


Digital Democracy and Citizen Participation

(within the context of data driven strategy and experience)

SAINT VINCENT AND THE GRENADINES

INTRODUCTION

- In the world today, there are a number of powerful tools to bridge the gap between citizens and the decision-making process, all due to technology.
 - **As a result of this, there is the potential to collect data, not just to understand the needs and desires of the public, but also to develop and create more informed and effective strategies which reflect the voices of the people.**
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QUESTION

- "Imagine you have a 'Democracy' app OR a 'Citizen Engagement app' that lets you directly vote on any proposed law or government decision.
- What's the first issue you would want to vote on, and why?



DIGITAL DEMOCRACY | CITIZEN PARTICIPATION

- **Digital Democracy:**

- Integrating technology into democratic processes / how government responds to needs of society using the technology
- Helps with citizen engagement, participation, transparency, inclusivity
- Open data



- **Citizen Participation:**

- Involve citizens in decision-making processes through:
- Voting, public consultations, community meetings
- Use of digital platforms for engagement (social media, polls, surveys)

CITIZEN PARTICIPATION IN DECISION-MAKING PROCESSES

- **Why is it important?**

- Empowerment
- Collaboration
- Transparency
- Ownership
- Policy effectiveness
- Awareness

CHALLENGES TO DIGITAL DEMOCRACY / CITIZEN ENGAGEMENT



- Privacy concerns
 - Online engagement often leads to sharing of personal data
 - **Result:** concerns about data protection and privacy and misuse of personal information
 - Legislation / regulations
- Digital divides
 - Not everyone has access to tools and platforms to participate in data sharing; affordability of broadband
 - **Result:** marginalized communities/individuals/groups being left out from digital democracy initiatives
- Selective participation
 - Online discussions being dominated by vocal minority groups leading to skewed perception of public opinion
 - **Result:** policies cater for a few rather than the majority of the population
- Security:



DIGITAL PUBLIC INFRASTRUCTURE

- To learn about what SVG is doing, let's look at digital democracy from the concept of Digital Public Infrastructure (DPI):
 - DPI refers to the technological and organizational framework that supports the delivery of public services and information through digital means, such as:
 - digital tools, platforms, and systems that enable governments and public institutions to interact with citizens, provide services online, and manage public resources more efficiently
 - It is used to enhance government transparency, improve public service delivery, and promote citizen engagement
 - A robust DPI is essential for implementing and supporting the mechanisms of digital democracy.

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (CARDTP)

Component 1: Digital Enabling Environment

- Legal & regulatory Environment
 - Telecoms sector
 - Digital Financial Services sector
- Cybersecurity
- Data protection and privacy



- Review of policies and legislation
- Digital Economy Transformation Strategy

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (CARDTP)

Component 2: Digital Government Infrastructure, Platforms, and Services

- Cross-cutting digital government operations
- Government Productivity Platforms and Citizen-Centric Digital Services



- Single sign-on windows for

- Customs
- Tax
- Land + Properties

- Review of policies and legislation
- Digital Economy Transformation Strategy

- **Digital Payment for services**
 - Epayment platform
- **Digital Platforms**
 - Upgrade of Civil Registry (birth, death, marriage, divorces)
- **Foundational /unique ID System**
- **Citizen Portal**
 - Digital services
 - Citizen engagement
 - Authentication platform

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (CARDTP)

Component 3: Digital Skills and Technology Adoption

- Work-force ready digital skills
- Technology Adoption

Component 4: Project Implementation Support

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- Draft Digital Skills Strategy
 - Providing support for MSMEs (agriculture, culture, tourism, education)

QUESTION

- **If you had the opportunity to change one thing to enhance digital democracy and citizen engagement / participation, what will it be?**



THANK YOU

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