1 Introduction

Chapter 1 presents the OECD's approach to open and digital government and the methodology undertaken in the Open and Connected Government Review of Thailand. It also provides an overview of Thailand's open and digital government reforms.

Introduction

Governments around the world are confronted with increasingly complex policy challenges, including widening inequality gaps, rising economic and financial instability, as well as a resurgent wave of identity politics. Relations between society and the public sector are being challenged by deteriorating trust levels. At the same time, citizens have become more vocal and demanding, not only in terms of the quality of public services but also regarding the transparency, integrity and accountability of governments. This challenge is accompanied by the need to digitally transform the public sector due to pressures from the increasing digitalisation of the environment in which people live, work and interact.

In response to these demands, Thailand and other governments in the Southeast Asia (SEA) region are rethinking the way public policies and services are designed and delivered. This implies not only acknowledging that the implementation of open and connected government reforms improves the quality of public policies and services, makes the state more efficient and effective and brings it closer to its citizens, but also accepting and being ready to overcome the related policy design and implementation challenges of such reforms.

Yet, building an open and connected government is not an end in itself. While the OECD open government principles of transparency, integrity, accountability and stakeholder participation certainly have intrinsic value, as does the use of technology to enable them, the implementation of the resulting initiatives should serve as important means to deliver positive results in terms of national development across policy sectors.

The OECD approach to open and digital government

Upon request from the government of Thailand and in accordance with the country's reform priorities, this *Open and Connected Government Review of Thailand*, which forms part of the OECD-Thailand Country Programme, aims at promoting the successful design and implementation of coherent open and digital government policies and initiatives. By building on the country's current practices, it further aims to reduce policy fragmentation, address remaining policy gaps and leverage synergies between these two public sector reform areas. To this end, the review provides an external and peer-driven assessment of Thailand's ongoing open and digital government reforms to contribute to an evidence-based debate on their priorities, coherence and sustainability, and provide an overview of the country's progress in creating Government 4.0.

As part of the assessment, this review focuses on Thailand's legal and policy frameworks, key institutional actors and their roles. It provides an overview of the main ongoing policies and initiatives on open government and digital government. It provides an overview of observed challenges and proposes a set of recommendations for the way forward. It also offers indications of the government's performance in these areas as compared to OECD standards and good practices of its members.

Among others, the following key aspects guide the analysis and the recommendations included in this review as a means to bolster the effectiveness of Thailand's open and connected government agenda:

- Institutionalising efforts to strengthen the impact of the open and digital transformation agenda.
- Fostering policy co-ordination and multi-stakeholder collaboration to help in the design of a comprehensive and inclusive policy agenda and support its coherent implementation.
- Moving towards impact through solid monitoring and evaluation tools to measure performance, ensure accountability and enable learning on the reforms to foster openness and digital transformation in the society.
- Reinforcing and securing the relevance and agility of the legal and regulatory framework for open and digital government in Thailand.
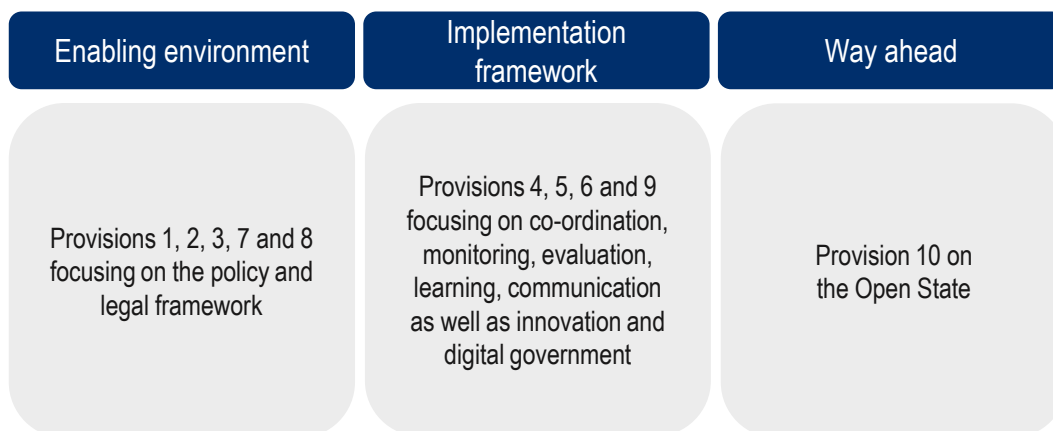
- Supporting the development of public sector capability for public service design and delivery, including digital skills and the enforcement of digital and data standards.
- Underlying the need to follow a user-driven, open, and inclusive approach in public service design and delivery.
- Building a data-driven public sector supported by the right data governance frameworks so that data can be applied for improved government operation and the streamlined relationship between government and the society, including the use of open government data.

The review supports public sector reform through an in-depth analysis of the current state of open and digital government policies and institutions at the national level, which culminates in strategic policy recommendations to the Thai government to embrace OECD principles and good practices in the day-to-day operations of the Thai public sector.

The methodology used for the elaboration of this review's recommendations reflects upon the OECD's longstanding work in the areas of open and digital government. The review follows the principles enshrined in the OECD *Recommendation of the Council on Digital Government Strategies* (OECD, 2014[1]) and *Recommendation of the Council on Open Government* (OECD, 2017[2]). Both recommendations were the first of their kind worldwide and define a set of criteria for the design and implementation of successful open and digital government agendas.

On the one hand, the OECD *Recommendation of the Council on Open Government* features ten provisions (see Figure 1.1) against which the OECD assesses open government reform agendas worldwide and forms a basis to describe Thailand's efforts in pursuing these principles in practice.

Figure 1.1. OECD Recommendation of the Council on Open Government

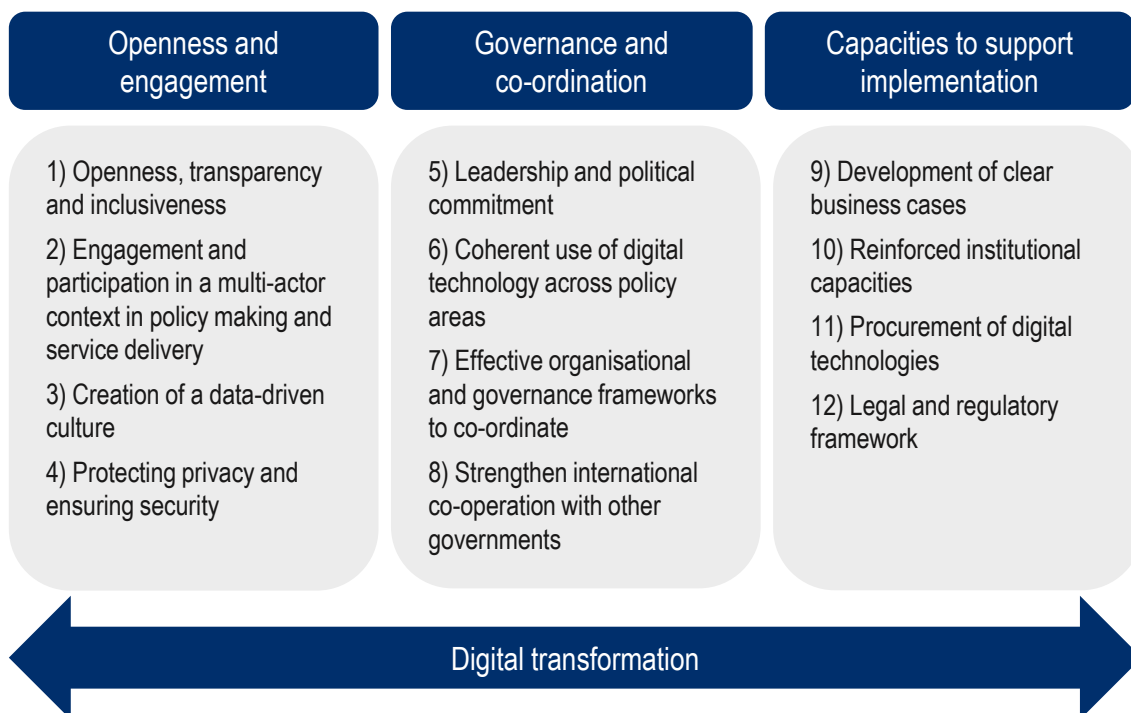| Enabling environment	Implementation framework	Way ahead
Provisions 1, 2, 3, 7 and 8 focusing on the policy and legal framework	Provisions 4, 5, 6 and 9 focusing on co-ordination, monitoring, evaluation, learning, communication as well as innovation and digital government	Provision 10 on the Open State

Note: Non-member countries: Argentina, Brazil, Morocco, Romania, Tunisia.
Source: Based on OECD (2017[2]), *Recommendation of the Council on Open Government*, https://www.oecd.org/gov/Recommendation-Open-Government-Approved-Council-141217.pdf (accessed on 30 August 2019).

On the other hand (see Figure 1.2), the OECD *Recommendation of the Council on Digital Government Strategies* is structured around 12 principles, which aim at helping governments in achieving the shift from e-government towards a digital government. For this purpose, the OECD has developed the Digital Government Policy Framework (OECD, 2020[3]) as a means to support governments in their digital transformation journey towards a digitally mature public sector (see Figure 1.3 and Box 1.1).

Figure 1.2. OECD Recommendation of the Council on Digital Government Strategies

Openness and engagement	Governance and co-ordination	Capacities to support implementation
1) Openness, transparency and inclusiveness	5) Leadership and political commitment	9) Development of clear business cases
2) Engagement and participation in a multi-actor context in policy making and service delivery	6) Coherent use of digital technology across policy areas	10) Reinforced institutional capacities
3) Creation of a data-driven culture	7) Effective organisational and governance frameworks to co-ordinate	11) Procurement of digital technologies
4) Protecting privacy and ensuring security	8) Strengthen international co-operation with other governments	12) Legal and regulatory framework

Digital transformation

Note: Non-member countries: Argentina, Brazil, Egypt, Kazakhstan, Morocco, Panamá, Peru, Russia.
Source: Based on OECD (2014[1]), *Recommendation of the Council on Digital Government Strategies*, http://www.oecd.org/gov/digital-government/Recommendation-digital-government-strategies.pdf.

Figure 1.3. The OECD Digital Government Policy Framework
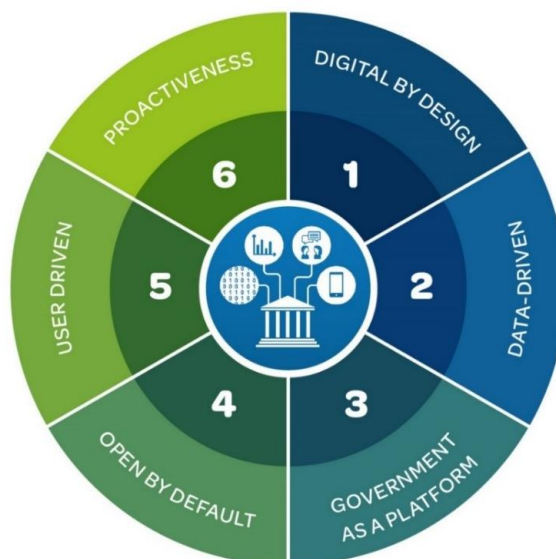
Source: OECD (2020[3]), "The OECD Digital Government Policy Framework: Six dimensions of a Digital Government", https://doi.org/10.1787/f64fed2a-en.

Box 1.1. The OECD Digital Government Policy Framework

Digital by design

Recognising that transforming services needs to be approached with an understanding of all the associated activities throughout the policy lifecycle rather than simply putting analogue processes online and expecting to improve outcomes. This means leveraging digital technologies to rethink and re-engineer public processes, simplify or encapsulate procedures and open new channels of communication and engagement with public stakeholders for a more efficient, sustainable and citizen-driven public sector. By adopting a digital by design approach, governments embed digital technologies into governments' efforts to modernise service delivery and adopt the strategic mechanisms to ensure their coherent design, implementation and monitoring, no matter which channel services are offered. A digital government by design establishes clear organisational, leadership and effective co-ordination and enforcement mechanisms to ensure that digital is considered not as a technical topic but as a mandatory transformative element to be embedded throughout the policy processes (OECD, 2019[4]).

Data-driven public sector

A public sector is data-driven when it generates public value through the re-use of data in planning, delivering and monitoring public policies and adopts ethical principles for trustworthy and safe re-use of data (OECD, 2019[5]). It governs and manages data as a strategic asset for the creation of public value and the agile and responsive provision of public services (OECD, 2019[6]). In a data-driven public sector, data are understood as enablers for designing policies and services. Thus, data shapes policies and services, their design and ongoing delivery, helps in understanding their impact and spotting the changes that may need to be made. Data-driven governments ensure public sector data are shared inside and outside the public sector in a trustworthy fashion and under clear protection, privacy, security rules and ethical principles for national and public interest. In order to facilitate their sharing, governments build the foundations right, thus setting clear policies that can help in joining up the government, therefore promoting public sector integration. Data-driven governments: break down policy siloes by promoting the cohesion of data-related policies, including data protection, open data and artificial intelligence; provide the leadership on data policies; and build the stewardship needed to promote co-ordination and accountability. They embed cross-sectoral data standards and replicable and scalable data infrastructures that facilitate the timely and secure access to and sharing of data.

Government as a Platform

A government as a platform approach calls for the deployment of a wide range of platforms, standards and services assisting teams to focus on user needs in public service design and delivery rather than on technology solutions. By establishing clear, common and scalable sources and tools to access guidelines, software, data and applications, others inside or outside governments can focus on innovating with service delivery by making extensive re-use of these tools, improving data accessibility and findability. The central development and availability of resources for the whole-of-government eases the access, understanding and coherence of digital and data solutions across public agencies, allowing teams to be more concentrated on understanding citizens' needs and how governments offer joined-up and effective end-to-end service experience enabled by re-usable public tools and digital services. A government acts as a platform when it provides clear and transparent sources of guidelines, tools, data and software that equip teams to deliver user-driven, coherent, integrated, consistent and cross-sectoral service delivery standards.

Open by default

A government is open by default when it unties technology and drives innovation, within the limits of available legislation and in balance with national and public interest. An open by default approach describes the extent to which an agile and proactive government uses and shared digital technologies and tools to communicate, engage, collaborate with and build bridges between all actors in order to collect insights towards a more knowledge-based public sector (OECD, 2019[7]). This comprises not only providing drivers to promote collaborations and innovation (e.g. open government data, open-source) respecting citizens' digital rights (e.g. data protection, security, confidentiality and privacy protection legislation) but also opening up and co-designing government processes (e.g. policy life cycle, public service delivery and information and communication technology/digital commissioning). The desire of governments to collaborate across organisational boundaries and involve those outside of government is critical in ensuring that service teams understand and engage with the needs of users and that government itself is able to collaborate and co-ordinate its activity to solve whole problems.

User-driven

A user-driven approach describes government actions that allow citizens and businesses to determine and communicate their own needs to help drive the design of government policies and public services (OECD, 2018[8]). Through engagement and collaborative mechanisms and policy processes, their outputs and outcomes are not just informed but shaped by the decisions, preferences and needs of citizens. Governments are user-driven when they establish new forms of partnerships with the private and third sectors or crowdsource ideas from within their administration and society at large as a means to achieve legitimacy and trust. In this process, public sector organisations make user research, usability (UX) design and human-centred design to reflect people needs and are open and collaborative so that people's voices are heard in public policy making. A government is user-driven by awarding to people a central role, thus placing their needs at the core of shaping the design and delivery cycles of processes, services and policies; and the right inclusive mechanisms for this to happen are adopted.

Proactiveness

A proactive approach represents the ability of governments and civil servants to anticipate people's needs and rapidly respond to them so they do not even notice that services are delivered. A proactive government brings the answer or solution to a citizen's need, hence limiting to the minimum the burdens of interacting with public sector organisations. Proactiveness aims to offer a seamless and convenient service delivery experience to citizens as governments are equipped to address problems from an end-to-end rather than in a fractioned approach.

Source: OECD (2020[3]), "The OECD Digital Government Policy Framework: Six dimensions of a Digital Government", https://doi.org/10.1787/f64fed2a-en; OECD (2019[4]), *Digital Government in Chile – A Strategy to Enable Digital Transformation*, https://dx.doi.org/10.1787/f77157e4-en; OECD (2019[5]), *Enhancing Access to and Sharing of Data: Reconciling Risks and Benefits for Data Re-use across Societies*, https://dx.doi.org/10.1787/276aaca8-en; OECD (2019[6]), *The Path to Becoming a Data-Driven Public Sector*, https://dx.doi.org/10.1787/059814a7-en.

The OECD's methodology for the Open and Connected Government Review of Thailand

In order to collect information and data on the Thai public sector context and on existing open government and digital government initiatives, the OECD administered two surveys that provided a solid evidence base for this review's analysis. These questionnaires were sent out to:

- the co-ordinating entities for open and digital government policies in the national government, including the Office of the Public Sector Development Commission (OPDC), the Digital

Government Development Agency (DGA), the Office of the National Digital Economy and Society Commission (ONDE), the Office of the Council of State and the Comptroller-General's Department (CGD)

- all line ministries and relevant bodies of the national government.

In addition, the OECD held interviews with the key international actors such as the United Nations Development Programme (UNDP) and met with several civil society organisations during the fact-finding mission in Bangkok.

A distinctive element of OECD reviews is the involvement of senior government officials of public administrations in OECD member and partner countries, who are called peer reviewers. The present review benefitted from the participation of peers from:

- Greece: Nancy Routzouni, former Digital and Open Government Policy Adviser, Hellenic Ministry of Digital Governance, Government of Greece.
- United Kingdom: Liz Lutgendorff, Lead Insights and Analysis Advisor, International Team, Government Digital Service, Cabinet Office, United Kingdom.

Together with the peer reviewers, the OECD Secretariat participated in a peer review mission to Bangkok, Thailand in April 2019, aimed at fact-finding by conducting extensive interviews with a wide variety of stakeholders, including public officials as well as representatives of civil society organisations and the private sector.

The Open and Connected Government Review as an integral part of OECD support for the government of Thailand in the area of public governance

This review is conducted within the framework of the OECD-Thailand Country Programme (see Box 1.2) and the overall activities of the OECD in the context of the OECD Southeast Asia Regional Programme (SEARP).[1]

Moreover, Thailand forms part of the OECD Network on Open and Innovative Government in Southeast Asia. The network promotes policy dialogue, knowledge transfer and exchange of good practices between the OECD and SEA countries in the fields of digital government, open government, public sector innovation and civic engagement in policy making.

Box 1.2. The OECD-Thailand Country Programme

Thailand is amongst the first countries worldwide and the first country in Southeast Asia to benefit from an OECD Country Programme. The Thailand Country Programme was signed on 31 May 2018 by Thailand's Minister Attached to the Office of the Prime Minister, Kobsak Pootrakool, and the OECD Secretary-General Angel Gurría during the 2018 OECD Ministerial Council Meeting in Paris, France.

The country programme has been strategically designed and targeted, providing a whole-of-government approach. Its purpose is to bring Thailand closer to the OECD by adopting OECD standards while supporting its domestic reform agenda. The contents of the programme are aligned with Thailand's 20-Year National Strategy (2018-2037), the 12th National Economic and Social Development Plan (NESDP 2017-2021) and supports Thailand's efforts to achieve more inclusive and sustainable development, including through the UN Sustainable Development Goals (SDGs).

The country programme comprises 15 projects drawing from four key strategic pillars: i) good governance and transparency; ii) business climate and competitiveness; iii) "Thailand 4.0"; and iv) inclusive growth. It comprises peer reviews, capacity-building activities, inclusion in the OECD's statistical databases, participation in eight OECD committees or their subsidiary bodies and adherence

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> to nine OECD legal instruments. The Thailand Country Programme will take place over a three-year period from 2018-2020.
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> Source: OECD (2018[9]), *The OECD and Thailand*, http://www.oecd.org/southeast-asia (accessed on 17 April 2020).

In addition to this *Open and Connected Government Review of Thailand*, the OECD Public Governance Directorate is collaborating with the Thai government on two other policy reviews.

The *Integrity Review of Thailand* (forthcoming[10]) provides strategic proposals for consideration by the government of Thailand to enhance its integrity policy frameworks, based on a comprehensive analysis of their structures, instruments and processes to promote a more effective public sector. The integrity review draws on the 2017 OECD *Recommendation of the Council on Public Integrity*, which sets out a vision for a coherent and comprehensive public integrity system (OECD, 2017[11]).

The OECD report *Thailand: Regulatory Management and Oversight Reforms* (2020[12]) provides a strategic assessment and proposals for consideration by Thailand to enhance the regulatory governance system and mainstream good regulatory practice, based on a comprehensive analysis of Thailand's structures, instruments and processes to promote a more effective regulatory ecosystem. It includes policies targeting administrative simplification, *ex ante* and *ex post* evaluation of regulations, stakeholder engagement practices and the governance of economic regulators, among others.

Together, the three reviews of the OECD Directorate for Public Governance constitute a solid framework for governance reform in Thailand.

Contextualisation of open and digital government reform efforts in Thailand

National cultural, political and socio-economic factors influence the design, implementation and evaluation of open and digital government reforms. This section contextualises the government's reform efforts by analysing a number of challenges and opportunities in these areas in Thailand.

High levels of human development can enable open and digital government reforms

The OECD experience shows that high levels of human development can enable open and digital government reforms as well-educated and skilled citizens to engage more often in their country's political life and to become more likely to request information, use open government data to tackle policy and societal challenges and hold their government accountable (OECD, 2018[13]). The OECD Trustlab's findings further suggest that high levels of education and income are associated with higher levels of trust in government (Murtin et al., 2018[14]), which is a prerequisite for stakeholder engagement.

In terms of development, "Thailand has made impressive economic and social progress over the past several decades" (OECD, 2018[15]) by moving "from a low-income to an upper-income country in less than a generation" (World Bank, 2021[16]). In 2018, the UNDP calculated Thailand's Human Development Index (HDI) value at 0.765, ranking the country at 77 out of 189 countries and territories (UNDP, 2019[17]). This value positions Thailand above the average of 0.741 for countries in East Asia and the Pacific (UNDP, 2019[17]).

While Thailand has made important socio-economic progress and aspires to become a high-income economy by 2037 enjoying "security, prosperity and sustainability", the country continues to be challenged by remaining disparities, as the number of people living in poverty is rising again. The poverty rate increased from 7.2% in 2015 to 9.8% in 2018 (World Bank, 2021[16]). Also, Thailand's Gini coefficient increased between 2015 and 2017, indicating mounting levels of inequality (World Bank, 2021[16]).

The OECD's assessment in the Multi-dimensional Review of Thailand concludes that the Thai central government "must now take further steps to transform its economy and ensure that prosperity is shared more equally across the country" (OECD, 2018[15]). To overcome past implementation challenges Thailand needs to "strengthen institutions to ensure the delivery of the critical reforms outlined in the 12th Plan (2017-2021)" (OECD, 2018[15]).

Open and digital government agendas can be important tools for policy makers to design and implement public policies that support evidence-based development and help to achieve Thailand's ambitious national goals. In that regard, participatory approaches can serve as a tool for governments to create public policies and services that reflect and respond to the needs of all societal groups. Moreover, greater transparency has the potential to positively contribute to the combat against corruption, which perpetuates inequality and poverty. Digital government can help to increase the responsiveness and agility of public institutions for service delivery, while it also promotes the creation of a competitive environment for economic activity, business and social innovation propelled by data and job creation (OECD, 2017[18]).

Open and digital government reforms increase trust in government

The challenges that some socio-economic trends represent and the related complexity for policy makers to address them can have a significant impact on citizens' trust and confidence in government. Trust in government is pivotal for policy makers to design and implement public policies, in particular in the case of more ambitious reforms (OECD, 2017[19]).

While trust levels have declined to a certain extent since 2001, Thais have comparatively high confidence in their government, with higher levels of trust than the OECD average in the 2017 Gallup World Poll (2017[20]). The findings of the survey reveal that 65% of respondents in Thailand trust the national government (Figure 1.4). The World Economic Forum's Global Competitiveness Report 2017-2018 (2017[21]) finds that in terms of public trust in politicians, Thailand ranks 102 out of 137 countries.

As the results of the *Government at a Glance Southeast Asia* edition (OECD/ADB, 2019[22]) reveal, for six of the SEA countries that were surveyed, the main objectives that governments expressed intent to achieve by implementing open government initiatives include improving public sector transparency as well as public sector accountability.

OECD evidence has shown that a loss of the citizen's trust in government can in part be explained by low levels of transparency and public sector integrity (OECD, 2016[23]). A value-driven approach to decision making based on transparency and participation can positively influence confidence in public institutions (OECD, 2017[19]). Assessing the transparency of government policy making, the World Economic Forum ranks Thailand 83 out of 137 countries (2017[21]). In the annual Transparency International Corruption Perception Index, the development of Thailand's score has stalled for a few years. Assigned a score of 37 (0 being highly corrupt and 100 being very clean) in 2012, Thailand currently ranks 101st worldwide with a score of 36 for perceived corruption levels (Transparency International, 2019[24]).

Despite the presence of relatively strong performance like Singapore (85) and Brunei Darussalam (60), the Association of Southeast Asian Nations (ASEAN) region contains some countries with the highest perceived corruption levels in the world. Thailand remains below the ASEAN regional average score of 42.3 and the worldwide average score of 43 (Figure 1.5). Open and digital government reforms focusing on transparency, participation, integrity and accountability can support Thailand's efforts to combat corruption, increase trust and foster sustainable development. Many elements that form part of the open and connected government reform agenda, including procurement transparency, access to information legislation, asset disclosure and open data are crucial for the fight against corruption. Open government initiatives, especially in the areas of transparency and accountability, can prevent and address corruption by clarifying and opening government processes as well as public spending procedures. With the availability of more public sector information, governments have a stronger incentive to show that policy

decisions are taken in the public interest and that funds are used in an effective manner; moreover, citizens are also able to better analyse and understand governmental decision making for higher levels of public scrutiny.

### Figure 1.4. Thai citizens have confidence in their government but trust has declined over time

A. Trust in government across countries in 2017

B. Trust in government in Thailand
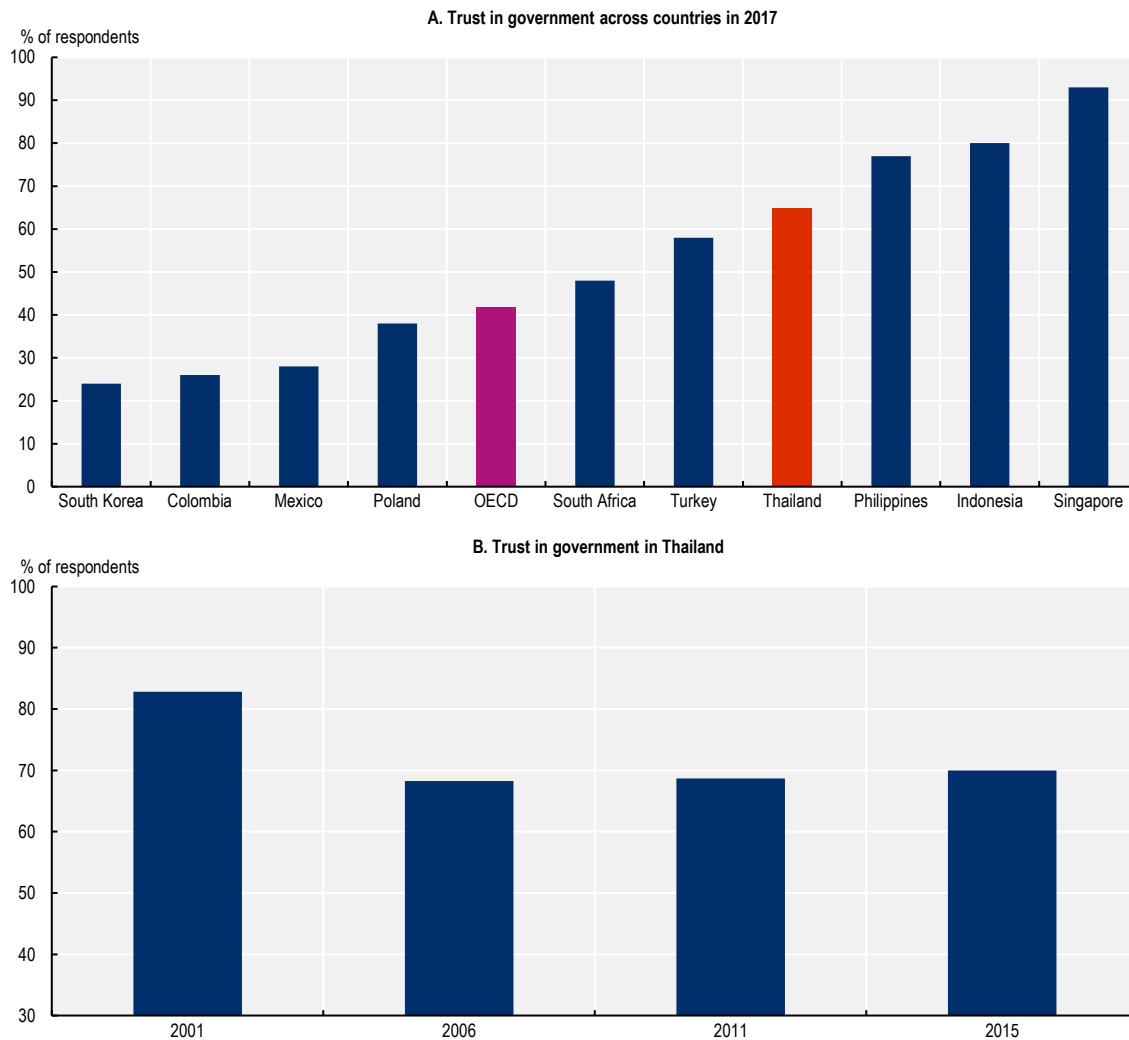
Note: Data refer to the percentage of respondents answering "Yes" to the question: "In this country, do you have confidence in the national government?".
Source: OECD (2018[15]), *Multi-dimensional Review of Thailand (Volume 1): Initial Assessment*, https://dx.doi.org/10.1787/9789264293311-en, based on Gallup (2017[20]), *Gallup World Poll*, https://news.gallup.com/poll/224375/gallup-top-world-findings-2017.aspx and Asianbarometer (2015[25]), *Data Release*, www.asianbarometer.org/data/data-release.

In line with the above, the OECD's work on public trust (2017[19]) also stresses how improving the design, delivery and access to public services can help with reinforcing the levels of public trust in government. As explained in the following chapters, the Thai government has made progress in advancing public service delivery through digital means. However, Thailand's evolution towards user-driven public services and engagement initiatives should pursue the creation of value for citizens rather than adopting technology platforms that replicate outdated analogue processes in the digital world.

The development of Thailand's open government agenda, which is still in its early stage, could help to overcome the above-mentioned shortcomings. Moreover, it is worth mentioning that the Thai government has not yet made any international commitments in open government. The country is not a member of the Open Government Partnership (OGP) and has not adhered to the OECD *Recommendation of the Council on Open Government* that defines a set of criteria that helps adhering countries to design and implement successful open government agendas.

Figure 1.5. Thailand's perceived level of corruption remains below the ASEAN regional average
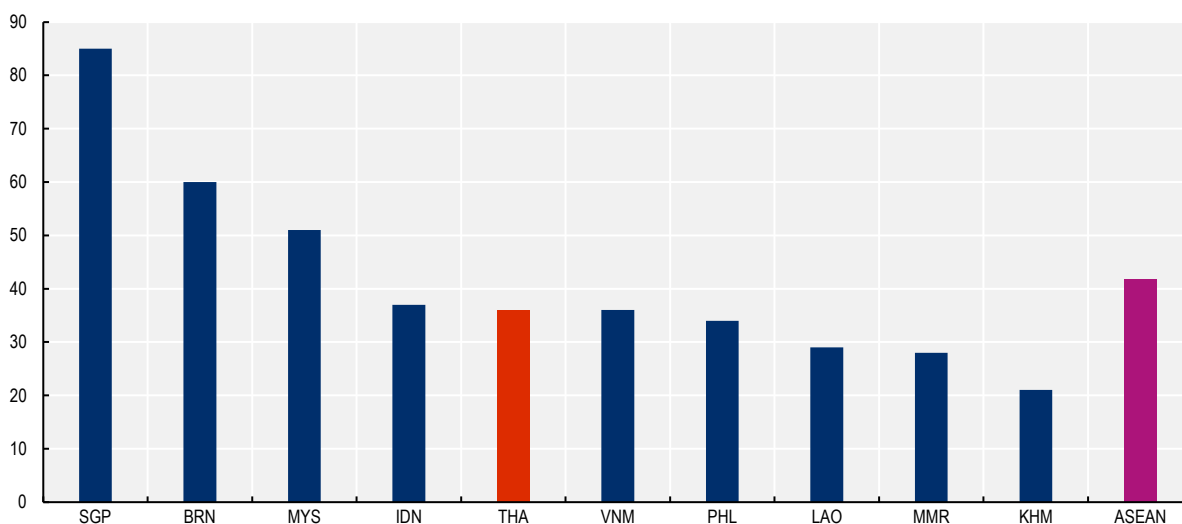
Note: The Corruption Perception Index uses a scale from 0 (highly corrupt) to 100 (very clean).
Source: Transparency International (2019[24]), *2019 Corruption Perception Index*, https://www.transparency.org/cpi2019 (accessed 15 April 2020).

A digitally-enabled state can strategically facilitate open and digital government reforms and national and regional development

Digital technologies can allow for more direct interactions and two-way communication that provide new opportunities to rethink possibilities of collaboration between different actors of society. In this regard, reforms to foster the use of digital technology and increase connectivity can support public sector accountability, improve access to government services and facilitate decision-making processes that are more inclusive.

Yet, countries' different social, economic and technological contextual factors have an impact on the positive effects of digital and open government policies, not only at the national level but also at the regional. For instance, improving connectivity is a core element of the ASEAN Master Plan on Connectivity 2025[2] (2016[26]). The plan also foresees the development of a common digital data governance framework and a regional open data network as means to promote digital innovation in ASEAN member countries. These ambitions are proof of ASEAN countries' willingness to invest in the digital transformation wave as being done by other countries in the region and beyond. Yet, delivering on regional ambitions demand action at the national level.

In the specific case of Thailand, increasing the access to and use of the Internet remains a policy challenge that, if not addressed, can hinder digital innovation across all sectors. Data from the 2018 Economic Outlook for Southeast Asia, China and India show that Thailand "still has room for further improvement as it is still lagging behind some of its regional neighbours, such as Singapore, Malaysia, Brunei Darussalam, Viet Nam and China" (OECD/ADB, 2019[22]). By 2018, data for Thailand on individuals using the Internet

as a percentage of total population (Figure 1.6) show that the country ranked below the average for ASEAN countries (56.82% vs. 62.74% respectively) and well below the OECD average for the same year (82.52%).

These findings are also confirmed by the results for Thailand for the 2018 edition of the UN E-government Survey (UN DESA, 2018[27]). Data for the UN E-government Survey indicates that Thailand has made good advancements in terms of delivering online services to citizens, with Thailand scoring 0.6389 (on a 0-1 scale) in the online services component of the UN E-government Index (UN DESA, 2018[27]). However, challenges remain in relation to infrastructure, with Thailand scoring 0.5338 in the Telecommunication Infrastructure component (Online Service Index, OSI) of the E-government Index.

Yet, OSI disaggregated data show a wide difference in terms of mobile and fixed broadband subscriptions per 100 habitants (92.9 vs. 10.48 respectively). This evidence shows the opportunities in terms of using mobile channels to increase the access to and use of digital services, and citizens' remote participation and engagement in the design of public policies and public services.

Figure 1.6. Individuals using the Internet, OECD and ASEAN countries, 1990-2018
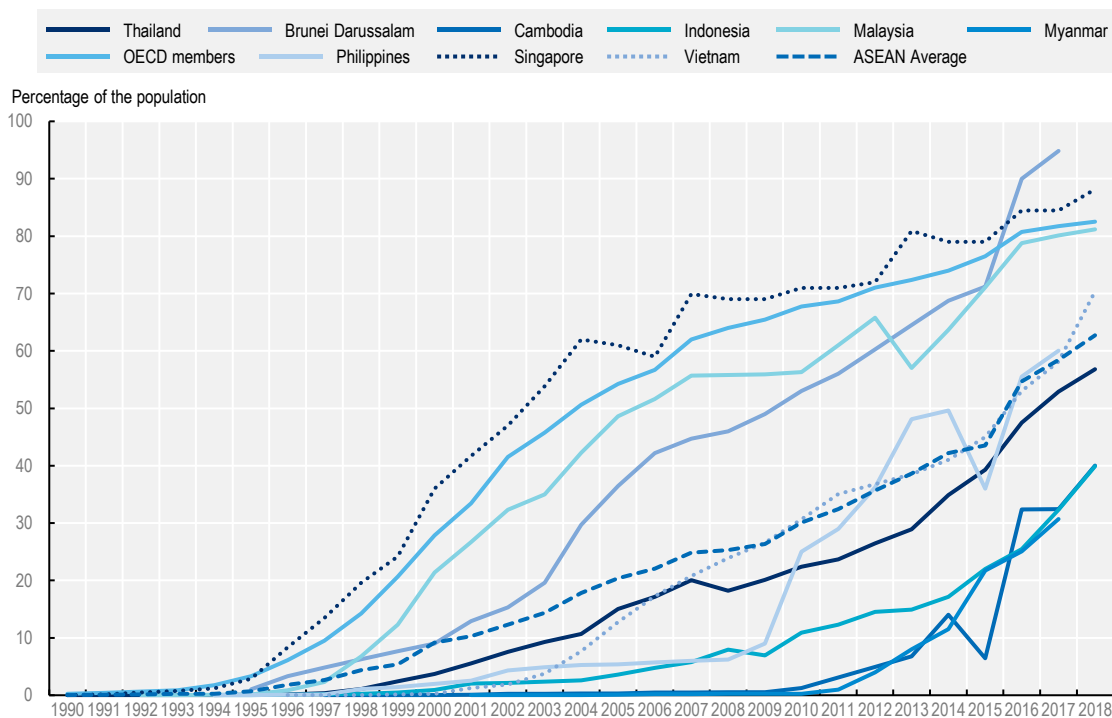
Note: Internet users are individuals who have used the Internet (from any location) in the last 3 months. The Internet can be used via a computer, mobile phone, personal digital assistant, games machine, digital TV etc. Data not available for Laos.
Source: OECD with data from World Bank (n.d.[28]), *World Development Indicators: States and Markets*, http://datatopics.worldbank.org/world-development-indicators/themes/states-and-markets.html.

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Notes

[1] For more information, see http://www.oecd.org/southeast-asia/regional-programme/#d.en.433115.

[2] For more information, see http://www.oecd.org/southeast-asia/events/regional-forum/SEARPForum-Agenda-2019.pdf.