



MINISTRY OF FINANCE
Finland

Open government towards user-centered regulation

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How? Everything starts with principles

- Commitment
- Rights
- Clarity
- Time
- Inclusion
- Resources
- Co-ordination
- Accountability
- Evaluation
- Active Citizenship



Cultural changes

- Willing and able
- Unwilling but able
- Willing but unable
- Unable and unwilling



FEAR

- Engagement has to be embedded into the process and culture
- It does not happen by itself or as an afterthought or on the periphery
- The choice of the engagement tool by the need, not by technology
- Not just thinking – actions needed
- Engagement works when organisations are prepared to listen
- Risk aversion and fear of exposing the organisation are most important blocks of successful online engagement