


Chapter 2

Tools for Transparency, Accountability, and Citizen Participation in Smart Government

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ABSTRACT

Technologies are essential in public management to improve efficiency, management, and availability of services and information. A smart government combines various technologies and guidelines, makes data and information from public agencies available, and makes it publicly accessible to citizens. The objective is to analyze various technologies and tools that support transparency, citizen participation, and accountability in the field of smart government, including various initiatives by international organizations that promote digital technologies, case studies, and ethical and regulatory aspects. Conceptual terms related to governance, smart governance, open data, open platforms, and others are addressed. The relationship between sustainable development goals and smart government tools and initiatives

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is established. As a result, information technologies, public policies, sustainable development goals, and citizen participation are of great importance in transparency and accountability; however, there are still challenges in their application.

INTRODUCTION

Technological development has reached all organizations, changing the way they communicate with citizens, manage resources, and handle transparency. The smart digital government demonstrates how the development of an open data access model is shifting to a governance model based on emerging technologies that enable analysis, availability, and data-driven decision-making, while considering the needs and concerns of citizens

To understand what smart government supported by recent technologies implies, it is important to understand various conceptual elements such as governance, e-government, open government, civic technologies, and open government data platforms. This allows us to understand the differences and conceptual links for a transparent and inclusive government, where citizen participation is essential.

A large number of proposals, technologies, tools, frameworks, and regulations have been developed and implemented by governments and organizations external to government, with the aim of making communication with governments and citizens more participatory, open, sustainable, and accessible. This allows citizens and organizations to access data and information on the public administration of their governments, keeping them informed in a responsible manner and in line with national and international technological and regulatory changes. Evidence on transparency and accountability platforms, citizen participation platforms, digital governments, open data platforms, mobile applications, intelligent systems, and others.

In addition, various cases are analyzed to understand how different countries applied technologies as part of their strategies to promote and strengthen transparency, accountability, and participation. Successful experiences and specific or common obstacles are identified to support the improvement of strategies and policies under smart or e-government.

Governments must transform their processes, structures, and technological innovation to respond to social needs, sustainability, social participation, and accountability. This is part of the commitments that public institutions and countries have under the 2030 Agenda to contribute to the achievement of sustainable development goals.

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