Digital Government Services of Korea

Chapter 08
Government for Citizens (G4C) Services
This chapter helps public managers understand that the e-Government services with the largest impact on citizens are the Internet-based services for certificate application and petition filing. These services allow citizens to file petitions and print out government official certificates from home without having to visit government offices. Korea’s e-Government not only handles these services in a timely manner but also facilitates the participation of citizens based on information disclosure and opinion gathering, through which the feedbacks is applied to enhance the reliability of public policies.
Objectives

- To understand the concept of government for citizens (G4C) e-Government services
- To understand the model of One-stop Government Service Portal (Government 24)
- To understand the practices of Online Petitions & Discussion Portal (e-People)
- To understand the case of Open Data Portal for contributing to information diffusion and sharing
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Structure

1. Government for Citizens (G4C) Services in e-Government
2. One-Stop Government Service Portal (Government 24)
3. Online Petitions & Discussion Portal (e-People)
4. Open Data Portal
Chapter 08 1. Government for Citizens (G4C) Services in e-Government

As democracy and information and communication technologies (ICT) develop, the role of government is evolving also

- Citizens are expecting a higher level of administrative efficiency and transparency

- The public policy requests made by a diverse spectrum across civil society have become manifold and specified
People are asking for a more evolved and better government that is built upon the existing methods proven successful.
The Korean government

Has been trying to **find innovative ways** to **develop and sustain** the need for creating a new form of government that can overcome the limits of existing institutional setting and effectively solve public problems.

**Government for Citizens (G4C) is the exemplar of the efforts**
One Touch, One Gov.

**Government24 (GOV.KR)** is an integrated platform offering cross-cutting public services for user convenience.

- Citizens can access services and request for issuance of official documents using a mobile phone.
- Key policies and databases are updated on a regular basis.

**Government services**
Provides over 90,000 types of government services by topic and need.

**Civil request services**
Provides information on over 5,000 types of civil requests and issues 1,500 types of government documents upon request.

**Policy information**
Provides information on major government policy programs and agencies.
Chapter 08  2. One-stop Government Service Portal (Government 24)

Before
- Before, citizens had to visit public offices to receive government services
- People had to prepare many documents to process government services, which made them visit one office after another
- Diverse welfare benefits offered by the government, such as child-care and other support had to be applied for separately

After
- All government services are processed through Government 24
- The system gives information on some 5,000 types of government services as specified by law
- Over 3,000 government services can be applied for anywhere through the internet
- 1,000 documents that are frequently requested for by citizens can be immediately applied for and issued online
- There is no need to visit public offices as all the process are handled through the one-stop Government 24
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2. One-stop Government Service Portal (Government 24)

- Approval of Provision on Integrated Government Service
- Establishment of Bureau of Government Service Integration

- Design of Government Service Integration Strategy (Business Process Reengineering (BPR)/Information Strategic Planning (ISP))

- The Opening of Government 24 (GOV.KR)

- Expansion of the scope of services
- Adoption of new technologies for upgrades

Provide the Citizens with Customized Services
One Touch, One GOV!
2. One-stop Government Service Portal (Government 24)

**Government Service**

About 90,000 customized services available including the life-cycle based services

**Document Issuance**

5,000 services available with 1,181 types of certificates for issuance and about 700 services accessible via mobile

**Policy Information**

Updates on policies, events of government offices (About 1,040,000 pieces of policy information)
2. One-stop Government Service Portal (Government 24)

- **Anytime, Anywhere, Any Device**
  Services accessible with various devices

- **Mobile -Friendly**
  700 types accessible via mobile

- **Customized Services**
  Personal benefits notified in advance

- **Responsive Services**
  Certificates available 24/7 on PC and mobile platform

- **Easy Payment**
  Fees paid via mobile devices
### Public Services Available from Cradle to Grave: 1,586 services

<table>
<thead>
<tr>
<th>Infants &amp; Toddlers</th>
<th>Children &amp; Teenagers</th>
<th>Young</th>
<th>Middle Aged</th>
<th>Elderly</th>
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<tr>
<td><strong>Age 0~5 (25 Services)</strong></td>
<td><strong>Age 6~18 (54 Services)</strong></td>
<td><strong>Age 19~34 (66 Services)</strong></td>
<td><strong>Age 35~64 (110 Services)</strong></td>
<td><strong>Over 65 (56 Services)</strong></td>
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<td>Academic support</td>
<td>House</td>
<td>Medical</td>
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<td>Education &amp; Training</td>
<td>Finance Support</td>
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<td>Youth Support</td>
<td>Business Start up Support</td>
<td>Marriage &amp; Birth</td>
<td>Retirement fund</td>
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<td>Marriage &amp; Birth</td>
<td>Job</td>
<td>Inheritance</td>
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<td>Moving</td>
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<td>Family &amp; Health</td>
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2. One-stop Government Service Portal (Government 24)

Concept of Customized Services

- Services identified based on citizens’ needs
- Timely Feedback
- Available anywhere, anytime

Based on intelligence information technology

Governmnet24 in the Future

To make service delivery more responsive and intelligent, the government of Korea will:

- Improve the way of searching within the platform by enabling AI
- Use big data tools for data analysis to customized services
Continuous Expansion of Mobile Gov24 Service

“In 2020, 1,029 types of online government services are provided in mobile version of GOV.KR and the number keeps on increasing!”
e-People, e-Participation Portal Vitalizing Citizens’ Participation to Create a Transparent Government

A single window, through which citizens can participate in all kinds of civil petitions, civil proposals, policy discussions, whistle-blowing and budget waste reporting

**Feature**

- **One-stop service**
  - One-stop processing of complaints by automatically allocating them to the appropriate ones among the 910 organizations

- **Citizen’s proposal and participation**
  - A window where citizens can propose good policy ideas and participate in discussions on government policies

- **Whistleblowing and wasted budget report**
  - Whistleblowers can file claims about wasted budget, violation of the public interest without the risk of exposure
3. Online Petitions & Discussion Portal (e-People)

**Before**
- Before, it was difficult to actively file petitions or discuss policy ideas as it was unclear where to submit the petitions or join discussions.
- It was cumbersome for administrative organizations, having to find the right organizations to take care of the filed complaints.
- The government could not help but stick to the unilateral way of policy promotion because of the lack of communication channel with the citizens.

**After**
- Now, e-People integrates and connects the civil complaint filing systems of 910 administrative and public organizations, improving satisfaction level and shortening the processing time.
- Through e-People, complaints and suggestions can be submitted at anytime and anywhere, without the risk of exposure, and without the hassle of visiting public offices.
- It is a two-way communication window, where the government can also listen to the people’s voices regarding its polices.
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3. Online Petitions & Discussion Portal (e-People)

Awards

- Ranked 1st place in three consecutive UN e-Government Surveys’ e-Participation Index (2010, 2012 & 2014) and in two more recent surveys (2018 & 2020)
- UN Public Service Award (2011)

Global e-People

Tunisia (2015-2017)

Consulting in Indonesia
The system is a major government-wide online communication channel where all civil petitions, proposals, complaints or reports and policy discussions are conveniently filed and processed on the internet.

**System Features**

Once a petition or a proposal is filed, the system relays it to the most relevant organization for one-stop processing; it also administers a feedback satisfaction assessment to improve the service quality.

- Some 920 organizations - all administrative institutions (central government ministries, local government offices, educational offices and overseas diplomatic offices), judicial organizations and public agencies - are integrated and interconnected.
The system is a major government-wide online communication channel where all civil petitions, proposals, complaints or reports and policy discussions are conveniently filed and processed on the internet.

**System Features**

- One-stop processing
- Easy addition of new administrative institutions and service expansion
- Big data analysis service

The number of participating organizations increased from 7 in 2005 to 924 in 2017, with service additions including petition/proposal filing and policy engagement (2005), government budget waste report (2001) and public interest report (2012).
Chapter 08 3. Online Petitions & Discussion Portal (e-People)

The system is a major government-wide online communication channel where all civil petitions, proposals, complaints or reports and policy discussions are conveniently filed and processed on the internet.

- System Features

  - One-stop processing
  - Easy addition of new administrative institutions and service expansion

  The system monitors people’s opinions and identifies frequently-filed or rapidly increasing requests, which are then transferred to relevant organizations for complaint prevention and early resolution by using big data analysis.
Non-structured public services and different types of reports such as civil policy engagement, government budget waste reports, and public interest reports

Public officials and citizens

50 months
3. Online Petitions & Discussion Portal (e-People)

- Top 10 in World e-Government Forum in France (2006. 10)
- Best Demonstration Stand Award at the e-Challenge 2008 (2008. 10)
- UN Public Service Award (2011. 06)
- Preparations underway for e-People system development in Tunis, Tunisia (2016. 01~2018. 03)

Managing Organization

e-People Division of Anti-Corruption & Civil Rights Commission

Access

http://www.epeople.go.kr
Creating Added Values and Vitalizing the Economy Through Free Use of Public Data

Public data owned and managed by the central government, local governments and public institutions are opened up and provided through a single window in a way that allows people to freely use it.

**Feature**

- Free disclosure and use of public data
  - About 31,000(2019.9.) pieces of data owned by the government are disclosed and freely used by people to create added value for companies, youth employment, and improve services for convenient life.

- Provide integrated, visualized data
  - Consolidate and visualize data that are scattered around different government agencies.

- Increase convenience using public data
  - The private sector can use open public data to continuously develop services offering restaurant recommendations, parking lot locations, reservation, and the weather forecast.
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4. Open Data Portal (www.data.go.kr)

Before

- For example, in an emergency situation during a weekend or late at night

  People had to call every single hospital or visit them one by one in person to find one that is open

After

- This issue was resolved with an app release, which informed the people of the locations of hospitals meeting their needs, such as the ones operating daytime or nighttime, and checkups

This app was developed using the original information on hospitals’ location nationwide as well as their operating hours, which is provided by the Health Insurance Review and Assessment Service, under the Ministry of Health and Welfare, through the Open Data Portal

The Portal provides over 31,000 pieces of useful data owned by the government and public organizations for free

The private sector organizations and companies profit from using these public data and contribute to making people’s lives more convenient
Data currently disclosed: 16 fields including education, land management, public administration, finance, industry and employment, social welfare, food and health, and cultural tourism

Examples of private services using open public data

- **Modu parking**: Use parking lot data to provide information on location and fees of nearby parking lots
- **Naver Map**: Use real-estate information on 38 million lots of land to provide the fastest route to the destination searched
- **Good Doc**: Use hospital and disease information to provide appropriate hospital search service in different situations
- **K-Weather**: Use neighborhood weather forecast service and weather information to provide weather broadcasts and customized weather information service
- **Red Table**: Use national tourist information and business information to provide recommendations on local cuisine to foreign tourists
4. Open Data Portal (www.data.go.kr)

Effects

- Statistics on disclosed public data

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<thead>
<tr>
<th></th>
<th>Release</th>
<th>Reuse</th>
<th>Services</th>
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<tbody>
<tr>
<td>Datasets</td>
<td>5,272 x6 31,903</td>
<td>13,923 x814 11,338,586</td>
<td>42 x56 2,372</td>
</tr>
</tbody>
</table>


Awards

- Public/ Medical Category Awards, the 12th Web Award Korea (2015)
This system offers all public data generated, acquired and managed by public institutions through a single portal, ensuring easy and convenient use of public data for citizens.

**System Features**

- Public data disclosure
- Request for provision of public data
- Examples of public data use (use cases)

The system offers a fast search for wanted public data from 23,000 datasets in form of file data, open application programming Interface (API) and visualized contents.
4. Open Data Portal (www.data.go.kr)

This system offers all public data generated, acquired and managed by public institutions through a single portal, ensuring easy and convenient use of public data for citizens.

System Features

- Public data disclosure
- Request for provision of public data
- Examples of public data use (use cases)

The system also offers a window for citizens to request for provision of public data other than the ones disclosed already.
This system offers all public data generated, acquired and managed by public institutions through a single portal, ensuring easy and convenient use of public data for citizens.

**System Features**

- Public data disclosure
- Request for provision of public data

The system shares cases and examples where public data use led to the development of startups, web/ apps and various services.
Chapter 08  4. Open Data Portal (www.data.go.kr)

Site Map

Dataset (file data, open API, standard data), request for data provision, use cases, information sharing

User

Citizens (data-using businesses, developers and the general public), central and local governments

Estimated Development Period

12 months
4. Open Data Portal (www.data.go.kr)

- **Award/Recognition and Export**: 1st place in 3 consecutive surveys for OECD Open, Useful, and Reusable (OUR) Data Index (2015, 2017 and 2019)
- **Managing Organization**: Public Data Policy Division of Ministry of the Interior and Safety
- **Access**: http://www.data.go.kr
4. Open Data Portal (www.data.go.kr)

<table>
<thead>
<tr>
<th>Category</th>
<th>Government 1.0</th>
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<td>Orientation</td>
<td>Government-oriented</td>
<td>Citizen-oriented</td>
<td>Individual citizen-oriented</td>
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<td>Efficiency</td>
<td>Democracy</td>
<td>Enhanced democracy</td>
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<td>Key Value</td>
<td>Government initiation</td>
<td>Limited disclosure and participation</td>
<td>Active disclosure and participation, openness, sharing, communication and collaboration</td>
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<td>Participation</td>
<td>One-way</td>
<td>Two-way</td>
<td>Proactive and customized</td>
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<td>In person</td>
<td>Internet</td>
<td>Wireless internet and smart mobile</td>
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<td>Channel</td>
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</tbody>
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4. Open Data Portal (www.data.go.kr)

The Robust Data Nation Leading Social Value and Digital Innovation & Growth

Vision

Objectives

Strategies

Domains

- Social Value Realization via Fair and Transparent Data-based Policy Decision Making
- Data Economy Revitalization via Seamless Distribution and Integration of Data
- Promoting Openness and Convergence for the People
- Creating Ecosystem for Safe and Convenient Data Economy
- Expanding Data Analysis and Utilization for the Society
- Developing Global Standards by Strengthening the Promotion of Data

Openness & Convergence

Diffusion & Ecosystem

Analysis & Utilization
4. Open Data Portal (www.data.go.kr)

We view open and big data as distinct concepts

Description of “Open”
How liquid and transferable data are

Description of “Big”
Size and complexity of data sets
Open data sets also are defined in relation to other types of data, especially big data.

“Big data” refers to data sets that are voluminous, diverse, and timely.

Open data is often big data, but “small” data sets can also be open.
The degree to which big data is liquid indicates whether or not the data are open.

Open data sets - whether big or small - can come from the government or other institutions and enterprises, and from individuals.

Open data initiatives in the public sector, in which governments release data, are some of the most prominent examples of this trend, but we do not consider open data to be synonymous only with data released by governments.