



# e-Government and Digital Citizen Rights

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## Initiatives Supporting Digital Rights:

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- Assertion of European Values (FP7)
- European Charter of Fundamental Rights
- Biomedical informatics and the concerns raised
- Advances in e-Science, e-Research: ethical concerns
- E-Government: Denmark's eDays (2003, 2005, )
- Discussion of Digital Citizen Rights and Inclusion
  - EC's 'Barriers to e-Government' Project  
<http://www.egovbarriers.org/>
  - Increasing Discussion of 'Digital Citizen Rights'



## Digital Citizen Rights to:

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- Information (e.g., information about elected officials and government)
- Transparency (e.g., notice of meetings, video coverage of public meetings)
- Petition (e.g., make their views heard, expect that their views will not be ignored)
- Vote (e.g., sign online petitions)
- Privacy (e.g., no unauthorized disclosure of personal information, right to check and correct personal information)
- Access (e.g., to government information, access via electronic technologies, ...)
- Assemble (e.g., to join online forums)
- Freedom of Expression (e.g., uncensored information)
- Online Services (e.g., transactions, questions, answers)

Adapted from: Tracy Westen's 'Digital Citizens' Bill of Rights'



# The Right to Communicate Electronically

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- Forcing Governments v. Citizens to Enable e-Access
- Why?
  - Internet as a Central Infrastructure



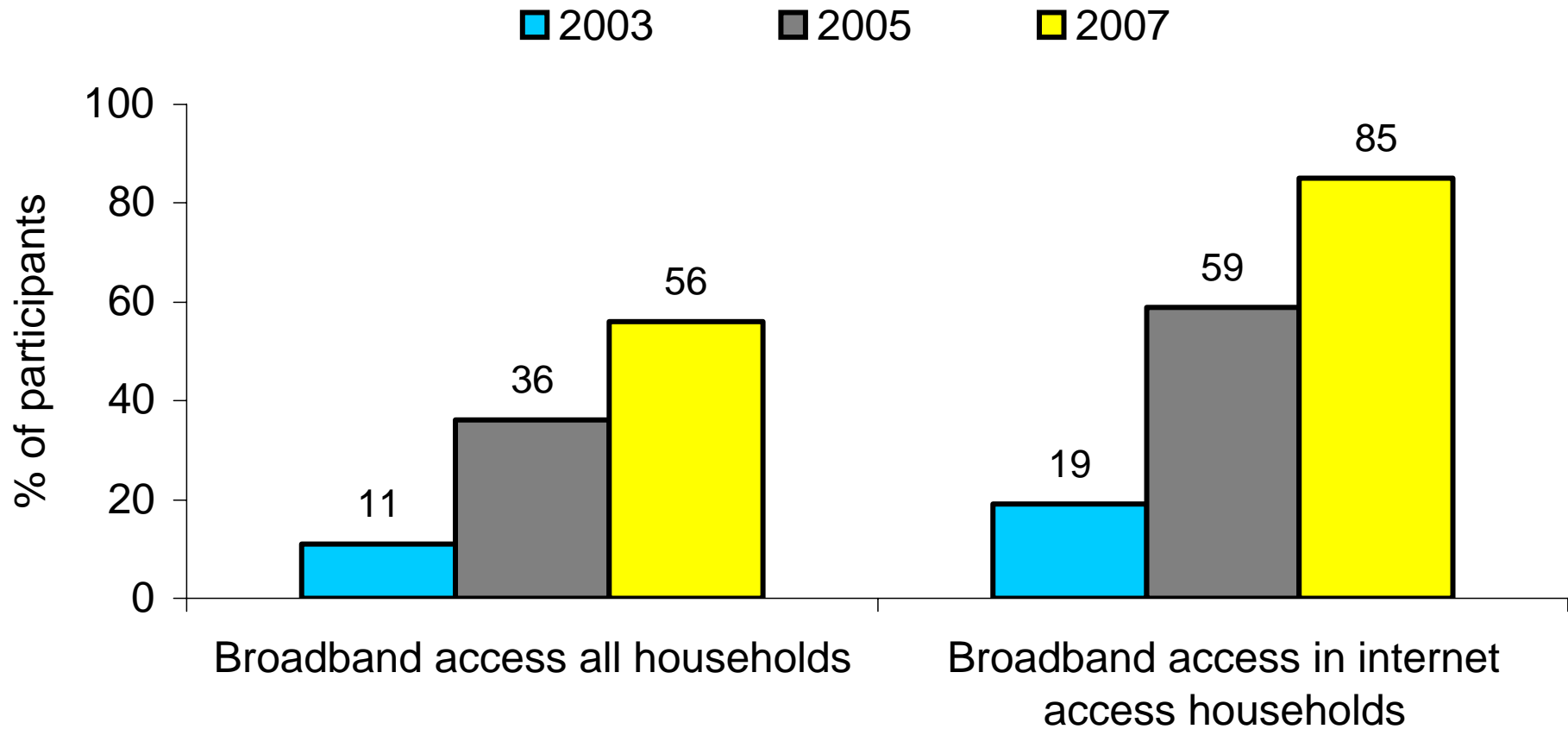
- 2003, 2005 and 2007 (next in 2009)
- Cross-sectional Surveys versus Panels
- Multi-Stage Probability Sample
- England, Scotland & Wales
- Respondents: 14 years and older
- Face-to-face Interviews
- Sponsorship from Hefce, AOL, BT, British Library, Cisco, Ofcom, Wanadoo (Orange), Talisma

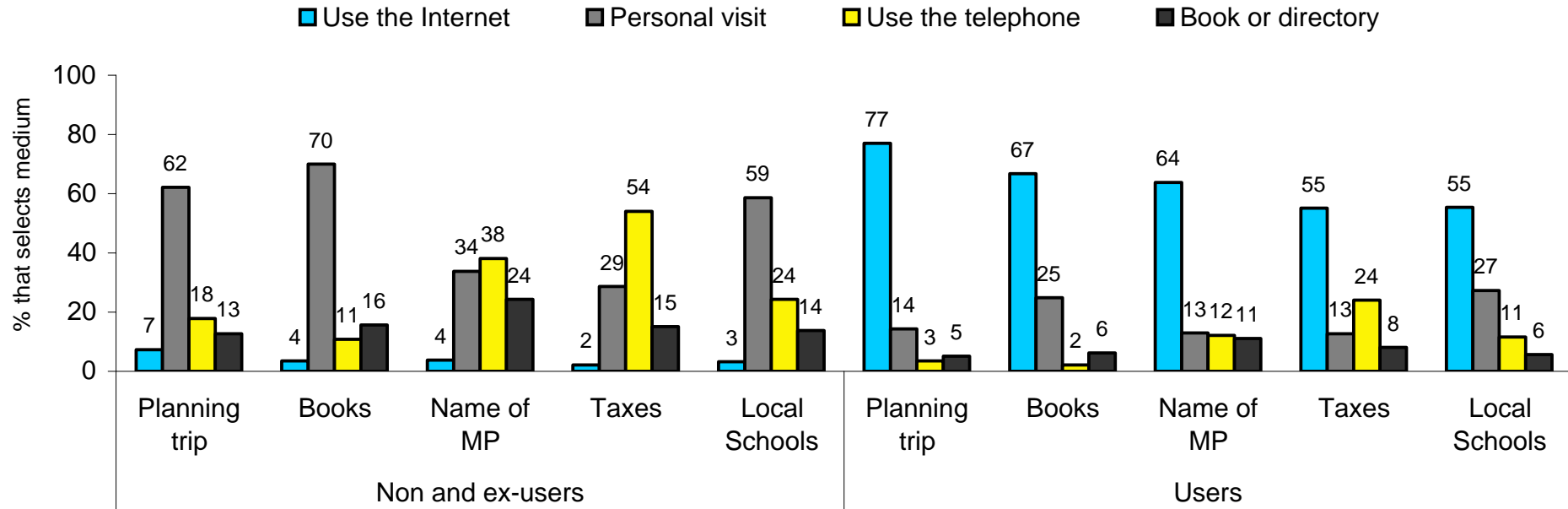


	2003	2005	2007
Fielded in	June-July	February-March	March - April
Number of respondents	2,030	2,185	2,350
Response rate	66%	72%	77%



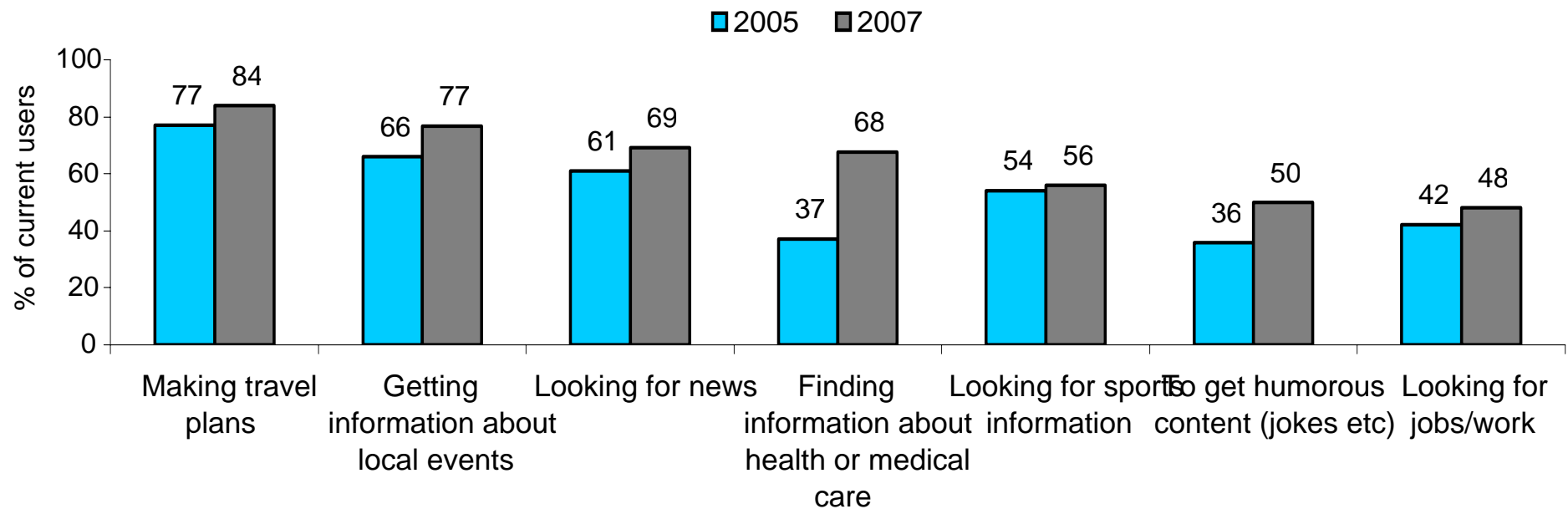
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- The World Internet Project (WIP)
    - Initiated 2000, UCLA, now at USC
    - Data for 22 nations (and expanding)
    - [www.worldinternetproject.net](http://www.worldinternetproject.net)
  - Britain: Oxford Internet Surveys (OxIS)







# Going to the Web for Information

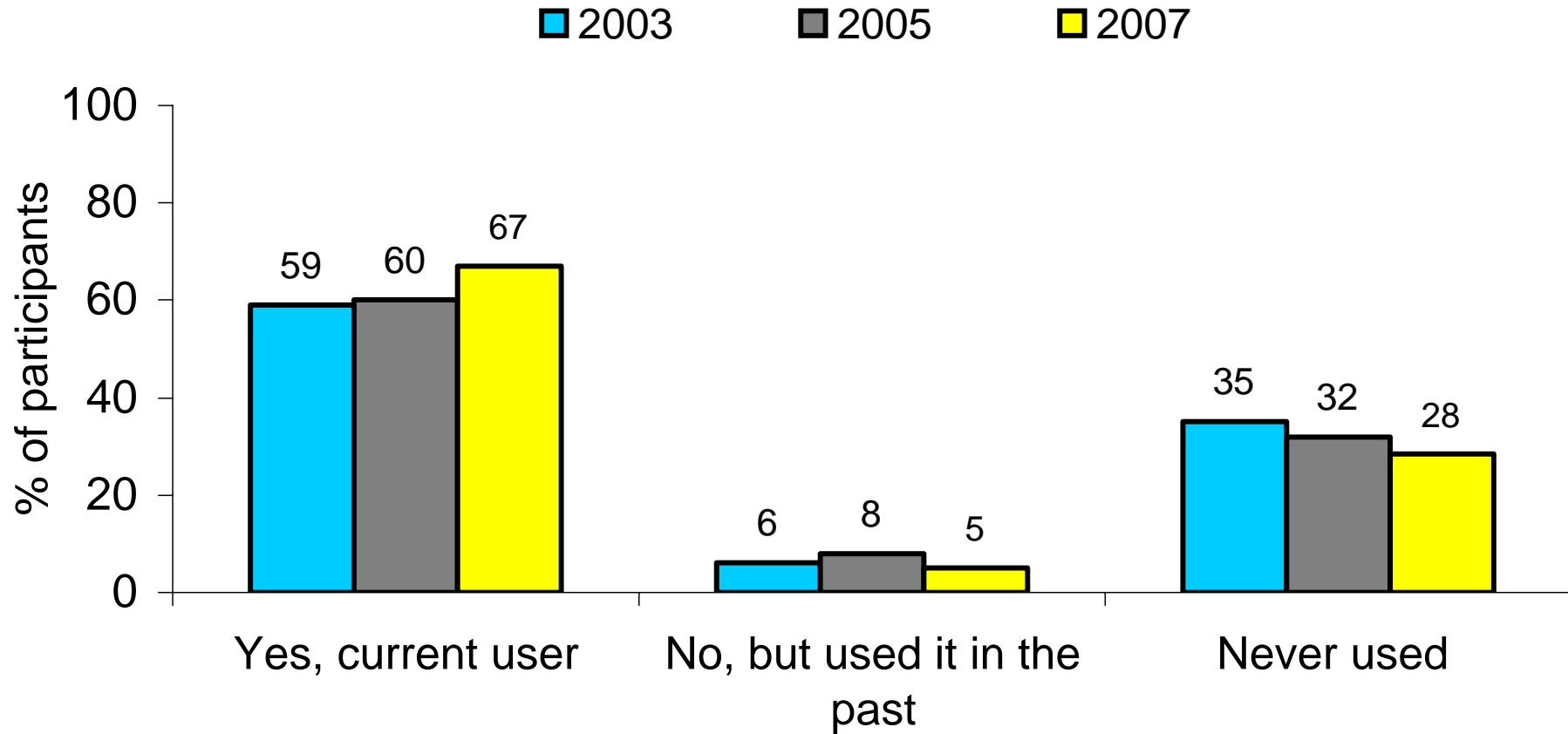




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  - Persistent Digital Divides as Diffusion Reaches a Plateau





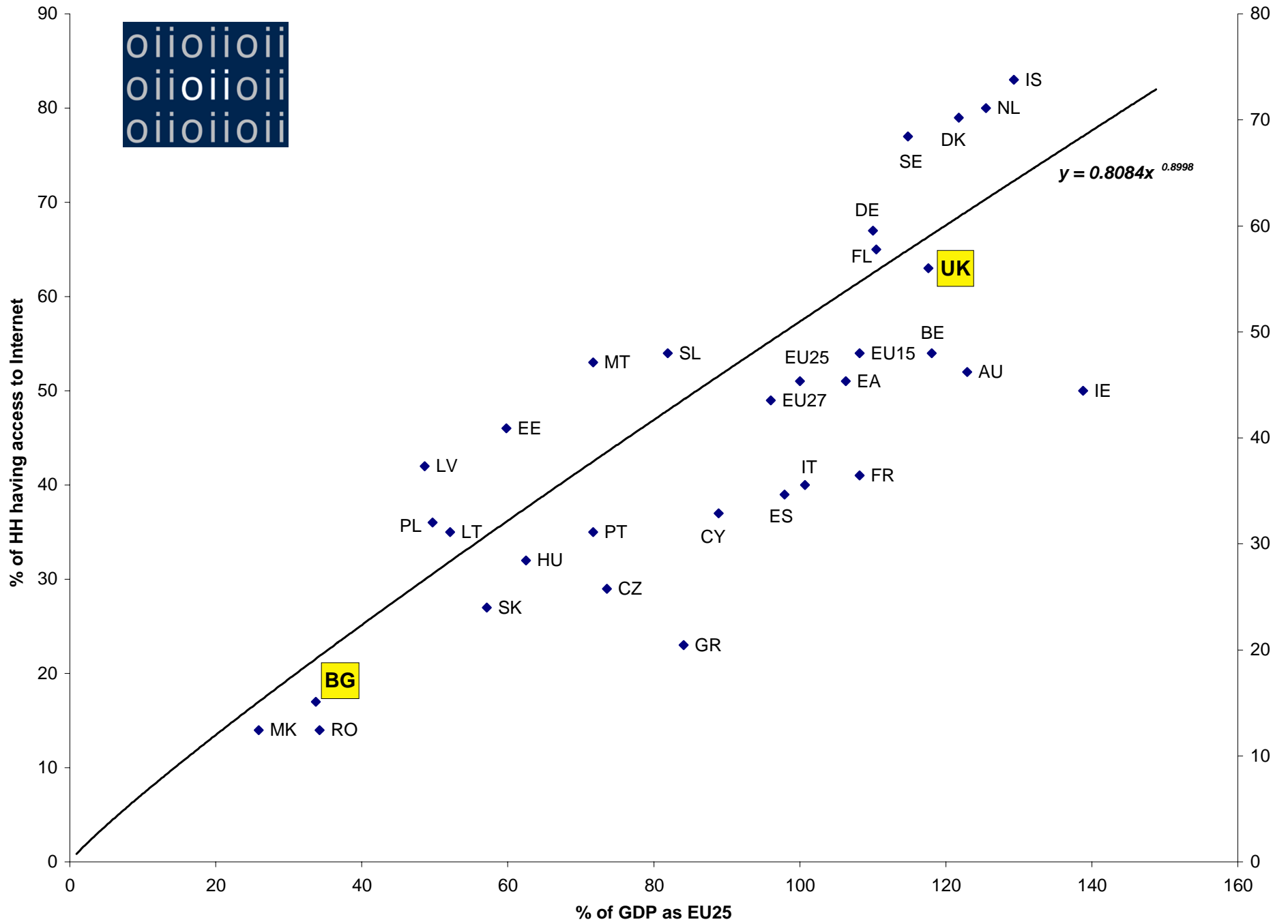
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OxIS 2005: N=2,185; OxIS 2007: N=2,350





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  - Digital Divides Reinforce Socio-Economic Divides
  - Citizens also exercise 'Digital Choice'



## Life Stage and Internet Use





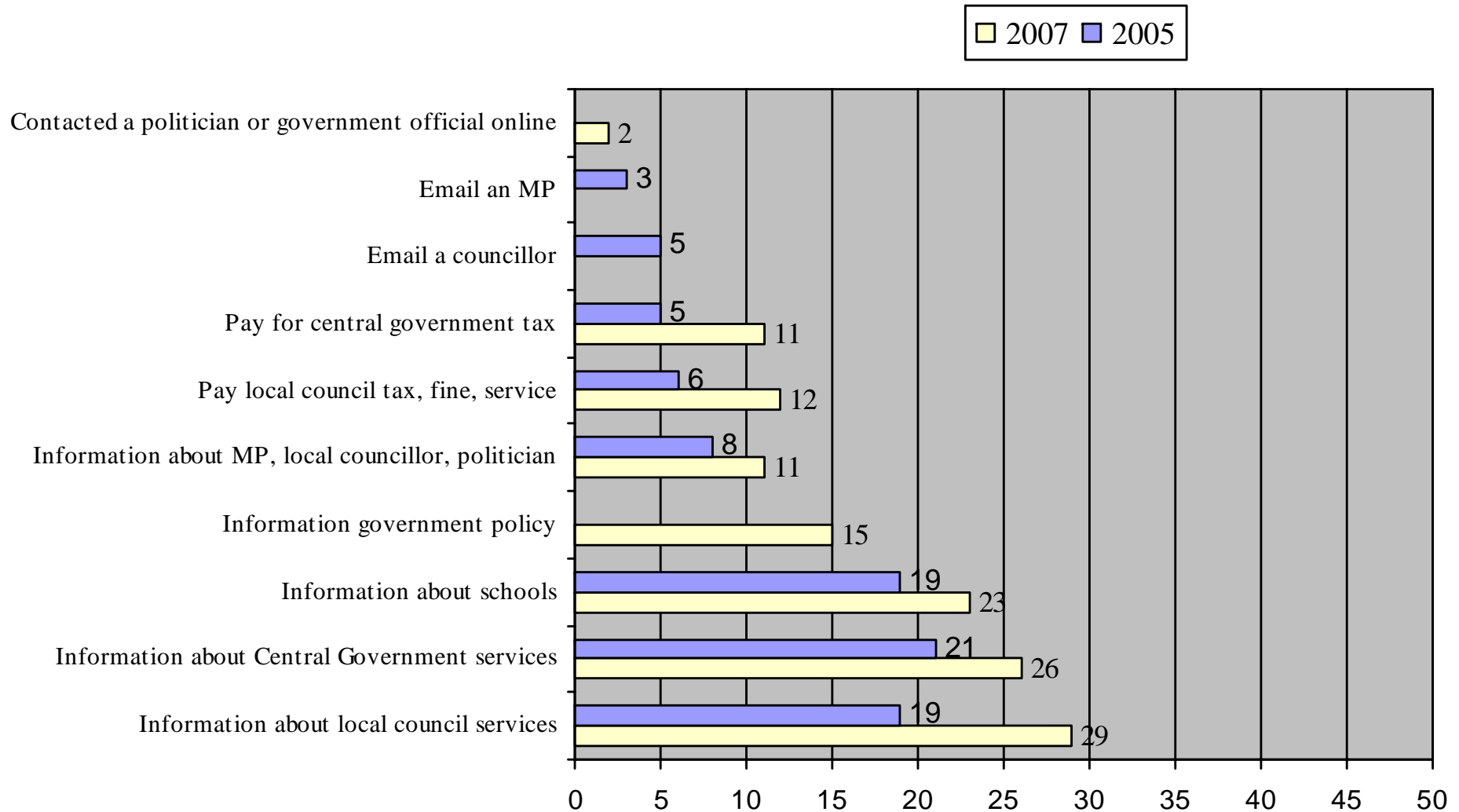
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  - Use of e-Government Services Lagging other Sectors



# Growing Use for Politics and Government: Britain

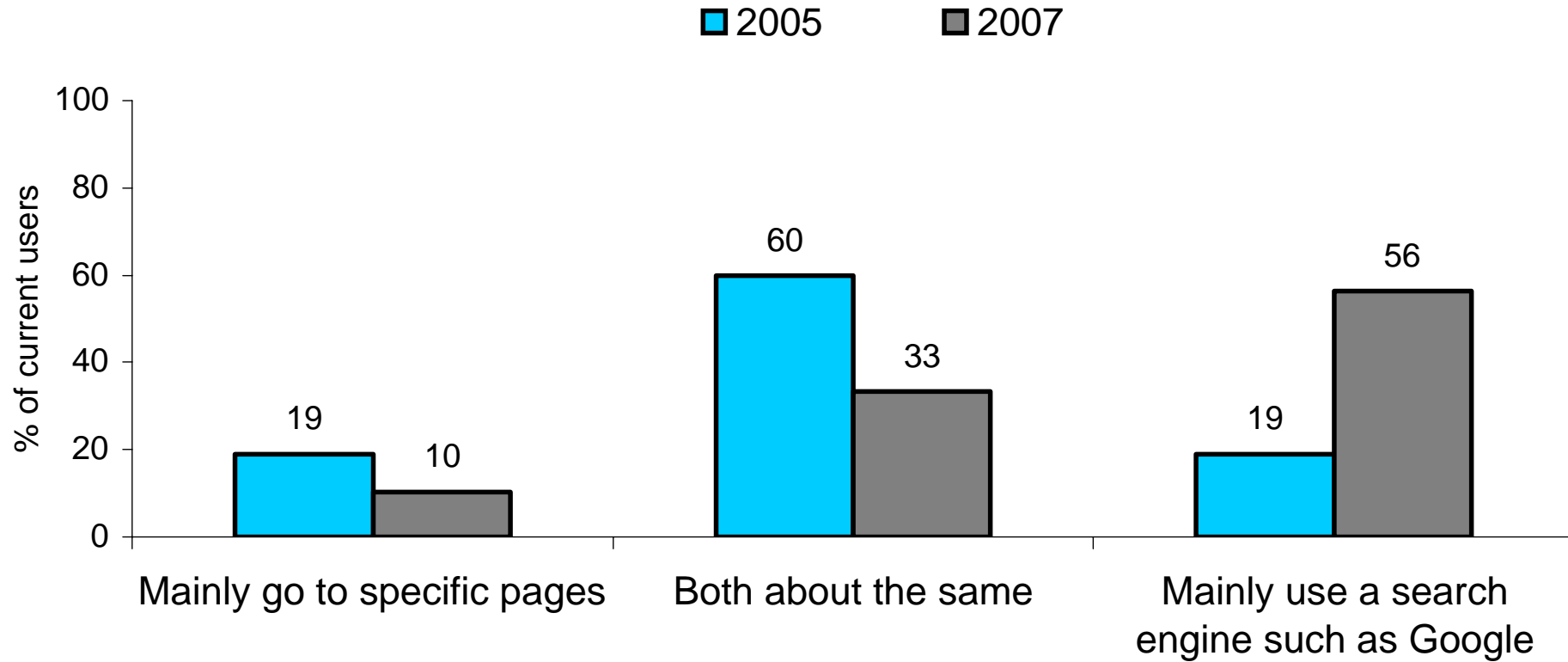




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  - Use of e-Government Services Lagging other Sectors
  - Internet as a new Source of Social and Political Accountability: A Fifth Estate

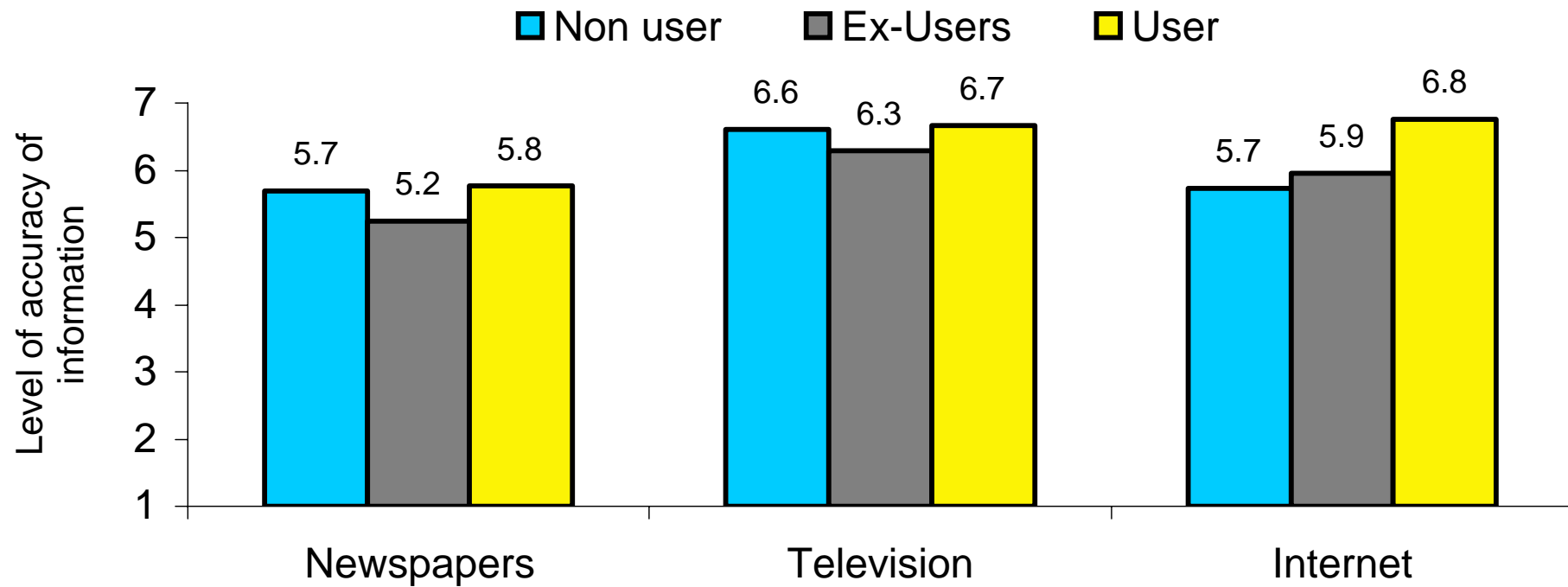




# Trust in Media, UK, 2007

## (Reliability of Information)

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## Citizen Rights v Government Demands:

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Barrier to e-  
Government:

Forcing  
Citizens to  
Use ICTs



Incentive to e-  
Government:

Ensuring  
Citizens have  
the Right to Use  
ICTs



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