

The background is a vibrant, abstract collage of various colors and textures. It includes large, soft-edged shapes in shades of yellow, pink, blue, and orange. There are also smaller, more defined elements like a blue shape with yellow dots, a green textured area, and a pink shape with white lines. The overall style is playful and artistic, resembling a child's drawing or a modern abstract print.

GROUP

5



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The background is a vibrant, abstract composition. It features several handprints in bright colors like yellow, orange, and red. There are also large, organic, blob-like shapes in shades of blue, green, and purple. The overall style is playful and artistic, with a focus on bold colors and simple, expressive forms.

CHAPTER

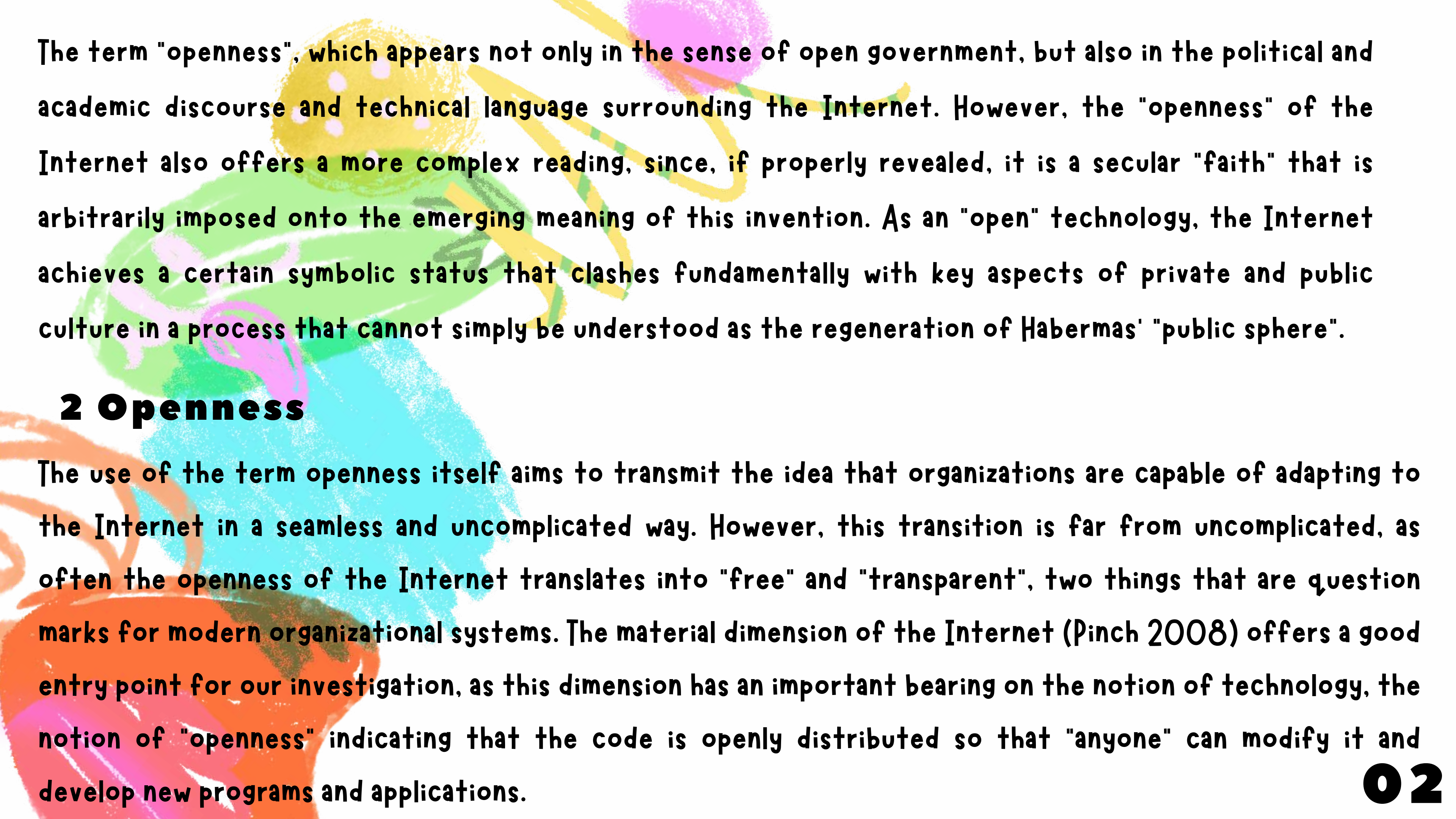
1

Open Governments and Their Cultural Transitions

1 Introduction: Theoretical Framework

The social/organizational impact of a technology is not only determined by its instrumental possibilities or the values and beliefs of its users and material producers, but is also strongly influenced by the symbolic codes that are always embedded in any technological system. To a large extent, the influence of these cultural codifications remains invisible, but shapes shared technological consciousness.

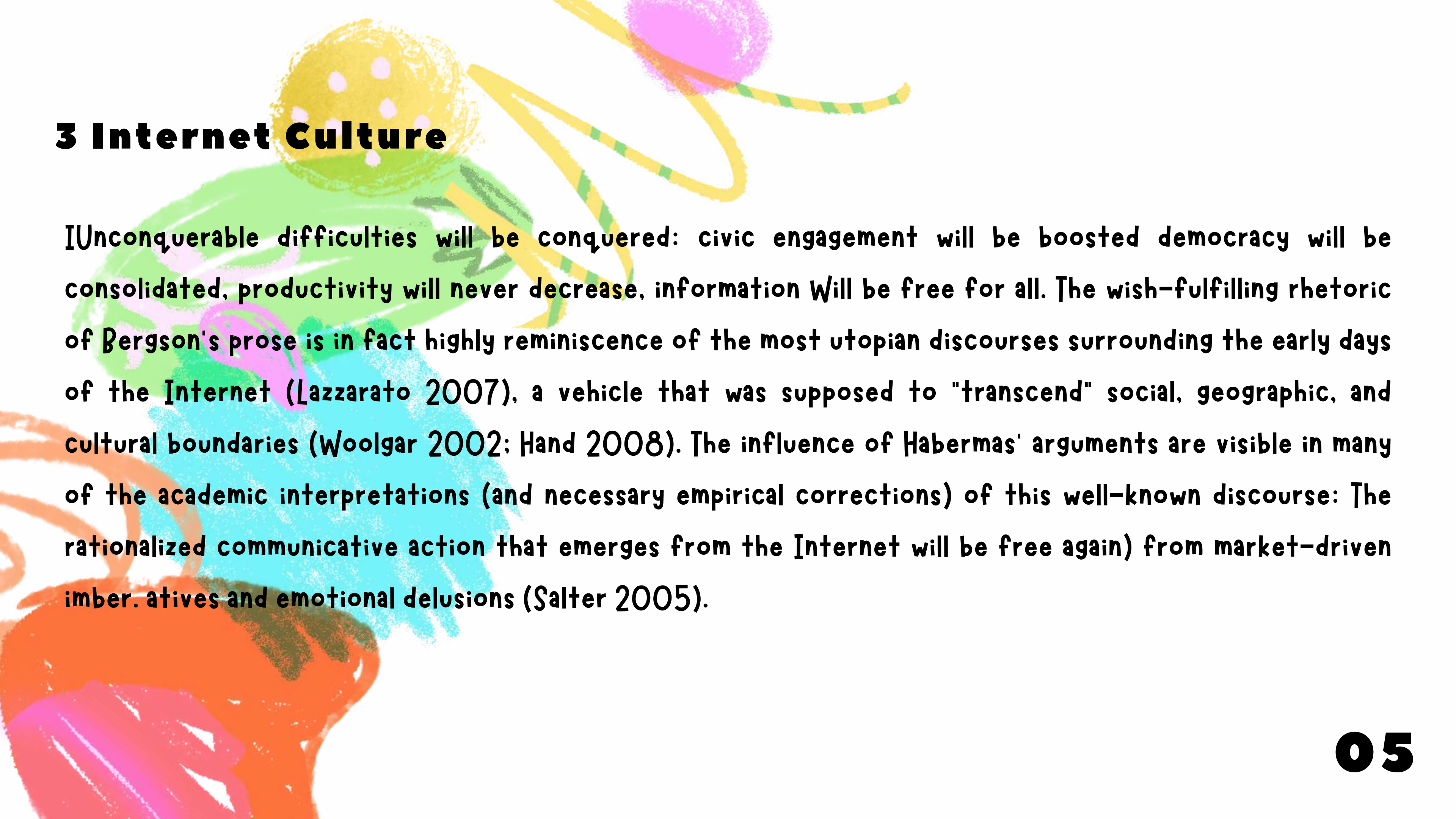
This chapter investigates how the cultural structure of the Internet interacts with rationalistic bureaucratic culture through the discourse of open government. It aims to be a different approach to studying the information society, one that can capture the cultural discontinuities that accompany it.



The term "openness", which appears not only in the sense of open government, but also in the political and academic discourse and technical language surrounding the Internet. However, the "openness" of the Internet also offers a more complex reading, since, if properly revealed, it is a secular "faith" that is arbitrarily imposed onto the emerging meaning of this invention. As an "open" technology, the Internet achieves a certain symbolic status that clashes fundamentally with key aspects of private and public culture in a process that cannot simply be understood as the regeneration of Habermas' "public sphere".

2 Openness

The use of the term openness itself aims to transmit the idea that organizations are capable of adapting to the Internet in a seamless and uncomplicated way. However, this transition is far from uncomplicated, as often the openness of the Internet translates into "free" and "transparent", two things that are question marks for modern organizational systems. The material dimension of the Internet (Pinch 2008) offers a good entry point for our investigation, as this dimension has an important bearing on the notion of technology, the notion of "openness" indicating that the code is openly distributed so that "anyone" can modify it and develop new programs and applications.



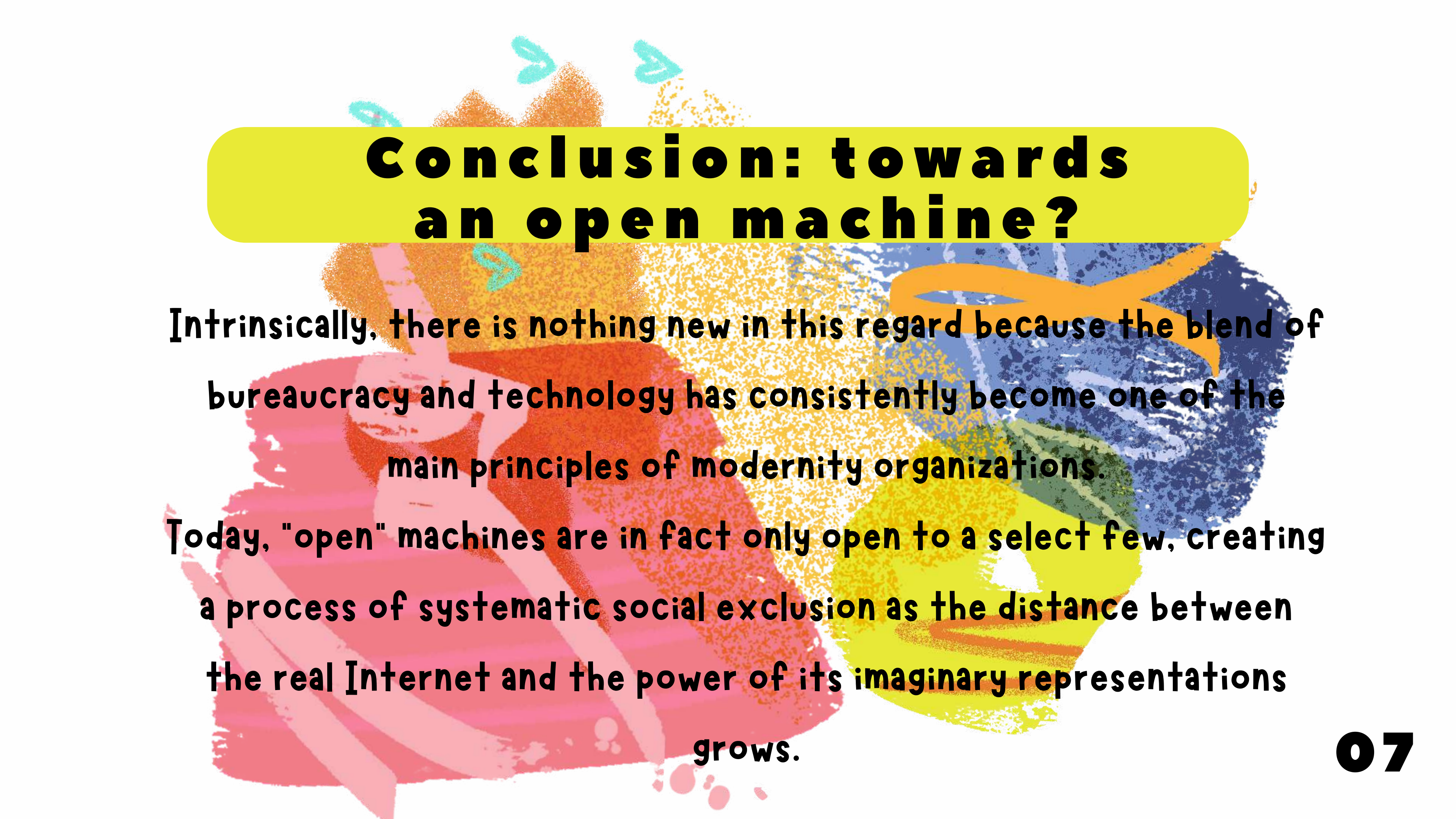
3 Internet Culture

Unconquerable difficulties will be conquered: civic engagement will be boosted democracy will be consolidated, productivity will never decrease, information will be free for all. The wish-fulfilling rhetoric of Bergson's prose is in fact highly reminiscent of the most utopian discourses surrounding the early days of the Internet (Lazzarato 2007), a vehicle that was supposed to "transcend" social, geographic, and cultural boundaries (Woolgar 2002; Hand 2008). The influence of Habermas' arguments are visible in many of the academic interpretations (and necessary empirical corrections) of this well-known discourse: The rationalized communicative action that emerges from the Internet will be free again) from market-driven imperatives and emotional delusions (Salter 2005).

4 Bureaucratic Culture and Internet Culture: The Obama Administration

The meaning of the Internet entered in a liminal crisis after 9/11 which ended up in "transparency" experiments in the public sector, aimed at fusing the culture of openness with the US administrative apparatus. The undergoing story, which is in fact intertwined in complex ways with the succession of events related to Wikileaks and the Snowden case is highly revealing of the complex interaction of the Internet culture and the culture of secrecy in public bureaucracies.

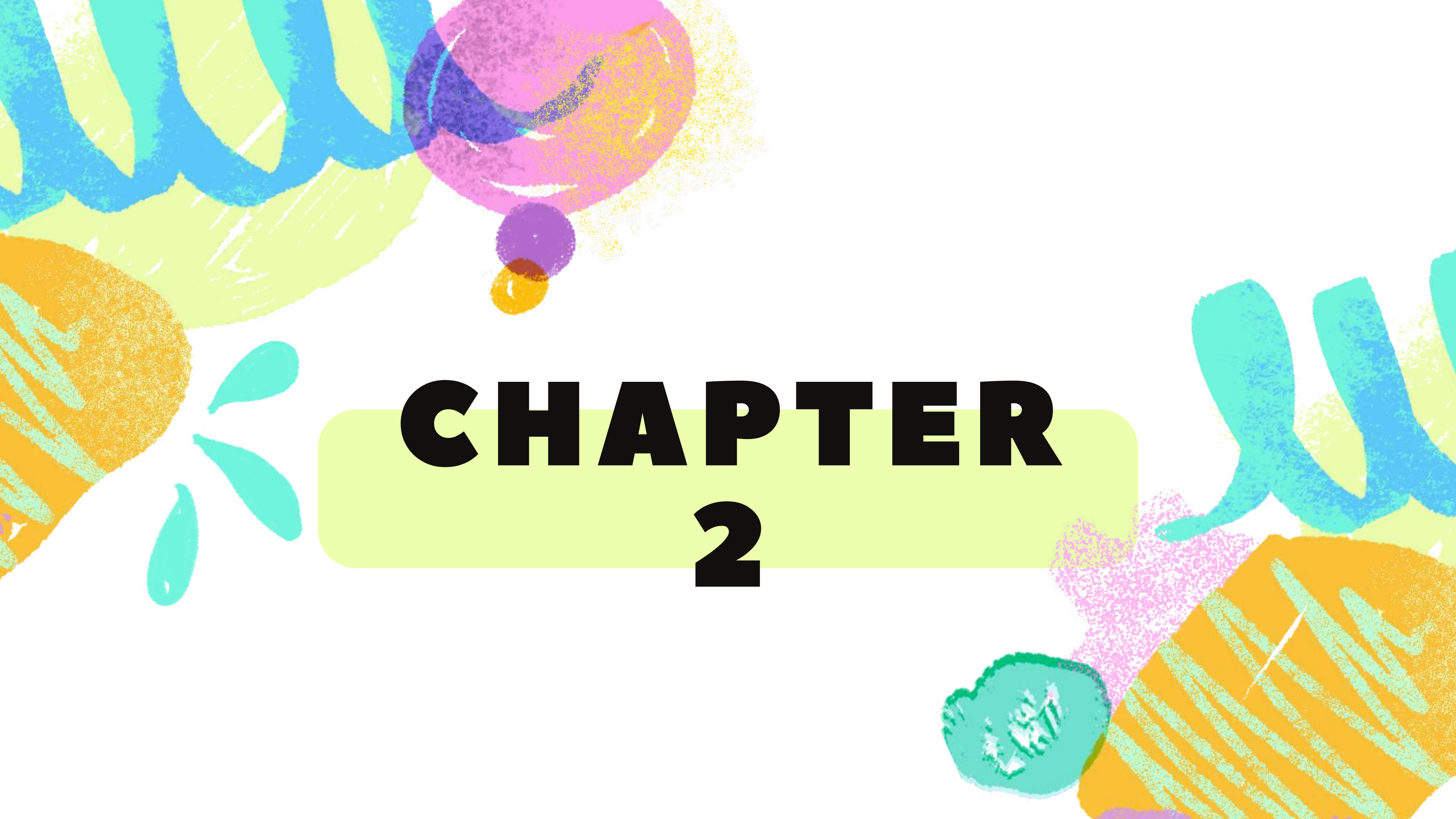
the Obama administration's open government policies offer an excellent opportunity to consider more fully the discursive discontinuities between Internet cultures namely: First, the openness/closeness binary must be placed at the core of bureaucratic culture along with the adoption of the Internet as a basic tool of openness. Second, changes in the performative tone of transparency and openness are also expected. a third, closely related to the other two elements, indicative of the cultural trajectory we describe here is the existence of a structurally situated discourse that elevates the Internet beyond its more individualistic conception.



Conclusion: towards an open machine?

Intrinsically, there is nothing new in this regard because the blend of bureaucracy and technology has consistently become one of the main principles of modernity organizations.

Today, "open" machines are in fact only open to a select few, creating a process of systematic social exclusion as the distance between the real Internet and the power of its imaginary representations grows.

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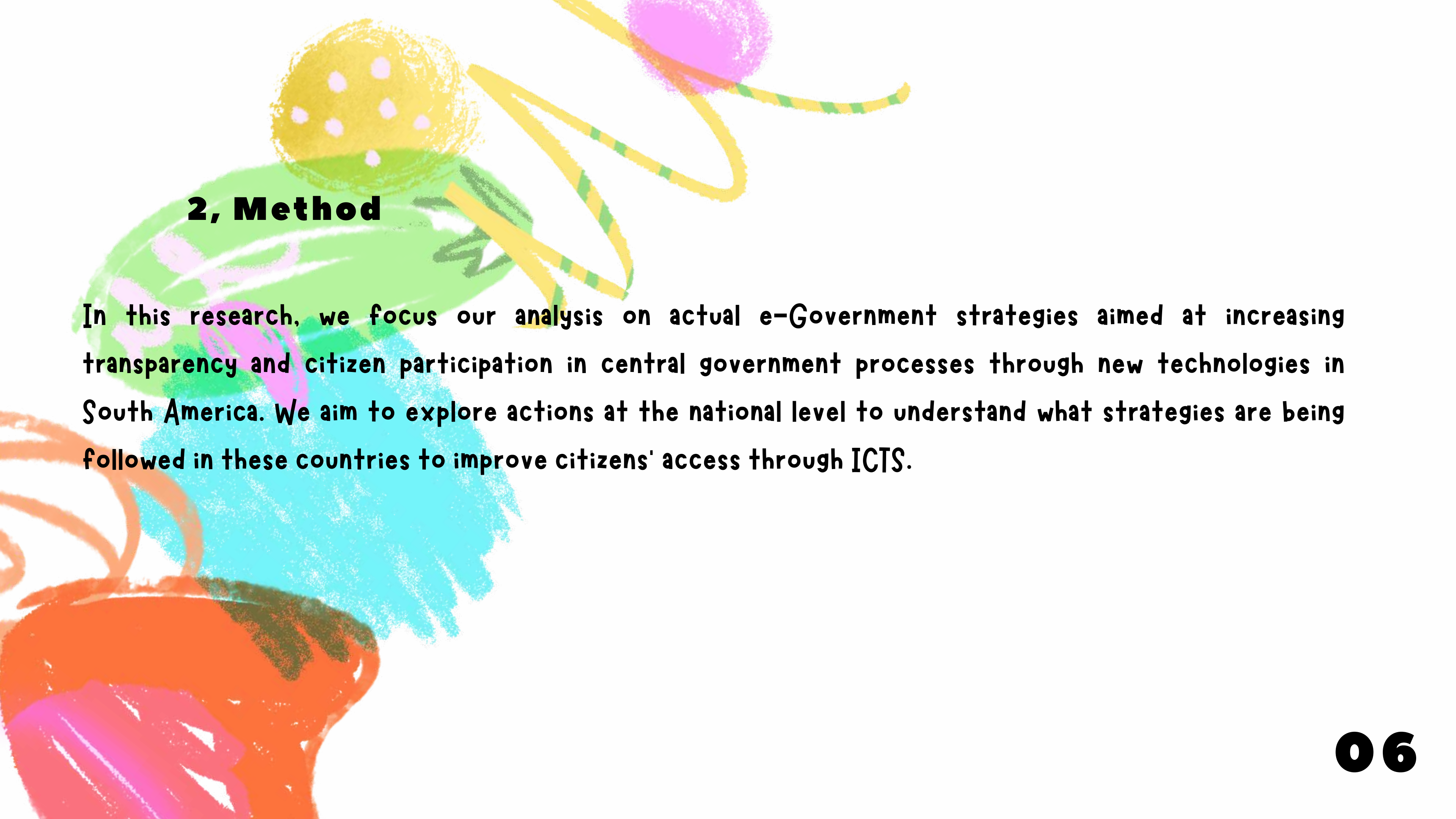
CHAPTER

2

E-Government Practices in South American Countries: Echoing a Global Trend or Really Improving Governance? The Experiences of Colombia, Chile, and Brazil

1. Literature Review

E-Government practices, such as the use of ICT in government, are said to increase transparency and accountability, encouraging citizen participation and collaboration, increasing effectiveness and efficiency, and advancing relations between government and society, among other effects. Going Global will occur without evidence-based decision-making processes, or analyzes of adaptability and impact (Janssen et al. 2012; Nawafleh et al. 2012). Latin American countries are no exception to this trend of policy learning isomorphism and in recent years have begun to implement practices to increase transparency through new technologies (Criado 2012)



2, Method

In this research, we focus our analysis on actual e-Government strategies aimed at increasing transparency and citizen participation in central government processes through new technologies in South America. We aim to explore actions at the national level to understand what strategies are being followed in these countries to improve citizens' access through ICTS.

National policies of Colombia, Brazil, and Chile

Colombia's National Policy

The last two governments in Colombia have implemented strategies towards expanding the use of ICT to increase citizen participation and accountability. A 2010 policy document laid out plans for online government by highlighting the characteristics of two portals that are now the main e-Government platforms. In this way, the ministry designed the "Gobierno En Linea" program. One of the benefits is that the gobiernoenlinea.gov.co portal brings together access to information procedures and services from several institutions. On the other hand, in terms of open data policy, the government developed the portal www.datos.gov.co with the aim of collecting all data and statistical information published by Colombian public bodies. In addition, they have also developed a useful complementary portal for public information use.

National policies of Colombia, Brazil, and Chile

Brazil's National Policy

The e-Government executive committee organizes actions to make the government more open to citizens through ICT. This entire process began in the 2000s with the creation of an Inter-Ministerial Working Group whose aim was to study and propose policies and guidelines to enable new forms of electronic interaction with citizens. The Brazilian government has several projects to improve citizen access and transparency:

- Accessibility
- Broadband/Info
- Open data
- Electronic purchasing system
- Agreement between Institutions
- Domain management
- Free software
- Government to government
- Digital inclusion

National policies of Colombia, Brazil, and Chile

Chile's National Policy

Chile is a highly centralized country. The FOI Act makes significant changes in defining standards for public officials in terms of what should be available online, and how private citizens can obtain public data. In 2013, the Chilean government issued a report presenting improvements for each area. For example, the Transparency Council established under Law 20.285 presented research showing that only 12% of the sample was aware of the existence of institutions that provide free access to public data. So far, Chile appears to be at a similar stage to Brazil, with most programs still in their early stages.

Cases of Electronic Government Practices at the Agency Level in Countries

A. Colombia Case (Tax and Customs Office (DIAN))

The website of the Colombian Tax and Customs Office (DIAN-Spanish acronym) has 36 different procedures that can be inquired about and placed online. This website provides access to key tax software that provides a user platform for citizens to post comments and obtain timely responses from the agency. In general, it can be said that this organization has a growing platform to increase citizen participation and transparency. Additionally, the portal also hosts the most important services and consultations that citizens can reach on its homepage.

Cases of Electronic Government Practices at the Agency Level in Countries

B. Colombian Civil Aviation Authority (Aerocivil)

The Colombian Civil Aviation Authority website displays complete information about airlines and passenger procedures that can be downloaded in PDF, Word, Excel, etc. files. In connection with public participation, it is possible to browse the directory of all officials in the agency (airports and dependencies), the duties and rights of passengers, as well as a web portal for children containing basic information about flights, and the main functions of the entity.

Brazilian Cases

The Secretariat of Federal Revenue

According to the Secretaria da Receita Federal (Federal Revenue Secretariat– SRF) website, this agency is responsible for the administration of all types of taxes that fall under the jurisdiction of the federal government. In terms of e-Government in tax organizations, the secretariat provides access to the general public through several channels, one of which is the E-CAC Portal.

National Agency of Civil Aviation (ANAC)

ANAC is a regulatory agency in charge of regulating and supervising the activities carried out by air transportation companies. The regulatory activities undertaken by ANAC are both technical and economic in nature. Technical regulation refers to the operational and rational and safety aspects of the industry and involves the application of norms and rules to ensure that companies work in accordance with the norms of safety throughout the service delivery chain. Economic regulation refers to monitoring the market to ensure efficiency and economy, trying to avoid practices that may harm service users. To ensure open government, ANAC publishes reports and everyone can access them on the agency's website labeled transparency (www.anac.gov.br).

Below, some of these communication channels are presented.

- **Personal and service bulletins Published since 2006, these reports contain information on human resource management in all aspects,**
- **Regulatory performance reports Published since 2008 some of which are in English, these reports aim to provide transparency to the activities carried out.**
- **Minutes of directorate meetings Published since 2006, these reports aim to publicize the subjects discussed in any meeting involving the directorate.**
- **Public hearings: Implemented since 2007, public hearings are a means of providing the public with the opportunity to give their opinion on the regulations to be enacted and the quality of services provided,.**

Chilean Cases

Internal Revenue Service (Servicio de Impuestos Internos)



Figure 3 is a screen shot of the information provided by Servicio de Impuestos Internos SII on the standards and criteria set by transparency boards and other entities involved in the active implementation of transparency in the Chilean public sector. Image. 3 Chile's internal revenue department The information is complemented by the SII on its website, with information on taxes, but most importantly an excellent system for accessing almost all the services required by this institution such as income tax, property tax and others.

General directorate of civil aviation.



Figure 4 shows the same screenshot of the website required by the agency to remain compliant with the country's active transparency. Some elements are different from those in figure 4, showing that the Chilean government has taken concrete steps to make information homogeneous in the public service. In terms of citizen participation, the only mechanism the agency states on its website is the annual public hearing. This is only an activity to provide information in terms of actions carried out in a given year by DG Tax, without any other reference to public participation.

5 Comparative Insights and Elements for Discussion

⌕ **Table 1** Cros-country case analysis

Agency	Mechanism	Brazil	Chile	Colombia
Tax collection agency	Public hearing			
	Making queries	√	√	√
	Self-service	√	√	√
	Consultation	√	√	√
	Little influence on decision making	√		
Civil aviation Authority	Public hearing	√	√	
	Communication channels	√	√	
	Transparency	√	√	√
	Basic procedures			√

Using Layne and Lee's (2001) model, we may be able to identify some differences at the national and institutional levels (Table 1). While all the pilot countries seem to be at the second stage of Layne and Lee's maturity model,



**THANK
YOU!!**

