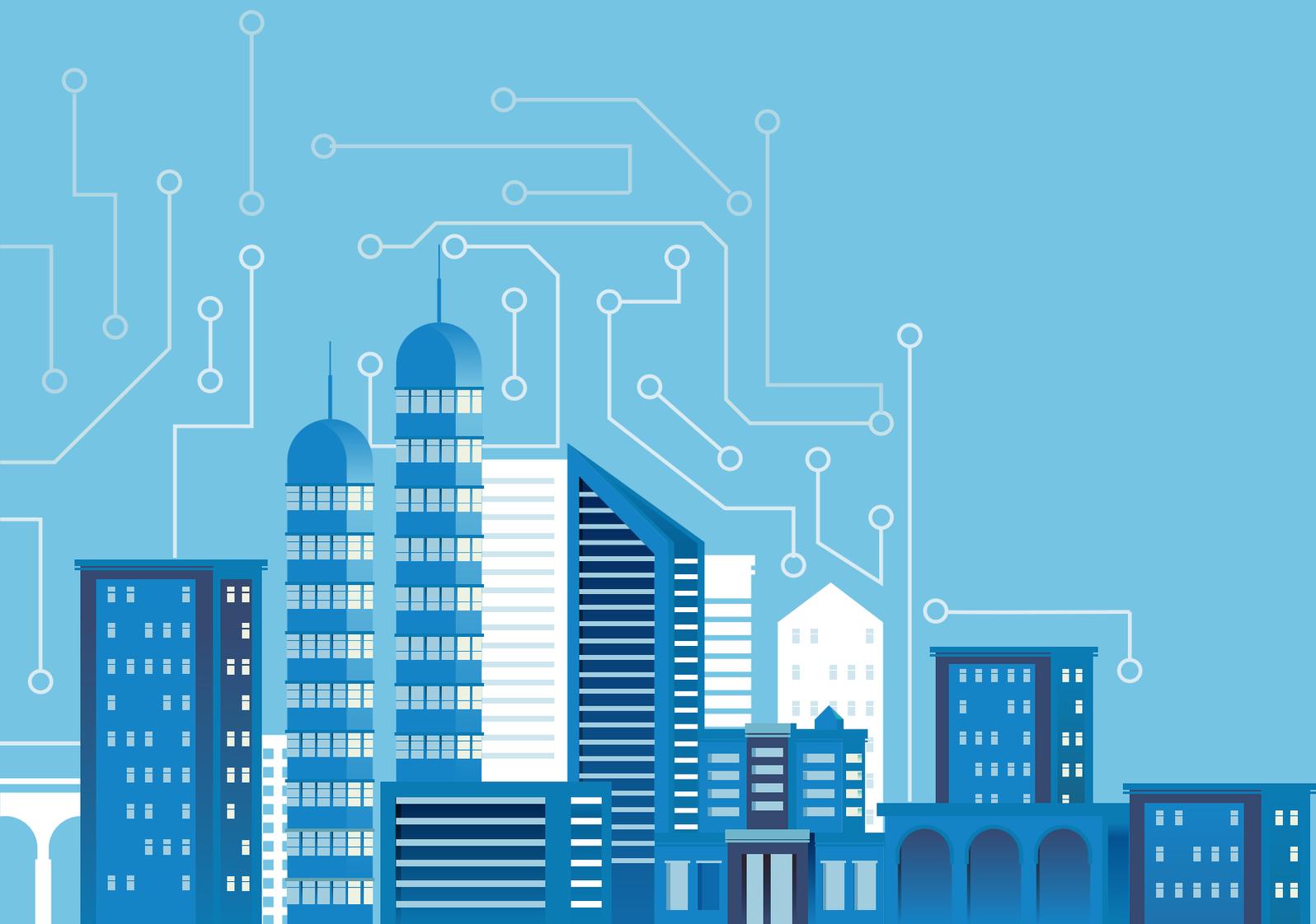


Center for
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LOCAL E-DEMOCRACY INDEX IN UKRAINE 2018

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FOREWORD

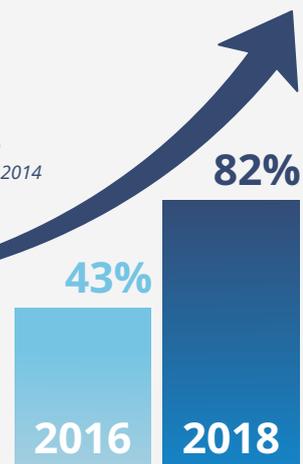
E-democracy is a very important tool for uniting and building civil society. The development of electronic participation in Ukraine has been evaluated as part of the [UN E-Participation Index](#)¹, in which the overall rank of Ukraine improved in 2016 by 45 places as compared to 2014, and the indicator for the “e-participation during decision making” improved in 2018 by 39% to 82%, while in 2016 it was only 43%. In our opinion, this is boosted most effectively by the development of e-petition practices and participatory budgets using e-technologies.

THE OVERALL RANK
OF UKRAINE for 2016

+45 PLACES
as compared to 2014

E-Participation during
decision making

▲ **39%**



Local e-democracy development indexes are no less important than those at the nationwide level. For example, in 2018, the Center for Innovations Development conducted for the first time and presented a Pilot Research of the [Local e-Democracy Index](#)² — 2017.

The 2017 Pilot Survey of the Local e-Democracy Index provides an estimate the level of e-democracy development in 10 municipalities. The research mostly focused on evaluating the basic e-democracy tools: e-appeals, e-petitions, the participatory budgets, and e-consultations. The researchers determined that there is a need to perform a further study of e-participation tools, to evaluate other participation tools and the inclusiveness of IT-tools of e-democracy, as well as to learn the opinions of residents regarding the development of e-democracy tools in municipalities. Therefore, the second edition of the Local e-Democracy Index in Ukraine has additional indicators, and the number of municipalities participating in the research has also been increased. In addition, one of the indicators of the [Local e-Democracy Index was the results of the City Transparency Index](#)³, issued by Transparency International Ukraine, the use of which will help create a better understanding of e-democracy at the local level.

The results of the Local e-Democracy Index are mostly in line with the indicators of the [Investment Sector Transparency Ranking](#)⁴, prepared by Transparency International Ukraine and of the Ukraine’s City Transparency Index.

To obtain detailed data of the survey of your city, please send a request in any format to info@cid.center and we shall gladly provide you with the relevant information and recommendations of the experts of the Center for Innovations Development.

Anna Iemelianova, Serhiy Loboyko

¹ United Nations E-Participation Index, 2018.

Source: <https://publicadministration.un.org/egovkb/en-us/About/Overview/E-Participation-Index>

² Local e-Democracy Index: Pilot Survey. As revised by S. Loboiko, D. Khutkyi, A. Yemelianova. Kyiv, 2018.

Source: <https://cid.center/987520954-2/>

³ City Transparency Index, Transparency International Ukraine, 2018.

Source: <https://transparentcities.in.ua/rejtyngy-prozorosti-mist/rejtyngy-prozorosti-mist-ukrayiny>

⁴ Ukraine’s Investment Sector Transparency Ranking, 2018. Transparency International Ukraine.

Source: <https://www.obozrevatel.com/ukr/economics/v-yakih-mistah-ukraini-krasche-investuvati-skladeno-vplivovij-rejting.htm>

LOCAL E-DEMOCRACY INDEX



A map of Ukraine is shown in the background, with a table listing 24 cities and their Local E-Democracy Index scores. The table is organized into four columns: City, %, and Place. The Place column is highlighted in dark blue.

City	%	Place
MARIUPOL	56.5	4
VINNYTSIA	55.2	5
LUTSK	53.6	6
TERNOPIL	52.44	7
KHMELNYTSKYI	52.41	8
DNIPRO	51.2	9
KHARKIV	50.4	10
KROPYVNYTSKYI	49.6	11
UZHHOROD	49.0	12
ODESSA	48.7	13
CHERNIVTSI	48.4	14
SUMY	43.04	15
ZAPORIZHZHIA	42.98	16
ZHYTOMYR	41.3	17
RIVNE	36.81	18
CHERNIHIV	36.76	19
SEVERODONETSK	35.8	20
CHERKASY	35.6	21
POLTAVA	33.9	22
MYKOLAYIV	32.1	23
KHERSON	31.4	24

METHODOLOGY FOR THE LOCAL E-DEMOCRACY INDEX IN 2018

In the second edition of the Local e-Democracy Index, an estimate of the level of e-democracy development in 30 municipalities is provided. Twenty-two regional centers have been included in the overall ranking as well as Mariupol and Severodonetsk. Six municipalities were evaluated additionally: Bucha, Irpin, Kamianske, Kramatorsk, Pavlohrad and Sloviansk. The number of residents' responses regarding the level of e-democracy development in these municipalities ensured their inclusion in the Local e-Democracy Index.



OVERALL RANKING:

22 regional centers,
Mariupol, Severodonetsk.



ADDITIONALLY ASSESSED:

Bucha, Irpin, Kamianske,
Kramatorsk, Pavlohrad,
Sloviansk.

The methodology employed by the second edition of the Local e-Democracy Index of Ukraine was updated and includes the following blocks:

- 1 Strategic/program documents on the development of local e-democracy (availability of a strategy, a concept and a program of development of e-democracy, e-governance, digitization, Smart City etc; availability of funding to implement the strategic document; availability of a structural division responsible for the implementation of the strategic document; availability of e-democracy tools provided in the Charters of territorial communities)
- 2 Normative and legal support for the basic e-democracy tools (e-appeals, e-petitions, participatory budgets, electronic consultations);
- 3 IT-solutions for the basic e-democracy tools (e-appeals, e-petitions, the participatory budget and e-consultations);
- 4 IT-services for participation (advisory bodies which composition has been determined by online voting; IT-services with elements of participation; voting and online competitions, in particular, offered to NGOs);
- 5 Inclusiveness of IT-solutions for the basic e-democracy tools (determined using [Web-Accessibility Checker](#)⁵);
- 6 Resident polling (performed through completing an online questionnaire, the sample is not representative);
- 7 Activity of users of the basic e-democracy tools;
- 8 Effectiveness of e-democracy tools;
- 9 Results of the City Transparency Index of Transparency International Ukraine (taken into consideration to get a better idea of e-democracy development). This indicator was not taken into consideration when assessing e-democracy in additional municipalities.

All results are shown as percentages. The maximum percentage for each indicator is 100%. The arithmetic mean of the resulting indicators by block shows the level of development of local e-democracy in a city or town. A detailed description of the survey methodology is provided [here](#).

⁵ Web Accessibility Checker. Source: <https://achecker.ca/checker/index.php>

LEVEL OF E-DEMOCRACY IN REGIONAL CENTERS OF UKRAINE IN 2018

The development of e-democracy tools is very important to build trust and dialogue between local governments and community as well as to ensure good involvement of residents in managing local affairs and making decisions. Overall, each city was evaluated by nine themed blocks that, in turn, included the relevant indicators. In our opinion, this approach lets one draw a conclusion regarding the level of development of local e-democracy in 2018.

1. Strategic/program documents of local e-democracy development

Approving strategic documents, in particular those concerning electronic democracy and electronic governance, is a priority for most regional centers. In 2018, 67% of municipalities had current strategic documents that determined the development of e-governance, e-democracy, digitization or Smart City. 63% of municipalities specified a structural division or an official responsible for the implementation of these strategic documents, and accordingly, the e-democracy development tools. The municipalities also had proper funding to implement these strategic plans in 2018. In 2018,

46% of the surveyed municipalities had approved Charters of territorial communities, which contain legal regulation of some e-democracy tools, most commonly e-appeals and e-petitions. In fewer cases, these were public consultations that may be implemented electronically. For example, [the Charter of the Territorial Community of Kropyvnytskyi](#)⁶ and [the Charter of the Territorial Community of Zhytomyr](#)⁷ dated 2019 contain rules on the participatory budgets and electronic consultations, which is a new feature.

2. Normative and legal support for e-democracy tools

Only 54% of municipalities have procedures and instructions for working with citizens' appeals (this includes, in particular, e-appeals) and periodically publish reports on them. This was the reason these municipalities have the highest grade (100%) for this indicator. All municipalities (except for Chernihiv) have approved regulations on consideration of electronic petitions. The highest grades were given to the regulations on electronic petitions of the following municipalities: Odesa (85%), Kropyvnytskyi (75%), Sumy and Chernivtsi (70%). A clear position of supporting or not supporting electronic petitions is stated by the local governments in the cities of Kyiv, Lviv, and Kropyvnytskyi. The action plan of implementing an e-petition is approved with the author in Kyiv. All the municipalities that are regional centers have approved programs or regulations on the function of the participatory budgets. The regulations on the participatory budget are updated periodically. 14 municipalities (58% of all survey participants) had a procedure for considering complaints of project authors by a special advisory body of the participatory budget. In particular, this concerns refusals of including projects in the list of projects approved for voting. A positive trend, in our opinion, is the formation of an advisory body through online voting, which is the case in

Mariupol and Kharkiv. In 2019, this practice was also implemented in the city of Ternopil. The formation of advisory bodies of the participatory budget through online voting was one of the recommendations for implementing the [Civic Model of the Participation Budget](#)⁸ provided by the Center for Innovations Development. 25% of municipalities have implemented a 100% reliable online voting system for participatory budget projects. The Civic Model of the Participation Budget is most fully represented in the regulations of the following cities: Kyiv (100%), Lviv and Rivne (80% each), Dnipro, Zhytomyr, Severodonetsk, Sumy, Chernivtsi, and Chernihiv (75% each).

Only 17% of municipalities had current regulations on e-consultations in 2018: Kyiv (at the level of the Kyiv City State Administration), Kropyvnytskyi, Ternopil, and Khmelnytskyi. The indicators will be much higher for 2019, as municipalities have already begun actively implementing this e-democracy tool. The regulation on e-consultations of the city of Ternopil was evaluated at 100%. Ternopil (76.3%), Kyiv (66.3%) and Khmelnytskyi (62.5%) have the highest grades for the block of democratic normative legal acts concerning e-democracy.

3. IT-solutions for e-democracy tools

IT-solutions for e-appeals are implemented using a platform/website with a resident's personal account in Zaporizhia, Kyiv, Mariupol, and Odesa, therefore receiving a rating of 100%. 71% of municipalities have implemented a platform for electronic petitions with a resident's personal account and reliable user authentication. 83% of municipalities have implemented a platform for participatory budgets with a resident's personal account and reliable user authentication. A solution for e-consultations in the form of e-polls or e-discussions of normative legal acts has been implemented in 17% of cities (Ivano-Frankivsk, Kyiv, Odesa and Kharkiv). Overall, Odesa (87.5%), Kyiv (81.3%), and Mariupol (75%) have the highest indicators for this block.

⁶ Charter of the territorial community of the town of Kropyvnytskyi. Source: <https://bit.ly/34T8HCn>

⁷ Charter of the territorial community of the town of Zhytomyr. Source: <https://bit.ly/2sMRPPM>

⁸ Methodological Recommendations for Implementation of the Public Model of the Participation Budget. Source: <https://cid.center/18739172941-2/>

4. IT-services for participation

The formation of advisory bodies using 100% online voting in 2018 occurred in Kyiv only, where the procedure of Public Budget Commission is established. In 2018, 75% of municipalities implemented various IT-services for participation: interactive problem maps, accessibility maps, advertising space maps etc. In 2018, online voting on different local processes was held in Ivano-Frankivsk, Lutsk and Mariupol. These included, in particular, the vote on the city logo (Ivano-Frankivsk), the city anthem (Lutsk), and the awarding of the Honorary Citizen title (Mariupol). Kyiv, Lutsk and Mariupol have the best overall results for this block, each with 66.7%.

5. Inclusiveness of IT-solutions for e-democracy tools

The most inclusive IT-solutions were in the cities of Poltava and Chernihiv (66.7% each); for e-petitions, Poltava, Rivne, and Kharkiv (58.3% each); and for the participatory budget, Vinnytsia, Dnipro, Zhytomyr, Kropyvnytskyi, Lutsk, Mariupol, Poltava, Rivne, Ternopil and Uzhgorod (66.7% each). IT-solutions for e-consultations were not broadly used in 2018 but are being actively implemented in 2019. The most common obstacle to an inclusive IT-solution is not observing the following principle of the 1.3.1 [Web Content Accessibility Guidelines](#)⁹ (WCAG): visually depicted information, structure, or interrelation are not represented in the software or are not available in a text version (for example, photographs or images that have no textual inscription). Observance of this principle would help municipalities significantly increase their indicators of inclusiveness of IT-solutions for e-democracy.

6. Resident polling

This is a very important indicator of satisfaction with the process of e-democracy development and in fact an indicator of trust in the local authorities. Residents of the following cities evaluated the development of e-democracy the highest: Vinnytsia (78%), Khmelnytskyi (72%), and Lviv (70%).

7. Activity of users of e-democracy tools

Kyiv (~17%) and Ivano-Frankivsk (~14%) have the highest indicators of usage of e-democracy tools. Often local governments do not have statistical data about the number of active users of a certain tool. Of course, this needs to be properly regulated.

8. Effectiveness of e-democracy tools

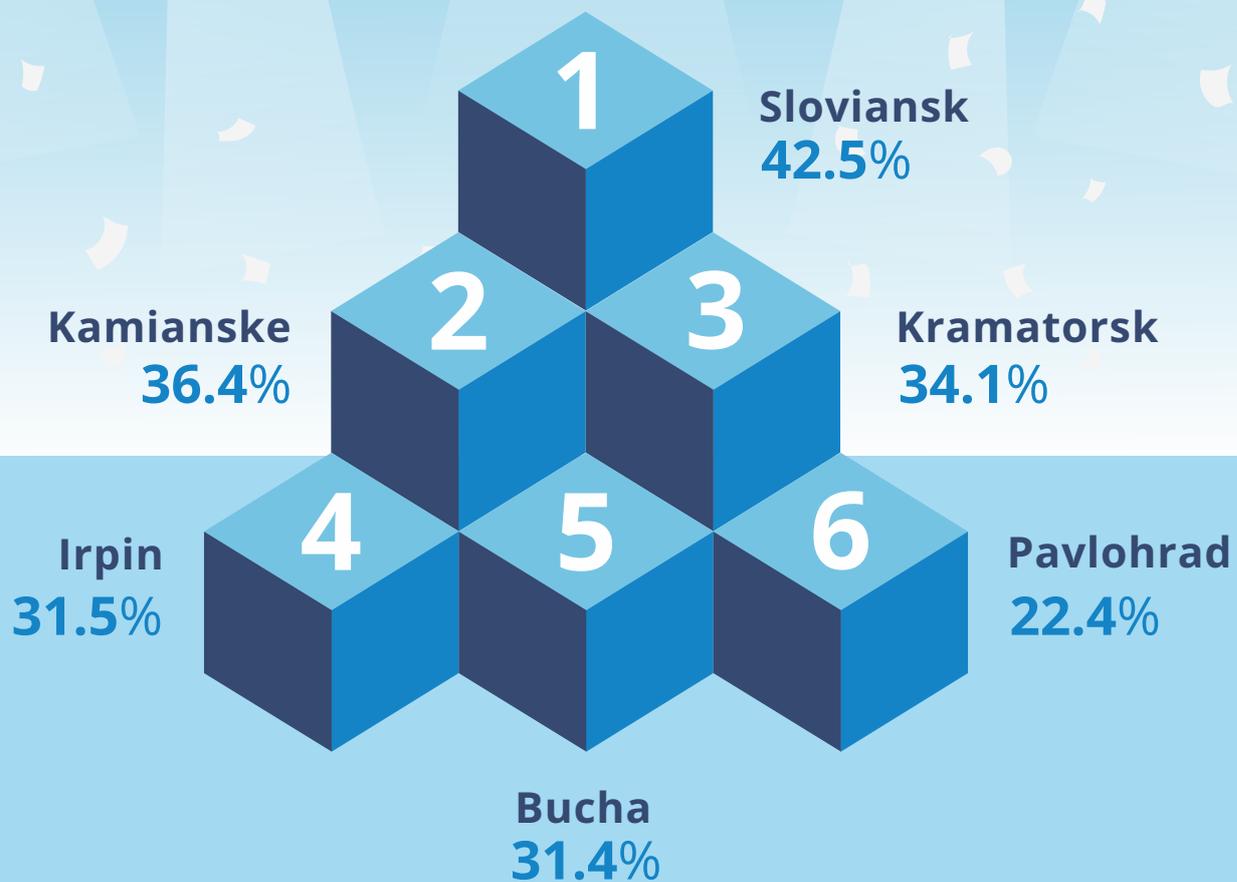
Fulfilled e-appeals, implemented e-petitions, implemented participatory budget projects and considered resident feedback during e-consultations were evaluated. The following cities that have statistical data obtained the highest results: Ivano-Frankivsk (75%), Sumy (73.6%), and Khmelnytskyi (64.3%).

9. The initial values of the City Transparency Index of Transparency International Ukraine were taken into consideration.

Detailed results of the city survey of the regional centers, Mariupol, and Severodonetsk, are provided as [Annex 1](#).

⁹ [Web Content Accessibility Guidelines https://www.w3.org/WAI/standards-guidelines/wcag/](https://www.w3.org/WAI/standards-guidelines/wcag/)

LOCAL E-DEMOCRACY INDEX IN ADDITIONAL MUNICIPALITIES



City	%	Place
SLOVIANSK	42.5	1
KAMIANSKE	36.4	2
KRAMATORSK	34.1	3
IRPIN	31.5	4
BUCHA	31.4	5
PAVLOHRAD	22.4	6

LEVEL OF E-DEMOCRACY IN ADDITIONAL MUNICIPALITIES OF UKRAINE IN 2018

As of 2018, e-democracy tools are not envisioned in the charter of territorial communities in most surveyed municipalities (aside from that, the Charter of Bucha and Sloviansk are still under development). Out of the six municipalities, only the Charter of Irpin provides e-petitions as one of the e-democracy tools.

Overall, the surveyed additional municipalities do not have separate strategic and/or program documents for the development of e-democracy or e-governance. In the city of Sloviansk, a separate point of the “Economic and Social Development Program of Sloviansk for 2019 and the Main Fields of Development for 2020 and 2021,” approved by Decision of the City Council of 12/19/2018, envisions the implementation of e-governance and e-democracy tools, in particular their funding. Funding of the development of e-democracy is also provided in the municipal budget of the city of Kramatorsk.

In all the municipalities, e-appeals are processed in accordance with current legislation of Ukraine on citizens' appeals, while no separate regulations on consideration of electronic appeals have been approved in the municipalities. Results of the consideration of e-appeals are published only by the Sloviansk City Council in a general report on citizens' appeals entitled “On the Exercise of Delegated Powers by Executive Bodies of the Sloviansk City Council to Ensure the Requirements of Legislation on Consideration of Citizens' Appeals and to Exercise Control over the Status of This Work” that is published on a quarterly basis on their website.

Almost all the municipalities, save for the town of Kamianske of the Dnipropetrovsk region, have implemented an IT-solution for e-appeals using a form on the website of the city council. The website of the Kamianske City Council

has an IT-service with an obligatory registration of users and their further authentication.

All the surveyed municipalities have approved a separate document for 2018 governing the consideration of electronic petitions, except the city of Irpin, where the charter has a “Regulation on the Procedure for Consideration of Electronic Petitions.” Electronic consultations are provided only in two municipalities: Kramatorsk and Sloviansk. The procedure for conducting consultations with the public has been approved in the city of Kramatorsk by Decision of the Town Council of 11/23/2016. In accordance with paragraph 16 of the Regulation, e-consultations with the public are provided using the official website of the city council that has a special form for this purpose. A draft regulation on e-consultations is currently at the stage of discussions.

Regulations on the participatory budget have been approved in all the municipalities, except Pavlohrad.

The cities of Irpin and Kamianske have the highest inclusiveness indicators of IT-solutions (50%), while the indicators of the cities of Kramatorsk and Pavlohrad are the lowest (41.7%). Not all the municipalities maintain the statistics of users of the main e-democracy tools. These are available only in the case of Sloviansk (for three indicators, because electronic consultations are conducted only since 2019), Bucha (for two indicators), and Kamianske (one indicator). The Kamianske City Council has the highest indicator of statistical data for the performance and implementation of e-petitions, e-appeals, e-consultations, and participatory budget projects – 68.4%.

Detailed results of the survey of additional municipalities are provided in [Annex 2](#).

CONCLUSIONS AND RECOMMENDATIONS

The development of electronic democracy tools encourages a broad involvement of residents in the management of local affairs and promotes trust of the residents in the local government. It also creates new opportunities for participation in the development of territories and ensures preconditions for sustainable development of municipalities. Digital participation technologies exist not just as basic e-democracy tools, for example, e-appeals, e-petitions, the participatory budget and e-consultations. They also exist in the form of interactive maps (e.g. accessibility, problems, advertisement etc.), chatbots (e.g. concerning the condition of atmospheric air, city events, etc.), various services with feedback based on open data. Any IT-tools that have a participation component promote the involvement of residents in decision making, encourage the observance of transparency and accountability principles in the activities of local government bodies, and as a result, ensure good governance.

In 2018, e-consultations were developing actively, while electronic petitions and the participatory budget already function in all the municipalities that are regional centers of Ukraine as well as in Mariupol and Severodonetsk. They also function in the five additional cities, except Pavlohrad (where they have not implemented the participatory budget). In 2018, local governments actively implemented digital services for interaction with residents: online maps, chat bots and mobile applications. Inclusiveness of IT-platforms of e-democracy, which was evaluated comprehensively for the first time in the course of this survey, allows us to state that there is a medium level of adherence to web accessibility principles.

An important component in evaluating the level of development of e-democracy is learning about the residents' use of e-democracy tools and statistical data concerning the performed case studies. In Ukraine, the most visited IT-platforms of e-democracy are the following: the "Civic Project" (SocialBoost), which had [~4,700,000 million interactions](#) from 2016 to 2019, and the "Unified System of Local Petitions" (EGAP Program) that had ~4,420,000 million visitors from 2015 to 2019. The high indicator of the "Civic Project" is attributed to, in particular, the attendance figures in Kyiv, where 131,455 residents voted for participatory budget projects in 2018 and 154,603 in 2019.

Statistics (visits, number of registered users, etc.) are often not provided to platform administrators by the local government body and are thus unknown to representatives of the community. Local governments often do not have information about the effectiveness of e-petitions and e-consultations. This statement applies to a certain degree to all the municipalities that were researched. As a result, the indicators of residents' involvement and the topics of e-petitions, for example, cannot be taken into consideration when implementing the local policy. IT-platforms of e-democracy tools that have been implemented using funding from the local budget have not been implemented under

the Open Source License, which means there is no opportunity for possible cooperation with IT-volunteers and further joint improvement of IT-resources. Resident polling (even though the sample is not representative) allows us to state generally that the residents believe that in most municipalities the development of e-democracy tools is evaluated at a medium level.

We believe that the first five cities in the Local e-Democracy Index of Ukraine are most active in the development of e-democracy compared to other cities.

To raise the level of local e-democracy, the following is recommended:

1) To continue developing strategies, plans, and e-democracy tools through the implementation of relevant concepts, strategies, or programs with proper funding and the specific people or departments responsible.

2) To involve residents (authors of e-petitions, participation budget projects, participants in e-consultations) in dialogue and cooperation, to set up teams of local activists and support their development, and to provide periodic reports on the results of e-petition considerations and implementation of participation budget projects as well as on results of provided e-consultations. To include a separate section in the City Mayor's report on the results of offline and online participation of residents.

3) To set up user-friendly local e-democracy ecosystems under the Open Source License with personal accounts and protection of personal data.

4) To introduce additional IT-participation services to enhance citizens' activity: chatbots and online maps; to implement online voting for choosing representatives of public (advisory or consultancy) bodies, etc.

5) To perform a proper audit of the available IT-solutions for e-democracy tools and IT-services for participation for their inclusiveness and improve them accordingly.

6) To ensure a qualitative and, if necessary, quantitative expansion of the e-participation tools for residents, to inform and involve them in decision-making on a permanent basis. To use periodic polls to get feedback from residents regarding the function of e-democracy tools and other issues of local significance.

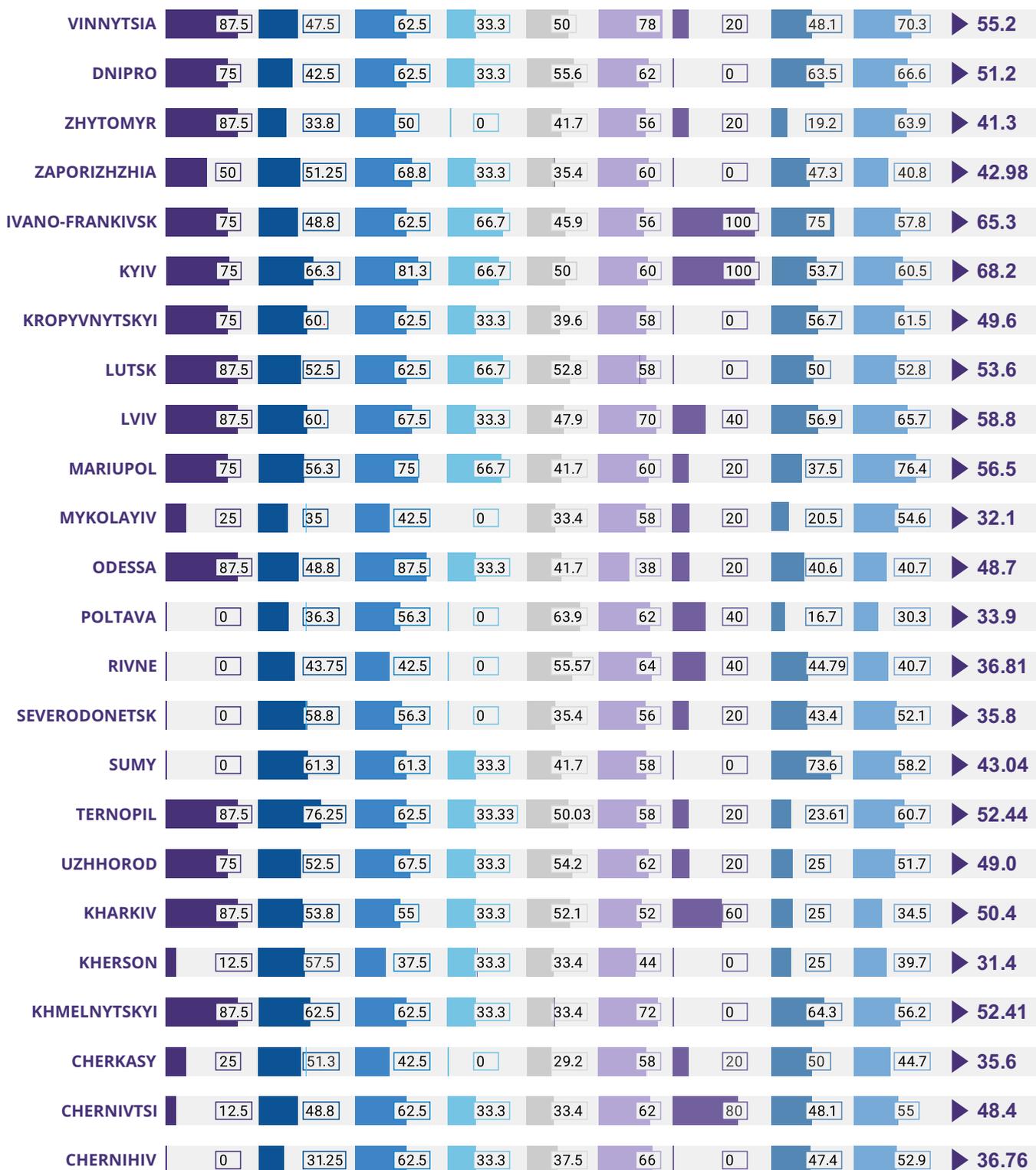
7) To introduce the collection of statistics on the number of residents who actively use e-democracy tools, case studies (implemented e-petitions, participation budget projects, e-consultations, and implemented e-appeals), and the relevant e-democracy tools, and to make decisions based on this data.

Annex 1.

RESULTS OF EVALUATING REGIONAL CITIES

- 1. Strategic/program documents of local e-democracy development
- 2. Normative and legal support for e-democracy tools
- 3. IT-solutions for e-democracy tools
- 4. IT-services for participation
- 5. Inclusiveness of IT-solutions for e-democracy tools
- 6. Resident polling
- 7. Activity of users of e-democracy tools
- 8. Effectiveness of e-democracy tools
- 9. The initial values of the City Transparency Index of Transparency International Ukraine were taken into consideration.

Total



Annex 2.

RESULTS OF EVALUATING ADDITIONAL MUNICIPALITIES

- 1. Strategic/program documents of local e-democracy development
 - 2. Normative and legal support for e-democracy tools
 - 3. IT-solutions for e-democracy tools
 - 4. IT-services for participation
 - 5. Inclusiveness of IT-solutions for e-democracy tools
 - 6. Resident polling
 - 7. Activity of users of e-democracy tools
 - 8. Effectiveness of e-democracy tools
 - 9. The initial values of the City Transparency Index of Transparency International Ukraine were taken into consideration.
- Total**

