ITS 832
Chapter 9

Stakeholder Engagement in Policy Development: Observations and Lessons from International Experience
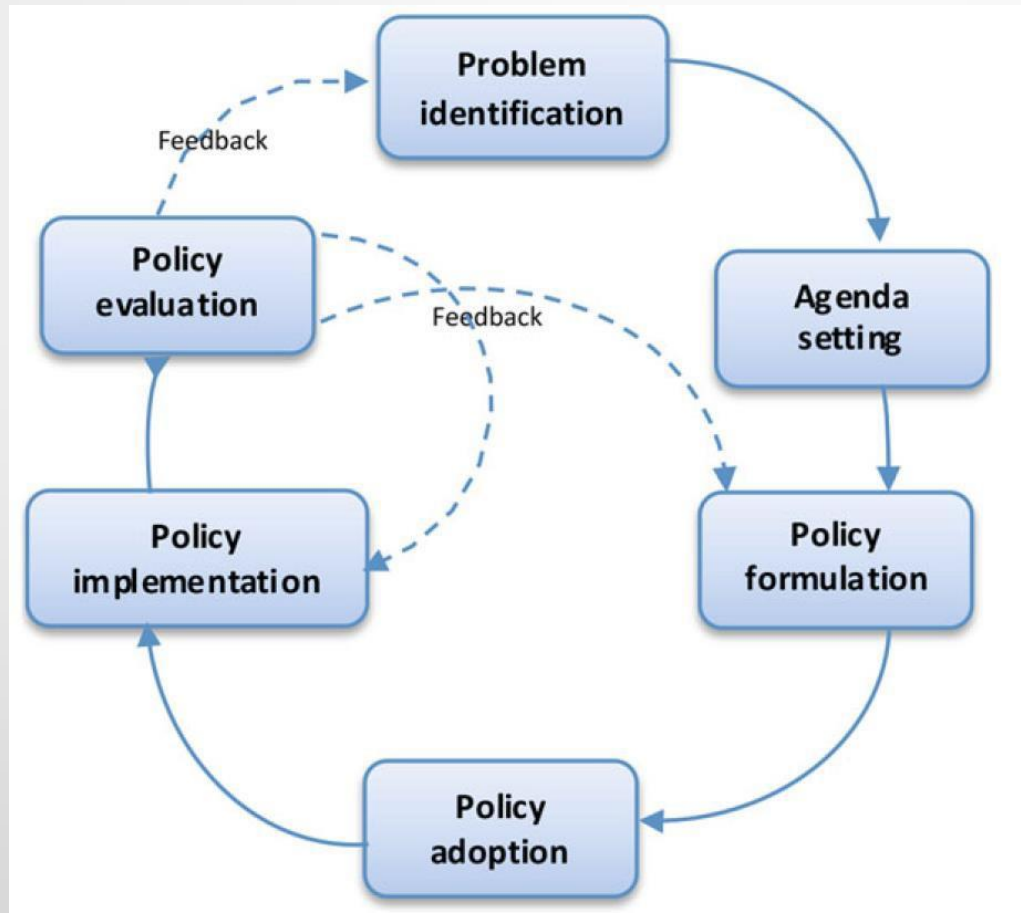
Information Technology in a Global Economy

Introduction

- Methodology
  - Useful engagement tools
  - Factors that support effective tool use
- Foundations of Stakeholder Engagement
- Cases
- Case comparison
- Discussion
- Conclusion

Methodology

- Policy making increasingly involves stakeholders
  - Not just decision makers
- Technology provides many benefits
  - Supports advanced complex modeling
  - Allows more stakeholders to participate (engage)
- Stakeholder engagement
  - Improves acceptance
  - Increases policy quality
  - Reduces iterations for re-work
- Two primary questions regarding technology tool use
  - What types of engagement tools are useful?
  - What factors support effective tool use?

Stages of the Policy Process

Foundations of Stakeholder Engagement

- Stakeholder engagement enhances
    - Accountability
    - Efficiency in making decisions
    - Good governance
- Stakeholder
    - "Any group or individual who can affect or is affected by the achievement of an organization's objectives."
- First phase
    - Stakeholder identification and analysis
- Stakeholder engagement
    - Informing
    - Consulting
    - Involving
    - Collaborating
    - Empowering

Cases

- E-Government Strategic Planning in Afghanistan

- Renewable Energy Policy for Kosice, Slovakia

- Redesigning the European Union's Inspection Capability for International Trade

- Understanding Child Health Outcomes in New Zealand

- Transportation and Urban Planning Indicator Development in the USA

Case Comparison

- Points of comparison
  - Situation and approach
  - Types of stakeholders and participation
  - Methods for stakeholder identification
  - Methods for stakeholder engagement
  - Tools and technologies used
  - Results

Summary

- Stakeholder engagement is worth the effort
- Success starts with care in stakeholder identification
- Engagement helps build consensus
- Tools include
    - Technology
    - Legacy
- Experience helps to select the right tools for current stakeholders