

# THE GOV INDICATOR: LEARNING FROM GOOD PRACTICES OF THE EU GRUNDTVIG LLP PROJECT OPENGOVEU 2013-2015

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## ABSTRACT

In this article we introduce and apply the GOV typology in order to analyze various e-Government tools, websites and interactive methods of the EU-project “Open Government in Europe”. In many ways these so-called ‘Good Practices’ (GP) are state of the art examples of open data, e-government tools and innovative relationships between governments and active citizens in Europe. Rich though the examples may be, comparing and evaluating them is not easy, while learning from them or using a specific example in one’s own situation is quite difficult. The proposed indicator GOV, while allowing for three distinct GOV strata, hugely improves the options for meaningful comparison between Good Practices and learning from them. Furthermore, with the GOV typology we observe a difference between the patterning of Good Practices, mainly found in GOV 1.0 and GOV 2.0 strata, and the subset of selected ‘Best Practices’, which tend to clustering in the GOV 2.0 and GOV 3.0 strata. Thirdly, due to the GOV indicator we have a better understanding of the workings of the Good Practices, especially the options of interaction between given GOV strata. The Dutch GOV 2.0 case “Research on Civic Initiatives, DIY’s & Liability” illustrates such behavior, resulting in additional GOV examples, with clear indications of push and pull strategies due to attitudes of governments and citizens and thus providing a solid argument for interaction.

## KEYWORDS

Open Government, Active Citizenship, GOV.

## 1. INTRODUCTION

The Grundtvig Learning Partnership project “Open Government in Europe” (OPENGOVEU) 2013-2015<sup>1</sup> demonstrates the various ways in which national and local governments establish new and innovative methods and tools on transparency and open data to enforce active citizenship. In OPENGOVEU twelve countries and thirteen project partners from a variety of backgrounds work together.<sup>2</sup> The project phases include the inventory of Good Practices (GP) from each country and project partner, chosen on characteristics such as Innovative, Realistic Implementation, Impact Assessment, Transferability and Viability, and within three categories: Open Data/Transparency; e-Government Tools; and Citizen

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<sup>1</sup> The project website [www.opengoveu.eu](http://www.opengoveu.eu) provides detailed information on the EU Program LLP - Grundtvig Learning Partnership program and the OPENGOVEU goals, processes and partners. It gives a complete overview of all Good Practices on Open Government and Active Citizenship from the national or local level of the thirteen project partners, for comparing and learning. In addition, one may find the overall project results and four additional digital guides (on Open Government, Smart Cities, Active Citizenship and Open Space Technologies) to help European states, cities and citizens to use and learn from.

<sup>2</sup> The partners of OPENGOVEU 2013-2015 are: EURO-NET (Project Coordinator, IT), Interacting UK Limited (UK), Governorship of Kirschir (TK), Societatea Nationala de Cruce Rosie din Romania, Filiala Sibiu (RO), University Twente (NL), Euro-Idea Fundacja Spoleczno-Kulturalna (PL), Associazione EURO TWINS (IT), FA - Magdeburg GmbH (DE), Connexion Roumanie (FR), LIPOR Intermunicipal Waste Management of Greater Porto (PT), Intermezzo Ungdomsorganisasjon (NO), Naduvere Village Association (EE), Dimos Paionias Municipality Of Paionia (GR).

Awareness and Engagement.<sup>3</sup> In total 62 examples of Good Practices have been submitted by the partners. Furthermore, during the 2014 project meetings of Magdeburg and Paris the partners selected thirteen so-called Best Practices (BP), illustrating aspects of the innovative character of OPENGOVEU methods and tools.<sup>4</sup>

## 2. PROBLEM SETTING

An initial scan of these 62 Good Practices (thus including the selected BP) shows the enormous diversity of methods and tools within each country and between European countries. It clearly demonstrates the rich and innovative approaches governments have proposed to ensure optimal access to public data or enhance civic initiatives to benefit from e-government tools, thus stimulating active citizenship in countries and municipalities. However, the same diversity makes it nearly impossible to understand and learn from each Good Practice, to compare Good Practices or to apply or implement a specific Good Practice to one's own situation.

Firstly, due to the nature of the EU Grundtvig Learning Partnership project, the partners of OPENGOVEU come from very different backgrounds. The group consists of two municipalities, one village association, one university, two training companies, four welfare organizations, a local Red Cross, and a waste management firm, plus the project manager. Selecting up to five national or local Good Practices allows each partner to present state-of-the-art examples and real issues on Open Government, Smart Cities and Active Citizenship, from the perspective of each partner. As it is meant to be, because it demonstrates the richness of approaches in the context and history of European countries towards such developments.

Secondly, while working at the project each partner has produced a preliminary research about the specifics of its country and local situation. The many discussions between the partners from the 2<sup>nd</sup> project meeting in Turkey onwards have resulted in an integrated and shared view on Open Government, Smart Cities and Active Citizenship, which in turn has allowed the partners to better motivate their choices of Good Practices (and of the thirteen BP). In other words, the partners have not only selected excellent examples that are important from their own perspectives, the Good Practices themselves cover the broad range of the categories Open Data and Transparency, E-government tools, and Citizen Awareness and Engagement (Participation). Thus, standard benchmarks are not available or unsuited to use.<sup>5</sup>

In order to be able to compare and evaluate the Good Practices in a meaningful way we propose a more structured approach in the remainder of this article. With the use of a single indicator and a number of tags we describe and order the various Good Practices, enabling a more basic analysis, comparison and evaluation of these inspiring OPENGOVEU methods and tools.

Apart from the information provided by each project partner, which include the categories Open Data – Transparency, e-Government Tools and Citizen's Awareness and Engagement,<sup>6</sup> we have structured the Good Practices using tags and the indicator GOV. Typical tags are: transparency, accountability, e-Government tools, user participation (or public consultation), Governance, co-creation, participatory tools, social innovation, online/offline bridging. While GOV is the most important indicator to structure the various Good Practices, additional insight is gained if we examine the options of movements between the GOV strata. Analyses of several Good Practices appear to support such movements, typically if we look at the notion of changing attitudes of both governments and citizens. Such considerations will be addressed at the end of this article.

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<sup>3</sup> Characteristics and categories to be used for the determination of the list of Good Practices have been proposed in the project proposal and at the 1<sup>st</sup> project meeting in 2013 in Italy. See website [www.opengoveu.eu](http://www.opengoveu.eu) for more information.

<sup>4</sup> A best practice is a method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark (Wikipedia). Determining BP as a subset of the proposed Good Practices is done at the 3<sup>rd</sup> project meeting in Germany by voting. No other method or instrument is used to choose the OPENGOVEU BP.

<sup>5</sup> For instance, the standard benchmarks such as EC eGovernment Benchmark Framework 2012-2015 or Socrata Open Government Data Benchmark are limited to single category examples only.

<sup>6</sup> See figure 6 below for an overview of the Good Practices with the three categories.

### 3. INTRODUCING THE GOV INDICATOR

Because the Good Practices are basically specific methods and tools in the relationship between governments and citizens, we propose an additional division that distinguishes three types of relationships. The idea of the proposed GOV indicator is borrowed from a well-known model on institutes, individuals and media landscapes as depicted in the figure below.<sup>7</sup>

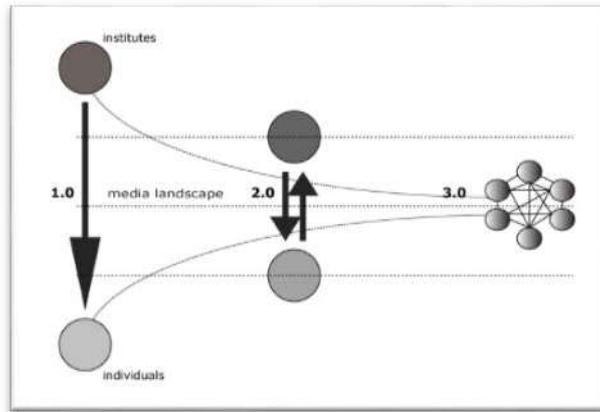


Figure 1. Overview of media landscapes

In figure 1 above three kinds of relationship between institutes and individuals are represented. On the left hand side (1.0) a one-way relationship is given, with aspects of a typical “top down” organization and communication. In the middle a two-way relation between institute and individuals is shown (2.0), representing some form of similar position, interaction or communication. The situation on the right side represents another type of relationship, in which hierarchical or similar positions of institutes and individuals is replaced by a network relationship (3.0). Multiple interactions are depicted as a kind of molecule with atoms. Institutes are seen here as single units, not different in their network position from other (groups of) individuals.

These three types of relationship are used to categorize the Good Practices, based on the argument that the OPENGOVEU methods and tools appear to follow the same distinctions. We have defined the GOV indicator in the following way:

Table 1. Overview of three GOV strata

<b>GOV 1.0</b>	
Description	Top down government instruments, including occasional feedback from citizens and public consultation.
Characteristics	Optimizing organization, efficiency, customer contacts (services), managing on input-output items.
Examples	Good Practices as GOV 1.0 examples typically involve top-down digital tools and methods, websites, portals, benchmarks, sometime as services.
<b>GOV 2.0</b>	
Description	Interactive government policy with more regular and intense top down and bottom up interaction and communication, resulting in co-creation and coproduction often referred to as (more) governance.
Characteristics	New services, new methods, new products, sometimes even new type of organization, managing input-output items.
Examples	Good Practices that show GOV 2.0 aspects may involve digital tools and methods but mostly stimulate citizens to interact and co-work on problems and solutions, or perhaps provide budgets for society to actually realize such co-productions.

<sup>7</sup> The model that is used here is proposed in Van Os et al. (2013).

<b>GOV 3.0</b>	
Description	Policy making and government positioning in network society, as one stakeholder among many others.
Characteristics	Agenda setting, creating arenas for knowledge exchange, discussion and decision-making, managing some output but mostly outcome items, with specific goals, timeframes.
Examples	Good Practices with GOV 3.0 structure concern civic initiatives, with or without governmental involvement.

As we propose the GOV indicator as a kind of typology on government – citizen’s relationship, it is important to understand that within each type of GOV, such as GOV 1.0 or 2.0, aspects of both government and citizens are included. That is, GOV is not to be interpreted as an indicator of “Good Policy” of “Good Public Administration”, but also includes the community and the relationship between them.

#### 4. IMPLEMENTING INDICATOR GOV

Good Practices (GP) and the subset Best Practices (BP) labeled with the same value of the GOV indicator (such as GOV 1.0 or GOV 2.0) appear to share certain similarities and therefore can be compared with each other. Such ordering of Good Practices within the framework of the GOV indicator is given below. In addition, we have clustered for each specific GOV indicator examples using the tags. For example, the tags Transparency, Accountability, e-Government Tool and User participation or Public Consultation are applicable on **GOV 1.0** indicator as can be seen below.

Table 2. GOV 1.0 examples

<b>GOV 1.0</b>	<b>Tag Transparency</b>
Open Data DATA.GOV.UK (UK)	open data license, free access/use
The UK GP regulates the specifics, free access and use of open data.	
Other examples are: Both Norwegian GP’s Openness and information integrity, and National Archives and the Noark-5 Standard; Greece GP data.gov.gr; and France GP Etalab data.gouv.fr & Dataconnexions, on health data.	
<b>GOV 1.0</b>	<b>Tag Accountability</b>
Volis (EST)	transparency, policy monitoring.
The Estonian BP allows any citizen to follow online and livestream their politicians’ acts and decisions and react on that information.	
Similar examples on accountability are: UK GP Ward Surgeries, allows citizens to follow their MP’s; Greece BP Cl@rity program, forcing that every government decision is published on the internet; and Italian Perla PA.	
<b>GOV 1.0</b>	<b>Tag user-participation</b>
Participa! (IT)	public consultation, e-government
The Italian GP Participa! aims to contribute to the national Open Government program, using a particular form of public consultation on various policy items.	
Similar examples on user-participation are: Italian GP’s MiglioraPA (enhance PA) targets customer satisfaction on digital services, and comuni-chiame; Romanian GP OPENBUDGET.RO gives budget information to be manipulated by users; Poland GP’s Fix my street - Naprawmy to, and Public Transportation journey planner - jakdojade.pl, both making public data available with interaction options.	
<b>GOV 1.0</b>	<b>Tag e-Government Tools</b>
Government websites GOV.UK (UK)	centralizing public websites
GOV.UK ensures that any public data and information regarding public administration is traceable and found using a single digital access	
Several GP’s can be categorized on e-Government. Some interesting examples are: Italian GP Compass of Transparency, benchmarking public websites on quality and efficiency, with user participation; Romanian BP E-GUVERNARE.RO; Turkey GP Bimer applications "Alo 150" ensures telephone contact with central PA is possible; France GP Comité Interministériel pour les Archives de France provides digital access to decentralized district archives; and Italian GP Linea Amica (Friendly Line), a nation-wide citizens care system based on multi-channel approach.	

More than 50% of the examples and 4 Best Practices (includes Italian BP Mettiamoci La Faccia) are found in the GOV 1.0 stratum. Several of these refer to Transparency or Accountability, which suggests some form of user participation, monitoring, public consultation or feedback, which are inherent aspects of

GOV 1.0. Better services, more efficiency of public administrations and more value for customers (i.e. companies and citizens) are important characteristics of GOV 1.0 Good Practices. Although the GOV 1.0 examples ultimately promote Citizen's Awareness and Engagement, none of the above appears to result in co-creation, coproduction, or actual cases of active citizenship.

In contrast, Good Practices categorized as **GOV 2.0** clearly aim on co-creation and coproduction, as can be seen below. Again we cluster the various examples on characteristic tags found in GOV 2.0: Accountability, Governance, Co-creation and Participatory Tools. Accountability in GOV 2.0 Good Practices differs from GOV 1.0 examples because it not only monitors but also pro-actively stimulates active citizenship. Governance and Co-creation typically signal the change in relationship between government and society, while the tag Participatory Tools focusses on processes between both actors. Almost 40% of the examples fall within the GOV 2.0 stratum, including 7 Best Practices.

Table 3. GOV 2.0 examples

<b>GOV 2.0</b>	<b>Tag Accountability</b>
City and County Human Rights Committee (TR)	transparency, representative democracy
The Turkey BP Human Rights Committee introduces a new tool to deal with potential inequality within the society.	
Similar examples that involve accountability are: Turkey GP City Council; and UK BP MYSOCIETY.ORG, a set of digital tools on democratic accountability.	
<b>GOV 2.0</b>	<b>Tag Governance</b>
Open Estonian Foundation (OEF)	accountability, social cohesion
Non-profit OEF, founding member of NEON, aims for more governance and social cohesion in Estonia by helping grassroots initiatives and municipalities.	
Other examples are: Estonian GP e-Governance Academy (eGA); UK GP Create the Debate, to actively stimulate political discussions; France BP Commission Nationale de Debat Public (CNDP) and GP Regards Citoyens (Circulating and sharing policy information); Dutch BP Research on Civic Initiatives, DIY's & Liability, which shows how legal issues may or may not block activities of citizens.	
<b>GOV 2.0</b>	<b>Tag Co-creation</b>
Amsterdam Digital map temporary use available wastelands (NL)	tool participatory democracy
The Dutch GP collects and digitally displays information on empty wastelands, thus stimulating active citizenship, startups and entrepreneurship.	
Other GP's on co-creation are: Greece GP's Conference Open access to scientific knowledge (NIRST), aims to open up expert knowledge to citizens, and Study to sustainability of open data infrastructure; Estonian GP Infosystem of Drafts (EIS); and Norwegian BP Company register as data (Bronnoysund Register Centre), on re-using public data.	
<b>GOV 2.0</b>	<b>Tag Participatory Tools</b>
Strategy sustainable development Ighiu, Alba Iulia	public consultation, e-government
In the Romanian GP on sustainable development society and municipalities plan and realize as coproducing partners.	
Many GP's use interactive participatory tools, such as: Portuguese GP's LA21 in the Parish Councils and the Landmark EU-project Public Procurement, and BP Participatory budgeting for children; Poland BP Participatory budgeting pilot project in Krakow, and GP My Country – mojePanstwo; Dutch GP's MyBorne2030 and Winterswijk - Villages without rules (Dorp zonder regels); and Estonian GP Participation Web.	

The **GOV 3.0** Good Practices differ from previous examples. They have in common that citizens themselves use (digital) methods and tools to promote more governance and active citizenship. These GOV 3.0 examples demonstrate how governments may act within a network environment, alongside and interacting with a diversity of private and commercial partners. But they also show a wide variety of civic initiatives, from grassroots activities in public space to crowdfunding platforms, or monitoring regular policy makers and creating new apps. Tags are Social Innovation, Online/Offline Bridging and Accountability. GOV 3.0 contains 10% of all examples and 2 Best Practices.

Table 4. GOV 3.0 examples

<b>GOV 3.0</b>	<b>Tag Social Innovation</b>
Open Public Data Hackathon contest (GR)	re-use public data
The Greece GP shows that events such as Open Public Data Hackathon contest results in new life for public data. Other examples: German BP Open Data Portal Berlin (BODS); Italian BP deRev on discussion, social innovation and crowdfunding; and Portuguese LIPOR GP Horta a Porta - Biological Kitchen Garden of Porto's Region on food and sustainability.	
<b>GOV 3.0</b>	<b>Tag Online/Offline Bridging</b>
Politici Publice - SMART online & offline method (RO)	participatory democracy
Romanian GP Politici Publice is an independent platform, both online and offline, for anyone interested in public administration and policy making.	
<b>GOV 3.0</b>	<b>Tag Accountability</b>
Openpolis (IT)	transparency, e-government
Italian GP Openpolis is an independent organization that allows citizens to have access to public data, acts and motivations of policy makers and members of parliament. Since 2009 it has developed from providing public information to an actually online debate center in Italy, in coproduction with many parties and citizens.	

## 5. BEST PRACTICES AND GOV

Indicator GOV allows us to differentiate the 62 Good Practices in three types. The 32 GOV 1.0 examples demonstrate a hierarchical relationship between government and citizens, the 24 GOV 2.0 indicates an interacting relationship, with both top down and bottom up processes. Finally, the 6 GOV 3.0 cases display the interacting network relationship between society and government. In summary, the bulk of Good Practices is found in the GOV 1.0 and GOV 2.0 strata.

If we focus on the Best Practices (13 of 62 Good Practices), a different patterning is observed, namely a clustering towards GOV 2.0 and GOV 3.0 in the project partners' selections. We find 6 of 32 Good Practices in GOV 1.0 to be promoted as Best Practices (19% or nearly 1 in 5). Of the 24 Good Practices in GOV 2.0 we find 7 Best Practices (30%) and of the GOV 3.0 Good Practices three of the six examples (50%) is selected as Best Practice. We conclude therefore that the project partners themselves appreciate examples of GOV 2.0 and GOV 3.0 over those of GOV 1.0 for promotion as Best Practices.

## 6. TAGS AND GOV

The typology resulting from GOV helps to order the Good Practices in a meaningful way. Another level of distinction is added by the use of tags, describing specific aspects of Good Practices. Not surprisingly, tags differ in each GOV stratum, e.g. Transparency is important for GOV 1.0 examples, while Participatory Tools and Co-creation fit GOV 2.0. Unfortunately, precise definitions of several tags are not easy to formulate.

For example, the tag Accountability is suitable for GOV 1.0 to GOV 3.0, but differs in descriptive information. For the Greece Good Practice Cl@rity it means that citizens can rely on the fact that any government decision is valid if published online, while in the Good Practice of the Turkey Human Rights Committee Accountability refers to the possibility for citizens to address the (local) government on equality issues. Italian Openpolis started as independent platform on public data but has evolved into an online arena for public discussion, where policy makers can be held accountable for their actions and decisions. Accountability in the civic initiative Openpolis is forced upon these policy makers.

Thus the proposed tags function as mere descriptions of significant aspects of the GOV typology with respect to Good Practices, allowing some refinement and clustering of the OPENGOVEU methods and tools. In figure 2 below one finds the complete overview of Good Practices, GOV, tags and categories.

Name	Country	Open Data	e-Gov	Active Citiz	Tags	GOV
Compass of Transparency	Italy	x			e-government tool, transparency, user participation	1.0
Openpolis	Italy	x			accountability, transparency, e-government tool, participatory democracy	3.0
comuni-chiame	Italy		x		user participation, e-government, social innovation	2.0
Partecipa!	Italy			x	user participation, public consultation, e-government	1.0
deRev	Italy			x	social innovation, participatory democracy, crowdfunding	3.0
City and county Human Rights Committee	Turkey			x	accountability, transparency, tool representative democracy	2.0
Bimer applications "Alo 150"	Turkey			x	e-government tool	1.0
City Council	Turkey			x	accountability, transparency, tool representative democracy	2.0
Kirsehir Municipality Ak Masa	Turkey			x	e-government tool, transparency, user participation	1.0
e-Government	Turkey		x	x	e-government tool	1.0
Government website(s) - GOV.UK	UK		x		e-government tool, centralizing public websites	1.0
Open Data - DATA.GOV.UK	UK	x			transparency, open data license for free access and use	1.0
Digital tools democratic accountability - MYSOCIETY.ORG	UK	x			accountability, tool participatory democracy	2.0
Create the Debate	UK			x	governance, tool participatory democracy	2.0
Ward Surgeries	UK			x	accountability, transparency, tool participatory democracy	1.0
DATA.GOV.RO	Romania	x			transparency, e-government tool	1.0
E-GUVERNARE.RO	Romania		x		e-government tool, transparency	1.0
OPENBUDGET.RO	Romania			x	user participation, transparency, accountability, e-government tool	1.0
Strategy sustainable development Igheu, Alba Iulia	Romania			x	participatory tool, public consultation, e-government tool	2.0
Politici Publice - SMART online & offline method	Romania			x	online/offline bridging	3.0
Amsterdam Digital map temporary use available wastelands	NL	x		x	Co-creation, participatory tool	2.0
Winterswijk - Villages without rules (Dorp zonder regels)	NL		x	x	participatory tool	2.0
MyBorne2030	NL			x	participatory tool	2.0
Research on Civic Initiatives, DIY's & Liability	NL	x		x	governance, transparency, participatory democracy	2.0
Research on the use of social media in Twente municipalities	NL		x		e-government tool	1.0
Participatory budgeting pilot project in Krakow	Poland			x	participatory tool	2.0
Fix my street - Naprawmy to	Poland		x		user participation	1.0
My Country - mojePanstwo	Poland	x			participatory tool	2.0
Public Transportation journey planner - jakdojade.pl	Poland	x			user participation	1.0
Information system of broadband infrastructure	Poland	x			e-government tool	1.0
Linea Amica (Friendly Line)	Italy			x	e-government tool	1.0
Mettiamoci La Faccia (Put your face on it)	Italy			x	e-government tool, public consultation	1.0
MiglioraPA (enhance PA)	Italy		x		user participation, transparency, accountability	1.0
IndicePA - Directory of Italian Public Administrations	Italy	x			e-government tool, centralizing PA	1.0
Perla PA	Italy		x		accountability, transparency, e-government tool	1.0
Open Data Portal Berlin (BODS)	DE	x			social innovation, participatory tool	3.0
Etalab (data.gouv.fr & Dataconnexions)	France	x			transparency, accountability, e-government tool	1.0
Commission Nationale de Debat Public (CNDP)	France			x	governance, transparency, public consultation	2.0
Comite Interministeriel pour les Archives de France	France		x		e-government tool, transparency	1.0
Dataveys - Haute Autorite de Sante (Scope Sante)	France	x	x		transparency, e-government tool, user participation	1.0
Regards Citoyens (Circulating and sharing policy information)	France			x	governance, transparency, accountability, participatory tool	2.0
LA21 in the Parish Councils	Portugal			x	participatory tool	2.0
Participatory budgeting for children	Portugal			x	participatory tool	2.0
Public Procurement (Landmarkproject EU)	Portugal	x			participatory tool	2.0
LIPOr Sustainability Report 2013	Portugal	x			transparency, participatory democracy	1.0
Horta a Porta - Biological Kitchen Garden of Porto's Region	Portugal			x	social innovation, participatory democracy	3.0
Openness and information integrity	Norway	x			transparency, tool public data	1.0
National Archives and the Noark-5 Standard	Norway	x			transparency, tool public data	1.0
Company register as data (Bronnoysund Register Centre)	Norway	x			co-creation, re-use public data	2.0
Electronic Public Records (OEP)	Norway		x		transparency, tool public data	1.0
Environmental Information Act	Norway			x	transparency, tool public data	1.0
Open Data 8 Principles	Estland	x			transparency, tool public data	1.0
e-Governance Academy (eGA)	Estland		x	x	governance, e-government tool, monitoring	2.0
Open Estonian Foundation (OEF)	Estland			x	governance, transparency, accountability, social cohesion	2.0
Participation Web	Estland			x	participatory tool, public consultation	2.0
Infosystem of Drafts (EIS)	Estland			x	co-creation, digital workspace, public debat	2.0
Volis	Estland			x	accountability, policy monitoring, transparency	1.0
data.gov.gr	Greece	x			transparency	1.0
"Cl@rity program" - every government decision on internet	Greece		x		accountability, transparency, e-government tool	1.0
Open Public Data Hackathon contest	Greece			x	social innovation, re-use public data	3.0
Study to sustainability of open data infrastructure	Greece	x			co-creation, digital infrastructure, guide	2.0
Conference Open access to scientific knowledge (NIRST)	Greece			x	co-creation, transparency	2.0

Figure 2. Overview of 62 Good Practices on Country, Category, Tags and GOV

## 7. INTERACTION BETWEEN GOV STRATA, PUSH-PULL-STRATEGIES

Apart from the observed GOV patterning of Good Practices we discover that Good Practices may interact between GOV strata. The Dutch BP "Research on Civic initiatives, DIY's & Liability" serves as an illustration.

Originally initiated by the Dutch National Government (Ministry of Interior Affairs – BZK) the research focusses on the question whether or not legal issues like liability hamper or block civic initiatives, grass roots and other bottom up activities in the public domain. Based on more than 60 civic initiatives we found that, in principle, liability does not function as an obstacle for starting or expanding citizens' activities. However, in practice municipalities and citizens have great difficulties in dealing with legal issues such as liability, due to a lack of specific legal knowledge and an unnecessary fear of risks and damage claims. To amend this situation and to provide hands-on knowledge and innovative instruments many recommendations and follow-up actions are given. In other words, based on the research that reveals the current situation on legal issues concerning civic initiatives, many municipalities and other public administrations are working together with groups of active citizens to better facilitate bottom up activities in the Netherlands. As such, this Dutch BP exhibits all GOV 2.0 aspects<sup>0</sup>, with co-creation and co-production, resulting in new products, services and processes.

If we use the GOV typology differently, duplicating role and position of governments and those of citizens, we view that civic initiatives in the Dutch public domain display GOV 3.0 characteristics, while aspects of the legal system and their actors exhibit GOV 1.0. Due to the Dutch BP those two stakeholders join to accomplish new results. For instance, an important recommendation is to make several legal instruments, such as permits and contracts, less complex and more transparent for citizens to understand and use. Municipalities use a “push-strategy” by deregulating various legal instruments and using online tools that simplify contracts (GOV 1.0 actions). On the national level several experiment programs on flexible rules and regulations are introduced to enhance civic activities (GOV 2.0 actions). Citizens in turn use a “pull-strategy”, proposing DIY alternatives to standard contracts and setting up Communities of Practice (CoP's) to exchange and learn of their initiatives, actor municipality and legal issues (GOV 3.0 actions).

In other words, the Dutch GOV 2.0 example generates many spin-offs as methods and tools that we view as either GOV 1.0, GOV 2.0 and/or GOV 3.0, demonstrating that interaction between the three GOV strata is plausible and to be expected. GOV 2.0 is interesting due to its nature of co-creation and coproduction, which leads to push and pull strategies both at the governmental level and in the society. We suspect other Good Practices to confirm this argument of interacting between GOV strata.

## 8. CONCLUSION

OPENGOVEU Good Practices display a richness and diversity that makes understanding, comparing and learning from them not easy. We propose in this article a typology based on a new GOV indicator which allows for a more structured approach. We demonstrated how the examples may be ordered, illustrate the difference clustering of Good and Best Practices. Finally, the Dutch BP shows the options of interaction between GOV strata, a phenomenon that we also expect to find in other Good Practices. Further research on the Good Practices and their development in time is needed to draw more firm conclusions, however.

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