ministries</p>
<p><i>E-engagement features</i></p> <p>The national portal has never hosted e-consultation, nor produced consultation outcome reports with analysis of citizens proposals. However, feedback received from e-consultation does result in action taken by government.</p> <p>Some examples, but not systematically</p>
<p><i>Rating consultation with citizens (engagement)</i></p> <p>finance/budget -- 3: Average / Moderate / Sufficient</p> <p>development/welfare -- 3: Average / Moderate / Sufficient</p> <p>urban development/planning -- 2: Poor / low / weak</p> <p>environmental protection -- 3: Average / Moderate / Sufficient</p> <p>public services -- 3: Average / Moderate / Sufficient</p> <p>transport -- 2: Poor / low / weak</p>
<p><b>Collaboration features</b></p> <p><i>E-polling and e-voting features (e-collaboration)</i></p> <p>Government government still do not use forums and social media platforms for promotion of government work and to acquire feedback from citizen</p> <p>E-voting / e-referendum technologies are under development in BiH</p>
<p><i>Collaboration</i></p> <p>No information on collaboration.</p> <p>Regarding user empowerment and centricity: All government websites provides at least three languages. RSS services, surveys, and contact features to government. Do not use forums</p>
<p><i>Rating e-collaboration</i></p> <p>PA online polls, forums, petititons -- 2: Poor / low / weak</p> <p>National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable</p>
<p><b>Open government data features</b></p> <p><i>Open government data sets</i></p> <p>National portal does not have a specific section for sharing raw data or datasets, nor does it link to an open government data portal.</p>
<p><i>Open government data</i></p> <p>BiH started a public private initiative that will provide citizens with more information about open government data. The Public Administration established a separate web site in order</p>



to inform citizens on this initiative, available on <http://ogp.ba/> . A BiH NGO community in cooperation with government established a central site for all budget information on the web site <http://budzeti.ba/> - however this website only contains data from the 2013 budget.

According to the Open Budget Survey, government is fairly transparent in terms of budget information provided to citizens. BIH score is around 40-50.

#### **Targeting specific groups**

##### *Rating targeting specific groups*

Reaching out electronically to CSOs / NGOs -- 3: Average / Moderate / Sufficient

Reaching out electronically to youth -- 3: Average / Moderate / Sufficient

Reaching out electronically to women -- 3: Average / Moderate / Sufficient

Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak

## **7.6. Baseline: public capacity**

### **7.6.1. Technical capacity**

#### **ICT access**

- 98) Are there any kind of restrictions (even temporary) on access to the internet?
- 99) What is the percentage of households with a computer?
- 100) What is the percentage of households with internet access at home?
- 101) What is the percentage of individuals using fixed (wired) broadband internet?
- 102) What is the percentage of individuals using personal mobile/cellular internet?
- 103) What is the percentage of individuals using mobile-broadband internet?
- 106) What is the percentage of Internet penetration rate in urban areas?
- 107) What is the percentage of Internet penetration rate in rural areas?

There are no restrictions on access to the internet

60 % of BiH households have a computer. 80% have internet access at home, and 90% is using fixed broadband internet.

100% of the population in BiH are using mobile internet, and 40% mobile-broadband internet.

There is a 100% internet penetration in urban areas and 50% in rural areas.

#### **Subsidies for vulnerable groups**

- 97) Does your government subsidize provision of ICT services such as Internet, mobile phone etc. to vulnerable groups?

BiH subsidizes ICT services such as internet, mobile phones etc for vulnerable groups

### **7.6.2. Human capacity**

#### **User training**

- 96) Are there any educational/training programs on e-Participation for citizens?
- BiH has educational/training programs on e-participation for citizens.

#### **Political activity and features**

- 108) What is the percentage of women in parliament?
  - 109) What is the percentage of voter turnout in last national elections?
  - 110) What is the percentage of citizens that are members of a political party?
- 20% of parliament members are women. 54% voted in the last national election in 2016, and 60% of citizens are members of a political party.

### 7.6.3. Take-up

#### Internet usage survey

6) Do you have an official internet usage survey (by National Statistics Office or equivalent) conducted at the national level in the last 12 months?

Yes

#### National portal usage

105) What is the percentage of national portal visitors (in regard to the population) in the last year?

50% of the population visited the national portal last year.

#### Social media usage

104) What is the percentage of individuals using social media?

100% of individuals are using social media

### 7.6.4. Citizen trust

#### Rating citizen trust in ICT channels

128) Citizen trust in PA web presence -- 2: Poor / low / weak

129) Citizen trust PA email communication -- 3: Average / Moderate / Sufficient

130) Citizen trust in PA social media utilization -- 2: Poor / low / weak

131) Citizen trust in PA mobile utilization -- 1: Very poor / low / weak

#### Rating citizen trust in e-collaboration

132) Citizen trust in PA online polls, forums, petitions -- 0: Absent / Non-existent / Not applicable

133) Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

### 7.6.5. Citizen demand

#### Rating citizens' demand for transparency

149) Citizens' demand for access to public information -- 3: Average / Moderate / Sufficient

#### Rating citizens' demand for engagement

150) Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient

#### Rating citizens' demand for collaboration

151) Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient

#### 7.6.6. Capacity of specific groups

##### CSOs supporting e-participation

95) Are there civil society organizations supporting e-Participation?

Yes

##### Rating ability of specific groups for e-participation

156) Ability of CSOs / NGOs to be involved in eParticipation -- 4: Good / High / Strong

157) Ability of youth to be involved in eParticipation -- 4: Good / High / Strong

158) Ability of women to be involved in eParticipation -- 4: Good / High / Strong

159) Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

#### 7.6.7. Overall assessment of public capacity

##### Questionnaire:

111) If relevant, please add any comments or explanations on your answers in the above section. (Open question on public capacity).

All data provided are estimates. There are no exact data available on these questions. Some could be calculated by combining national census data, reports from different regulatory agencies and telecom service providers; but it is unrealistic to do such a comprehensive research for a purpose of this survey. The fact is that public capacity for e-Participation exist and that, inevitably, that capacity can only increase in time.

##### Technical capacity

###### ICT Access

There are no restrictions on access to the internet

60 % of BiH households have a computer. 80% have internet access at home, and 90% is using fixed broadband internet.

100% of the population in BiH are using mobile internet, and 40% mobile-broadband internet.

There is a 100% internet penetration in urban areas and 50% in rural areas.

###### Subsidies for vulnerable groups

BiH subsidizes ICT services such as internet, mobile phones etc for vulnerable groups

##### Human capacity

###### User training

BiH has educational/training programs on e-participation for citizens.

###### Political activity and features

20% of parliament members are women. 54% voted in the last national election in 2016, and 60% of citizens are members of a political party.

##### Take-up

###### Internet usage survey

Yes

###### National portal usage

50% of the population visited the national portal last year.

###### Social media usage

100% of individuals are using social media

<b>Citizen trust</b> <i>Rating citizen trust in ICT channels</i> Citizen trust in PA web presence -- 2: Poor / low / weak Citizen trust PA email communication -- 3: Average / Moderate / Sufficient Citizen trust in PA social media utilization -- 2: Poor / low / weak Citizen trust in PA mobile utilization -- 1: Very poor / low / weak
<i>Rating citizen trust in e-collaboration</i> Citizen trust in PA online polls, forums, petitions -- 0: Absent / Non-existent / Not applicable Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable
<b>Citizen demand</b> <i>Rating citizen demand for transparency</i> Citizens' demand for access to public information -- 3: Average / Moderate / Sufficient
<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient
<i>Rating citizen demand for collaboration</i> Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient
<b>Capacity of specific groups</b> <i>CSOs supporting e-participation</i> Yes
<i>Rating ability of specific groups for e-participation</i> Ability of CSOs / NGOs to be involved in eParticipation -- 4: Good / High / Strong Ability of youth to be involved in eParticipation -- 4: Good / High / Strong Ability of women to be involved in eParticipation -- 4: Good / High / Strong Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

## 8. Annex 2: Western Balkans e-participation and open government impact measurements

### 8.1. Rating results from questionnaire

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
112	Political commitment	5	3	3	3	3	3
113	National eParticipation	4	1	1	4	5	2
114	Access to information: legislation	5	4	3	4		4
115	Protection of personal data: legislation	4	4	4	5	4	4
116	eConsultation: legislation	5	2	3	4	4	2
117	eDecision-making: legislation	5	0	3	4		2
118	National authority for public information	4	1	2	5	2	4
119	National authority for public consultations	4	1	0	3	4	4
120	eParticipation policy formation	4	1	2	5	2	2
121	eParticipation implementation	3	0	3	4	3	2
122	PA web presence	5	3	4	3	3	3
123	PA email communication	5	3	4	4	4	3
124	PA social media utilization	5	2	4	2	3	3
125	PA mobile utilization	5	1	4	4	2	2
126	PA online polls, forums, petitions	3	1	1	3	3	2
127	National eVoting eReferendums	1	0	0	0	0	1
128	Citizen trust in PA web presence	2	2	3	4	3	2
129	Citizen trust PA email communication	3	3	3	4	4	3
130	Citizen trust in PA social media utilization	3	2	2	0	4	3
131	Citizen trust in PA mobile utilization	3	1	3	0	2	3
132	Citizen trust in PA online polls, forums, petitions	3	0	3	0	0	
133	Citizen trust in national eVoting eReferendums	3	0	0	0	0	2
134	Information sharing with citizens: finance/budget	4	3	3	0	3	2
135	Information sharing with citizens: social development/welfare	4	3	3	0	3	2
136	Information sharing with citizens: urban development/planning	4	2	4	0	4	3
137	Information sharing with citizens: environmental protection	4	2	3	0	3	3
138	Information sharing with citizens: public services	4	4	3	3	4	3
139	information sharing with citizens: transport	4	2	3	4	3	3
140	Consultation with citizens in the area of finance/budget	4	3	4	0	3	3

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
141	Consultation with citizens in the area of social development/welfare	4	3	3	0	3	3
142	Consultation with citizens in the area of urban development/planning	4	2	4	2	3	3
143	Consultation with citizens in the area of environmental protection	4	3	3	0	3	3
144	Consultation with citizens in the area of public services	4	3	3	3	4	3
145	Consultation with citizens in the area of transport	4	2	3	0	3	3
146	Capacity for e-Participation in terms of human resources (staff, knowledge, skills)	3	2	1	3	2	2
147	Capacity for e-Participation in terms of financial resources	3	2	1	2	0	2
148	Capacity for e-Participation in terms of technical resources	3	4	5	4	4	2
149	Citizens' demand for access to public information	2	3	4	2	3	3
150	Citizens' demand for consultation on development matters and policies	2	3	3	2	3	3
151	Citizens' demand for the opportunity to participate in policy making and implementation	2	3	3	2	2	3
152	Reaching out electronically to the civil society organizations (CSOs including NGOs)	4	3	4	4	3	3
153	Reaching out electronically to the youth	4	3	3	2	3	3
154	Reaching out electronically to women	4	3	3	1	3	3
155	Reaching out electronically to the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.)	4	1	1	2	3	3
156	Ability of the civil society organizations (CSOs including NGOs) social groups to be involved in e-Participation activities	4	4	1	3	1	4
157	Ability of the youth social groups to be involved in e-Participation activities	4	4	1	5	1	4
158	Ability of the women social groups to be involved in e-Participation activities	4	4	1	4	1	4
159	Ability of the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.) social groups to be involved in e-Participation activities	3	1	1	0	2	4

## 8.2. UN data e-participation and e-government data on the Western Balkans

### 8.2.1. UN eParticipation Index and three stages

(2015), p.26 Table 3: E-participation by stages: selected countries 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Participation utilisation by stages 2014				
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)	Total (%)
Montenegro	74	41	22	53
Albania	85	23	0	48
Serbia	63	23	0	38
BiH	37	14	0	22
Macedonia	33	14	0	21.
Global mean	56	25	7	36
Global top ten	94	83	69	86

E-participation by stages: selected countries 2016 (Source United Nations (2016) "E-Government Survey 2016)

E-Participation utilisation by stages 2016				
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)	Total (%)
Serbia	91	79	57	83
Montenegro	85	84	71	83
Albania	74	68	14	65
Macedonia	74	63	0	62
Bosnia and Herzegovina	71	37	0	52
Global mean	56	43	13	47
Global top ten	98	96	80	95

### 8.2.2. UN eGovernment Development Index

(2015), p.24, Table 1: E-Government Development Index: selected countries, 2008. 2010, 2012 and 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Government Development Index				
Country	2008	2010	2012	2014
Montenegro	0.4282	0.5101	0.6218	0.63455
Serbia	0.4828	0.4585	0.6312	0.54715



E-Government Development Index				
Country	2008	2010	2012	2014
Albania	0.467	0.4519	0.5161	0.50455
Macedonia	0.4866	0.5261	0.5587	0.47198
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069
Global mean	0.42679	0.41886	0.49078	0.47362
Global top ten	0.79202	0.77818	0.86459	0.88887

*E-Government Development Index: selected countries, 2008, 2010, 2012, 2014, and 2016*  
*(Source United Nations (2016) "E-Government Survey 2016")*

E-Government Development Index					
Country	2008	2010	2012	2014	2016
Serbia	0.4828	0.4585	0.6312	0.54715	0.71308
Montenegro	0.4282	0.5101	0.6218	0.63455	0.67326
Macedonia	0.4866	0.5261	0.5587	0.47198	0.58855
Albania	0.467	0.4519	0.5161	0.50455	0.53305
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069	0.51183
Global mean	0.42679	0.41886	0.49078	0.47362	0.49220
Global top ten	0.79202	0.77818	0.86459	0.88887	0.87877

*(2015), p.25. Table 2: E-Government Online Service Index divided by stages: selected countries 2014*  
*(Source United Nations (2014) "E-Government Survey 2014")*

Online Services Index by stages 2014					
Country	Stage 1: Emerging inf. services (%)	Stage 2: Enhanced inf. services (%)	Stage 3: Transactional services (%)	Stage 4: Connected services (%)	Total (%)
Montenegro	84	68	12	35	<b>48</b>
Albania	88	27	21	44	<b>42</b>
Serbia	72	52	12	18	<b>37</b>
BiH	56	41	7	12	<b>28</b>
Macedonia	50	34	5	15	<b>25</b>
Global mean	65	40	25	27	<b>37</b>
Global top ten	99	78	80	79	<b>84</b>

### 8.3. ReSPA 2015 study from e-government to open government

The tables on the following two pages summarise the progress of ReSPA Beneficiaries progress from e-government to open government by mid 2015.

**Table 5: Country progress from e-government to open government (cell scores from 0 to 4)**

	Transparency (OGP) & open data (EC)		Engagement (participation) (OGP) & open decisions (EC)		Collaboration (OGP)& open services	
	Open data	Transparency & trust	Web 2.0 / social media	Feedback & participation	Service personalisation	PPPs/PCPs
<b>Albania</b>	<ul style="list-style-type: none"> <li>Budget expenditure of treasury, by Ministry of Finance</li> <li>Statistical data</li> </ul> <b>4</b>	<ul style="list-style-type: none"> <li>Anti-corruption</li> <li>Joined OGP+ 2<sup>nd</sup> Action Plan</li> <li>Law on the right of information</li> </ul> <b>3</b>	All ministry websites have social media <b>4</b>	New law on public consultation with provisions for feedback from stakeholders <b>3</b>	No <b>0</b>	<ul style="list-style-type: none"> <li>Action plans for OGP was adopted based on a PCP partnership model</li> <li>Digital Police Station Application</li> <li>ProTIK – ICT Resource Center</li> </ul> <b>2</b>
<b>Bosnia &amp; Herzegovina</b>	<ul style="list-style-type: none"> <li>Budget expenditure of treasury, by Ministry of Finance</li> </ul> <b>3</b>	<ul style="list-style-type: none"> <li>Joined OGP</li> <li>Anti-corruption</li> <li>E-transparency</li> </ul> <b>3</b>	Some use examples <b>1</b>	Some examples, but not systematically <b>1</b>	No <b>0</b>	<ul style="list-style-type: none"> <li>Vibrant NGO sector working with gov promoting e-services</li> <li>6 NGOs + govt. institutions formed partnership on OGD</li> <li>Alliance for promoting transparent budgeting of govt. institutions</li> <li>Development of Sarajevo Canton ICT Strategy</li> </ul> <b>4</b>
<b>Kosovo</b>	<ul style="list-style-type: none"> <li>When data is published, it is only PDF</li> </ul> <b>1</b>	<ul style="list-style-type: none"> <li>Law on access to public documents</li> </ul> <b>1</b>	<b>0</b>	Some examples, but rare due to lack of trust <b>0</b>	No <b>0</b>	<ul style="list-style-type: none"> <li>Drafting of the OGP Action Plan which was done with the NGO “FOL” and the MEI</li> <li>CSO platform “Civikos” is planning to help government with OGD and will use the PCP strategy</li> </ul> <b>2</b>
<b>Macedonia</b>	<ul style="list-style-type: none"> <li>27 institutions, offering 154 open data sets (109 active and other in planning process) and their mash-up on OGD portal</li> </ul> <b>4</b>	<ul style="list-style-type: none"> <li>Joined OGP+Action plan</li> <li>Various laws</li> <li>Anti-corruption</li> </ul> <b>3</b>	Many institutions uses social media <b>2</b>	<ul style="list-style-type: none"> <li>Citizen diary</li> <li>E-democracy</li> <li>user satisfaction (‘traffic lights’)</li> </ul> <b>4</b>	No <b>0</b>	<ul style="list-style-type: none"> <li>Mol – citizens schedule timing for submitting application and taking photo for ID cards, passports and driving licence</li> <li>E-service (personality testing) when applying to administrative service</li> </ul> <b>1</b>
<b>Montenegro</b>	<ul style="list-style-type: none"> <li>Public procurement documents by the Public Procurement Administration of Montenegro</li> <li>All documents and materials debated and adopted at the Governments' session</li> </ul> <b>2</b>	<ul style="list-style-type: none"> <li>Joined OGP 2<sup>nd</sup> Action Plan drafting</li> <li>Be Responsible campaign</li> <li>Follow procurement</li> <li>Open budget</li> </ul> <b>3</b>	<ul style="list-style-type: none"> <li>Discussion fora</li> <li>Others</li> <li>Much use of social media</li> <li>RSS &amp; FAQs</li> </ul> <b>4</b>	<ul style="list-style-type: none"> <li>E-participation (underused)</li> <li>E-petition (underused, threshold very high)</li> </ul> <b>4</b>	Some examples <b>2</b>	<ul style="list-style-type: none"> <li>PPPs are increasingly being used as a mechanism for covering the budget deficit</li> <li>OGP Team drawn from business, NGOs &amp; municipalities</li> <li>Free wireless internet access project for citizens (joint venture PPP) and PCP ad hoc examples</li> <li>11 community projects financed with fines</li> </ul> <b>4</b>
<b>Serbia</b>	<ul style="list-style-type: none"> <li>25+ datasets on OpenData.rs</li> <li>‘Register of medicines and medical devices’ by Medical Devices Agency of Serbia</li> <li>Data by Statistical Office</li> <li>Open Data Readiness Assessment conducted</li> </ul> <b>3</b>	<ul style="list-style-type: none"> <li>Joined OGP</li> <li>Freedom of access to info by default</li> <li>Anti-corruption</li> <li>Public procurement law</li> </ul> <b>3</b>	<ul style="list-style-type: none"> <li>Many uses Facebook, Twitter</li> <li>Some have YouTube channels</li> </ul> <b>3</b>	<ul style="list-style-type: none"> <li>E-participation</li> <li>E-forum</li> <li>Contact form on govt. websites mandatory</li> <li>e-government portal has public hearings and discussion</li> </ul> <b>4</b>	No <b>0</b>	<ul style="list-style-type: none"> <li>No examples</li> </ul> <b>0</b>

Table 6 summarises the ReSPA Beneficiary progress scores from e-government to open government derived from Table 5.

**Table 6: Summary country progress scores from e-government to open government**

	(1) e-government online services scores (UN, 2016) <sup>13</sup>	Open government scores (2015) <sup>14</sup>			
		(2) Total % score of max 24	(3) Transparency	(4) Engagement (participation)	(5) Collaboration
Albania	53%	67%	7	7	2
BiH	51%	50%	6	2	4
Kosovo*	--	17%	2	0	2
Macedonia	59%	58%	7	6	1
Montenegro	67%	79%	5	8	6
Serbia	71%	54%	6	7	0
Mean score	<b>60%</b>	53%	<b>5</b>	<b>5</b>	<b>2</b>

<sup>13</sup> Derived from United Nations (2016) "E-Government survey 2016– E-Government in support of sustainable development", United Nations Department of Social and Economic Affairs New York:  
<https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016>.

<sup>14</sup> Derived from Table 5Error! Reference source not found.

## **9. Annex 3: E-participation survey for ReSPA beneficiaries**

Results received November 2016.

To be added