

# E-People

A government website for civil complaints

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**Organisation:** Anti-Corruption & Civil Rights Commission

**Country:** Korea

**Level of government:** Central government

**Sector:** General public services

**Type:** Digital, Public Service

**Launched in:** 2008

**Overall development time:** 8 months

**Link to the innovation's website**

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# Description

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E-People is a government website that registers civilian complaints regarding all channels and levels of government in Korea. It improves administrative efficiency by receiving and analysing over 1 million civilian complaints every year. E-People then offers advice to individual government agencies and helps them to tailor their policies to better serve the public. The platform aims to provide more transparency and contributes to the principles of "Good Governance." It also helps prevent potential complaints by offering a Q&A for citizens.

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## Why the innovation was developed

To establish an integrated online channel for people's participation in the government, complaint filing, and delivery of suggestions and policies.

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## Objectives

Enhance public trust, Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction, Increase citizen engagement

- Providing one-stop service for people's participation.
  - Enhancing satisfaction level on the complaint handling system of the government.
  - Identifying challenges to be addressed in government systems with complaints filed.
  - Enhancing quality of citizens' suggestions.
  - Raising government credibility and laying the foundation for Participatory e-Democracy.
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## Main beneficiaries

Civil Society, General population, Government bodies, Government staff

- All citizens: citizens can file complaints, suggestions, and policies with e-People, a one-stop service channel for all government agencies, without visiting the websites of each agency.
  - Central government agencies and local governments: to improve efficiency of complaint handling by covering frequent complaints in an integrated channel.
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## Existing similar practices

### Internet Sin Moon Go

In public administration of my country

Blue House (Presidential Office)

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# Results

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## Efficiency

The average time needed to handle complaints decreased from 14.4 days in 2006 to 8.8 days in 2011.

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## User satisfaction

Citizen's satisfaction rate concerning replies to their complaints increased from 45.9% in 2006 to 63.2% in 2011.

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## Evaluation

Civil Society: Increasing user-friendliness and demand for the service by objectively measuring satisfaction level and collecting opinions for improved service, and establishing the foundation for a citizen-oriented service operation by using the result of user satisfaction surveys for performance management.

Other Public Sector: Conducting tests on the extent of the enhancement of the satisfaction rate and compliance of the standard complaint handling period, and promoting the improvement of the quality of public services by encouraging competition among agencies with notification and disclosure of test results.

[http://www.epeople.go.kr/jsp/user/on/cu/cu\\_main.jsp](http://www.epeople.go.kr/jsp/user/on/cu/cu_main.jsp)

# Development

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## Design

Policy planning staff.

Design time: 2 months

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## Testing

Pilot Service: seven government agencies including the Ministry of Land, Infrastructure and Transport, and the Board of Audit and Inspection.

Testing time: 2 months

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## Implementation

### Tools used:

Various ICT tools were used including:

- Software Engineering Service: Software engineering tools and application software development language such as methodology and case tools in the software category.
- User Interface: Interaction between application programs and websites and/or responses to such interaction, including all information-related utilities designed to interact with people using the system.
- Data Exchange Service: Providing support for data such as documents exchanged between applications as well as exchanged with the external environment, graphic data, image data, video data, audio data, multimedia data, etc.
- Data Management Service: Database management, transaction processing, and service for data dictionary/directory.
- Graphic Service: Using vector graphic technology.
- Communications Service: Supporting distributed requests for access to data and interoperation of requested information within the network environment.
- Operating System Service: Managing application platform and providing interface between application programs and platforms.
- Security Service: Including authentication, access control, transparency, confidentiality, security labelling, etc.
- Distributed Computing Service: Providing ways to share distributed resources and to securing transparency among distributed data under the distributed computing environment.

Implementation time: 3 months

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## Diffusion

We are going to establish a comprehensive HUB system to promote policies and collect people's opinions about the government policies to reflect them.

In addition, we will support overseas Korean nationals to file their complaints to foreign governments through the e-People system. E-People also incorporates a call centre service for those who are not able to use the internet.

We will refine the system to better analyse people's opinions so that we can transfer them into policies.

Diffusion time: 1 month

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## Challenges and solutions

- Integrating all channels of government organisations into one single channel: It is difficult to collaborate with central governments. That is because they would prefer to keep their own complaint systems.
- Setting standard complaints handling processes: Central governments and local governments already had their own complaints handling processes.

# Lessons Learned

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## Lessons Learned

Citizen's participation and diversity of people's voices are very critical factors to establish good governance.

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