

Facilitating active
CITIZEN ENGAGEMENT
with crowdsourcing portal



Increasingly, governments around the world are looking at ways to engage their citizens in policy making.

Through the solicitation of citizen's inputs, governments hope to build trust and garner support in new public policies that they intend to launch. At the same time, governments also acknowledge their limited resources and desire to tap on the collective wisdom of their citizens (i.e. crowdsourcing) for a cost-effective way to generate and build good ideas.

Case Study:
Prime Minister's Office of Singapore (PMO)

Driving the Smart Nation and Digital Government initiatives of Singapore, PMO strategises and builds long-term capabilities for the public sector, and promotes adoption and participation from the public. And through harnessing the power of networks, data and info-comm technologies, improve living, create economic opportunity and build a closer community.

Taking a holistic and collective approach, PMO envisions a Smart Nation owned and built by everyone, one co-created by active participation of citizens, businesses and agencies.

Summary

- PROJECT NAME**
eCitizen Ideas!
- DIGITAL GOVERNMENT DOMAIN**
Citizen Engagement
- CUSTOMER**
Prime Minister's Office of Singapore (PMO)
- CHALLENGES**
 - Engaging citizens in the nation's issues and challenges
 - Build trust and garner support in new public policies
 - Numerous complex workflows in a single platform
- BENEFITS**
 - Co-creating with citizens to address national challenges
 - Responds quickly to constantly changing needs with Continuous Integration / Continuous Deployment (CI/CD)
 - Dynamically scalable services with Microservices approach

The Challenges:

Engaging citizens in the nation's issues and challenges

Government services are no longer a one-way delivery process. Given the increasing complexity of challenges, it is essential for governments to engage and interact with their citizens to co-create possibilities and re-design the way life is experienced.

Active citizenship promotes healthy communities, increases the quality of life and generates communal empowerment.

Numerous complex workflows in a single platform

By incorporating Subject Matter Experts (SMEs) to facilitate discussion and develop quality ideas increases the complexity of the workflow. In addition, eCitizen Ideas! is a portal for the whole-of-government crowdsourcing activities. The different modus operandi of each agency and varying nature of the activities directs the need for multiple complex workflows.

Build trust and garner support in new public policies

Promoting citizen participation in public decisions helps develop fair and sustainable support. Genuinely aiming to understand and involve citizens results in successful implementation of initiatives and achievements of social outcomes.

The Results:

One-stop knowledge harvesting platform for whole-of-government

eCitizen Ideas! is a centralised platform for whole-of-government crowdsourcing activities. Government agencies can effortlessly engage citizens, solicit ideas and partner citizens to tackle the nation's challenges.

Public can contribute by taking part in challenges, campaigns or activities organised by the various agencies.



Dynamically scalable services with Microservices approach

Microservices approach is used as one of the fundamental design patterns for eCitizen Ideas!. Unlike the monolithic approach of developing applications, the microservices approach breaks down the application into a suite of independently deployable, small, modular services.

Being independent services, they have lower impact on each other, providing greater resilience and flexibility. With the microservices approach, eCitizen Ideas! is also dynamically scalable. Microservices that are in high-demand can be scaled up independently without scaling up the entire application, saving time and resources.

Alongside the flexible workflow processes that Ecquaria Government Platform provides, eCitizen Ideas! empowers the whole government to flexibly engage the citizens, encourage citizen participation and incorporate their ideas into initiatives and policies.

Co-creating with citizens to address national challenges

Via the portal, government agencies can tap on the collective wisdom of their citizens (i.e. crowdsourcing) for a cost-effective way to generate and develop good ideas. Each government agency can independently organise and manage crowdsourcing activities such as app development competitions, hackathons and campaigns.

Public can access eCitizen Ideas! to submit, comment and vote on the best ideas, as well as share them on their social networks. Beyond giving citizens a voice, eCitizen Ideas! encourages direct participation by citizens.

Communities are empowered to drive the process of development that shapes their lives. Ideas contributed by the citizens might be selected to be pilot projects, building citizen ownership and belonging.

Responds quickly to constantly changing needs with Continuous Integration / Continuous

eCitizen Ideas! is one of the first applications deployed on Nectar, an on-premise Platform as a Service (PaaS) built by the Singapore government for the whole of government. Nectar supports containerised application delivery based on Docker to provide a clean yet robust way of delivering application packages to the platform.

With Nectar supporting continuous delivery, there is no longer any need to do manual deployment. Together with the DevOps methodology incorporated by Toppan Ecquaria, deployment cycle is shortened with developers consistently merging their changes into the main branch for automated testing and release process.

New features and bug fixes of eCitizen Ideas! can be developed rapidly and released promptly.