# PROJECT NOTIFICATION

Reference No.: 336

| Date of Issue | 19 March 2024 |
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| Project Code | 24-RC-22-GE-RES-B |
| Title | Research on Crowdsourcing for the Public Sector |
| Timing | 19 April 2024–31 December 2024 |
| Hosting Country(ies) | Not Applicable |
| Venue City(ies) | Not Applicable |
| Modality | Online |
| Implementing Organization(s) | APO Secretariat |
| Participating Country(ies) | Republic of China, India, Indonesia, Republic of Korea, Malaysia, Pakistan, Philippines, Singapore, Thailand, and Turkiye |
| Overseas Participants | Not Applicable |
| Local Participants | Not Applicable |
| Closing Date | 20 June 2024 |
| Remarks | The above closing date is for the nomination of national experts. |

| Objectives | Assess applications of crowdsourcing methods in spurring innovation and increasing citizens' engagement in the delivery of public services; identify crowdsourcing approaches and success factors that promote innovation and productivity performance of the public sector; and analyze lessons learned from crowdsourcing applications in APO members to enhance existing policies and programs. |
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| Rationale | Crowdsourcing has recently been adopted by many governments worldwide given its value and importance in enhancing productivity, improving service quality, and meeting citizen expectations. A country-level assessment of how governments in APO members use crowdsourcing activities will support the development of creative, successful governance strategies and increase citizen participation in the long run. |
| Background | Crowdsourcing is a participative method conducted through online activity by a group of individuals collectively contributing to problem-solving, service delivery, innovation, and information generation. Many governments have recognized its applicability in policymaking, policy deliberation, open innovation, and other platforms where crowdsourcing is used to enhance citizen engagement. <br><br> Evidence suggests that governments can produce policy innovations, generate better public services at lower cost, and engage citizens through crowdsourcing. Crowdsourcing techniques can enhance public-sector efficiency and effectiveness by improving service quality and citizen engagement. This research will examine APO member governments' adoption of crowdsourcing and provide recommendations on strengthening such initiatives while enhancing transparency and trust from the citizenry. |
| Topics | Crowdsourcing models and designs; Best practices of crowdsourcing in the public sector; Factors in successful crowdsourcing implementation; Impacts of crowdsourcing on citizens' participation in decision-making processes; Challenges in and lessons from public-sector crowdsourcing; and Future trends in strengthening crowdsourcing in the public sector. |
| Outcome | A report detailing the use and applications of crowdsourcing by public-sector organizations with policy recommendations to support its continued development, including a proposed common framework for effective crowdsourcing models for APO members. |
| Qualifications | Policy analysts, practitioners, or academic researchers specializing in crowdsourcing for the public sector in topics covered in the research with proven research experience and publications in English. |

Please refer to the implementation procedures circulated with this document for further details.

Dr. Indra Pradana Singawinata
Secretary-General

# IMPLEMENTATION PROCEDURES FOR APO RESEARCH PROJECTS
## (DIGITAL MULTICOUNTRY)

### 1. Methodology

a. In-country research: Each national expert will collect and analyze data and write a preliminary report based on the research framework circulated prior to the coordination meeting. The reports will be finalized after the coordination meeting.

b. Coordination meeting of experts: A coordination meeting to finalize the research methodology and framework will be organized. The preliminary reports detailing country-specific situations will be presented in this meeting for feedback from other experts. The virtual sessions will be around three hours each day.

### 2. Qualifications of Experts

**Chief experts**
Proven expertise in crowdsourcing research within the public sector, with a strong background in qualitative and quantitative analyses and policy development, demonstrated success in producing impactful English publications and presentations, and exceptional leadership and communication skills for guiding research projects.

**National experts**
Policy analysts, practitioners, or academic researchers specializing in crowdsourcing for the public sector in topics covered in the research with proven research experience and publications in English.

### 3. Tasks of Experts

**Chief expert**
a. Develop the overall framework and guidelines for the research.
b. Present the research framework, methodology, and report structure during the coordination meeting.
c. Review the drafts and provide feedback to the national experts to ensure the quality of the work.
d. Provide support and advice to the national experts in conducting the research.
e. Prepare the final report and submit it to the APO Secretariat by the deadline.

**National experts**
a. Collect data at national level following the methodology and framework provided.
b. Write country reports on the analyses and findings based on the data collected.
c. Present the preliminary reports during the coordination meeting.
d. Revise the reports following the agreement during the coordination meeting and reflect the comments of the chief expert and APO Secretariat.
e. Cooperate with the chief expert to ensure the quality and consistency of the final report.
f. Submit the reports following the agreed format to the chief expert and APO Secretariat by the deadline.

### 4. Financial Arrangements

**To be met by the APO**
a. Honoraria for the chief and national experts.
b. All assignment and relevant research costs.

**To be met by experts or participating members**

All local implementation costs incurred by national experts when collecting data at the national level.

### 5. Actions by Participating APO Members

a. Participating members are requested to nominate candidate national experts before the deadline.
b. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System (DMS)/Fleekdrive by the NPO.

**6.  Actions by the APO Secretariat**

a.   Identify and invite a chief expert to lead the research until its completion.
b.   Coordinate all arrangements related to the research activities.