Open Government Partnership

End-of-Term Self-Assessment Report for the 2nd National Action Plan

September 2016

Republic of Korea

Contents

I. Introduction and Background

Since joining the Open Government Partnership (OGP), the South Korean government has established two National Action Plans (NAPs). The First NAP laid down eight commitments in relation to improving the transparency, competency, and service-orientation of the government, including ensuring the real-time disclosure of information in original forms, encouraging the use of public open data by the private sector, and establishing better channels of communication in order to strengthen public-private collaboration. The 2nd NAP outlines five commitments concerning the same ideals, such as strengthening public-private collaboration, providing customized services, broadening the range of information disclosure, strengthening public service ethics, and encouraging the private sector's use of public open data.

This report assesses the progress made and outcomes achieved with respect to the five commitments of the 2nd NAP, from 2014 through to 2016. It also provides the results of the review conducted by and advice of the OGP Independent Review Mechanism (IRM). The objective is to provide the Korean government with analyses and implications of the 2nd NAP so that it may continue its efforts to realize the NAP's core values and solve the major problems of the OGP.

II. National Action Plan Process

The Korean government has adopted diverse policy programs and plans with the aim of realizing the ideal of open government. Toward that end, the 2nd NAP provides a far-reaching plan and various programs. Most notably, it includes the major projects of the Government 3.0 Initiative, launched in 2013. This initiative was introduced with the purpose of developing a new government paradigm, based upon the core values of openness, sharing, communication, and collaboration and the achievements that the Korean government realized through its e-government and other innovative programs. Under this initiative, the Korean government has begun to disclose a widening range of government-owned information and public open data to the public, while also developing new and diverse customized services. These efforts seek to promote the ideals of the OGP, such as enhanced transparency in government affairs, greater civic participation in public decision-making, prevention of corruption, and establishment of an innovative model of open governance.

The active and diverse efforts that the Korean government has been making to fulfill its commitments under the 2nd NAP and Government 3.0 Initiative include organizing the Roundtable Discussion with CSOs on Government 3.0 in April 2014.

This discussion enabled policymakers to share the details of the Government 3.0 Action Plan with the public and hear the opinions and perspectives of nongovernmental actors. The following month, the Korean government overhauled the initiative's entire implementation system, assembling the Government 3.0 Steering Committee in the Prime Minister's Office and ensuring the control of civil society over the progress of the initiative. The Government 3.0 Steering Committee is charged with the tasks of reviewing and supporting the implementation of the five major commitments of the 2nd NAP.

The Korean government also set up the Open Data Strategy Council (ODSC), which it tasked with organizing government-wide coordination and efforts to develop and implement programs with the aim of encouraging the use of public open data by the private sector. The ODSC, a unit of the Prime Minister's Office that was established pursuant to Article 5 of the Open Data Act, is the central agency that reviews and coordinates public open data policies, and monitors their implementation throughout the government organization. Co-chaired by the Prime Minister and a civilian expert and comprised of 35 or so members drawn from both civil service and the public, the ODSC ensures the consistency of government-wide policies on the disclosure and utilization of public open data, including the development strategies for open data disclosure, plans for the disclosure of key national data, and annual executive plans for the disclosure and utilization of public open data.

As the IRM Recommendation notes, however, cooperation with civil society has been limited throughout the establishment and implementation of the NAP. The Korean government made few other attempts, aside from organizing the Citizen Inspectors for Information Disclosure, who are tasked with monitoring, reviewing, and improving information disclosure, to enhance civic contributions throughout the 2nd NAP process.

III. IRM Recommendations

Each participating state of the OGP is required to consult with the OGP regarding the establishment of its NAP and execution of its commitments during the planned period. The Korean government, however, failed to consult with the OGP effectively regarding the progress of its 2nd NAP. The government thus failed to provide adequate information and explanations with which the OGP could review and assess Korea's 2nd NAP. As a result, the IRM noted that it was unclear in what ways or via what channels civic participation was effectively ensured in the development and execution of the plan. Furthermore, the IRM noted that the fact that the majority of

CSOs (civil society organizations) in Korea actively carrying out transparency campaigns lack sufficient understanding of the OGP commitments and process also leaves room for doubt in the Korean government's efforts to raise public awareness of its plan.

Having reviewed the five commitments made in the 2nd NAP, the IRM concluded that four of them, except encouraging the use of public open data by the private sector, have fallen behind schedule. The IRM's interim review of the commitments can be summarized as follows:

Summary of Progress by Commitment of 2nd NAP	
NAME OF COMMITMENT	SUMMARY OF RESULT
Theme 1: Improving Public Services	
1-a. Strengthen Public-Private Collaboration	This commitment sets out to strengthen citizen participation in debates concerning the government's major projects. This includes establishing channels of consultation by utilizing various platforms, such as the "e– People" website, as well as offline consultation meetings with experts. A number of e-government forums established prior to this commitment have continued. However, their relevance to the intended purpose of this commitment is unclear. There is no evidence showing that online platforms like e-People have been utilized for public consultations in the period under review. As formulated and executed, the commitment does not stretch government practice. More specific milestones might include an oversight mechanism to monitor the effectiveness of the ePeople platform, including benchmarks that track the time frame in which petitions are resolved.
1-b. Providing Customized Services	This commitment seeks to develop and expand public services through selecting and developing fifty flagship projects in consultation with citizens. The completion

	level is limited, as only twenty projects have been published and further developed to address public needs. In addition, the government has only initiated one new public service. Stakeholders noted that "customized" services for specific target groups (the elderly, the disabled, etc.) already exist and are of good quality. Due to this commitment being an expansion of existing government services, the potential impact is minor. The government should lay out a more detailed commitment of how open government mechanisms can be used to improve existing public services and to initiate new ones.
Theme 2 : Improving Civil Service Integrity	
2-c. Enhancing Information Disclosure	This commitment aims to enhance information disclosure by expanding the number of annually disclosed documents, creating a citizen watch group, and publishing a list of data considered to be the "ten areas of high interest." Due to the lack of publicly available information on the amount of data released in the period under review, the completion is limited. Despite promising wide access to government documents, the government has been unclear about what data it will release, making the potential impact moderate. The government will need to engage closely with CSOs to determine "high interest areas" and to facilitate public monitoring of the commitment's progress.
2-d. Strengthening Public Service Ethics	This commitment seeks to improve the oversight of post-public employment, specifically to mitigate the issue of "revolving doors" where senior public officials abuse their position in exchange for lucrative private-sector positions. The

	completion level has been evaluated as not started. No evidence was available to verify completion for any of the milestones, including planned inspections, advisory group meetings, publishing of online asset disclosure guidelines, and inspection results. While tackling an important issue, the commitment does not stretch government practice. The government should form advisory groups in a transparent way and publish results of inspections online. In addition, the government could enhance anti-corruption efforts through universal application of the punitive provision of the law for white-collar crimes.
Theme 3 : Efficient Management of Public Resources	
3-e. Encouraging the Private Sector to Utilize Public Open Data	The commitment draws largely on the government's pre-existing Government 3.0 vision. It prioritizes the release of large datasets and more information that would be of use to businesses through consulting with the private sector and CSOs. Many datasets have been released in the period under review. Although Government 3.0's data disclosure plans, first released in the summer of 2013, are innovative, a greater level of specificity concerning the nature of data will be necessary to gauge potential uptake. For purposes of tracking progress, the government can publish regular updates on the number of datasets released. In addition, if the government is to integrate its transparency programs, it will need to release data on how it processes freedom of information requests

While the IRM notes the significant progress that the Korean government has made in terms of information disclosure and the utilization of public open data, it also

emphasizes public accountability and the need for greater civic participation in administrative organizations and the policymaking process in order to uphold and strengthen the OGP's values. The IRM thus provides the following five major recommendations.

TOP FIVE 'SMART' RECOMMENDATIONS
Develop an OGP specific stakeholder forum and include a diverse array of stakeholders in the drafting and implementation of the National Action Plan. Stakeholders should include civil society groups, businesses and other stakeholders in a wide range of sectoral areas and regular citizens with a stake in open data.
Identify and address core national open-government challenges rather than focusing solely on Government 3.0 commitments. Pertinent areas may include: 1) Defamation laws and the National Security Law, State secrecy and future directions for the National Intelligence Service. 2) Vague provisions for declining the release of information in the Freedom of Information Act 3) E-government programmes clearly respond to OGP values of participation, accountability and transparency.
Participate in the IRM process in a timely manner and follow the general membership guidelines of the OGP.
Include more ambitious and measurable commitments to stretch current practices.
Write the National Action Plan with the intention of circulating and promoting it in the Korean and among national stakeholders.

IV. Implementation of the 2nd National Action Plan Commitments

The 2nd NAP of the Korean government lays down three overarching objectives—enhancing public services, improving integrity in civil service, and increasing the efficiency of public resource management—and specifies five commitments to be fulfilled in order to achieve these objectives. These are: strengthening private-public collaboration, providing customized services, broadening the range of information disclosure, strengthening public service ethics, and encouraging the use of public open data by the private sector. The major activities and outcomes of the 2nd NAP can be summarized as follows.

1. Enhancing public services

1-a. Strengthening private-public collaboration

Various departments of the Korean government provide diverse online and offline channels of civic participation in policymaking. The e-People website (http://www.epeople.go.kr), in particular, allows Koreans to register complaints, make policy suggestions, report corruption, and engage in online policy discussions. Serving 900 or so government organizations and agencies, the e-People website handled 1.69 million complaints and reports in 2014. That figure increased to 1.9 million in 2015. The Korean government has been making various efforts to enhance the role and function of the website as a platform for private-public collaboration.

As the IRM emphasizes, it is critical to monitor how the complaints and reports received through the e-People website are handled. The Korean government has sought to solve this problem by drawing upon crowd intelligence with the launch of the Citizens' Idea Box (http://idea.epeople.go.kr), a new social media platform that enables Koreans to raise issues related to public administration and policymaking and suggest ways of making improvements. The new website has been in operation since March 2016, allowing the public to check the entire process of a policy idea under development, from suggestion, design, and execution to evaluation and feedback. Users are also able to share the latest updates on the policymaking process.

Second, it is important to ensure the public's participation in the entire process of policymaking, execution, and evaluation. To this end, the e-People website provides various features, such as e-Public Hearing and online policy discussions and opinion polls. So far, the website has hosted national online discussions on such issues as "how to prevent tax evasion using bank accounts held under different names," "how to ensure rational implementation of the new anti-solicitation law," "national cohesion and public consciousness," and "how to stop people from illegally receiving welfare benefits and government subsidies." The results of these discussions have been analyzed and provided to relevant organizations (e.g., National Tax Service and Presidential Committee for National Cohesion) for policy-making purposes.

Third, it is crucial to ensure that each department reflects public opinion in its policies. To achieve this, the Korean government includes in its annual performance assessment the efforts made by each department and agency to include the results of the online discussions and opinion polls, and other participatory functions provided by the e-People website, in its policy outcomes. This has contributed to increasing public participation and the disclosure of policy debate results.

< Civic Participation through the e-People Website: Overview >

Year	Overall		Online public hearings		Policy discussions		Opinion polls	
	Overall	Suggestions	Overall	Suggestions	Overall	Suggestions	Overall	Participations
2011	700	71,537	636	66,345	41	612	23	4,400
2012	994	51,676	906	35,341	53	3,594	35	12,741
2013	1,359	44,044	994	3,688	280	11,075	85	29,281
2014	2,869	51,588	2,085	7,716	627	10,257	157	33,615
2015	3,870	74,334	2,642	21,636	976	19,958	252	32,740

(Source: Anti-Corruption and Civil Rights Commission (ACRC) (2015), White Paper on People's Rights and Interests)

1-b. Providing customized services

Korea's e-government boasts one of the world's best online systems for public administration services. Nevertheless, the system is still significantly underused, due to the lack of public awareness, the persistent interdepartmental barriers in service systems, and the cumbersome and inconvenient processes and user interfaces involved. Announced in September 2014, the Government 3.0 Action Plan sought to address this problem by reforming the channels through which administrative services are to be provided. Under the plan, the Korean government adopted a model of proactive and customized services, in which it would first propose and introduce available services to the public, and the public would then suggest possible changes and improvements that could be made to such services before they are officially launched.

Various departments of the Korean government actively sought out and identified services that needed to be improved and customized. In 2014, these efforts led to the identification of 407 services in need of customization, across 44 departments and agencies of the central government, as well as 172 services across 17 metropolitan cities and provinces. Of these, 50 services with sizable public demand were chosen for improvement and customization. These include "Smart Choice," a web portal concerning telecommunication service fee rates, and "the Employment Welfare Plus Center," a centralized system of online employment support services.

Moreover, the Korean government has released a government-wide guide on and list of available services offered by diverse departments and agencies in order to enable the public to better navigate the complex system of diverse services. This new system of integrated services customized to users' needs (Allyeodrim-e) brings together various public administration and welfare services. The system was launched on a trial basis in 2015, targeting pregnant women, small businesses, and residents of rural communities first. In 2016, nine more service target categories (including education, marriage, employment, and housing) were added. The Korean government plans to complete the classification of public services on this website, expected to include 32 categories in total, including culture and leisure, by 2017.

2. Improving civil service integrity

2-c. Enhancing information disclosure

Information disclosure lies at the core of the open government ideal. The Korean legislature thus enacted the Public Information Act (PIA) in 1998, since which time the act has remained in effect. In addition, the Korean government has been working to realize convenient and prompt public access to information pertaining to and held by public organizations and facilitate government-wide information disclosure through the Integrated Information Disclosure System (www.open.go.kr). Despite these legal and systemic grounds for supporting information disclosure, the Korean government has been criticized for taking an approach to information disclosure that is still too passive. However, the introduction of the Government 3.0 Initiative has led to a profound transformation of the Korean government's handling of information disclosure since 2013, most importantly by shifting the paradigm from supplier-centeredness to people-centeredness.

Having established the principle of disclosing all public facts without alteration, throughout all public processes, and in formats and manners geared toward ensuring the public's convenience, the National Assembly overhauled the PIA in 2013. The Korean government also introduced a new information disclosure system for disclosing information in original forms, even in its formative stage, and encouraged all national and local governments and their agencies to adopt the system in phases starting in 2014. With 48 ministries and agencies of the central government having adopted this new information disclosure system in 2014, the system's reach was extended to 157 local governments, 17 education offices, 176 education support offices, and 11,446 public schools at all levels by 2015. In 2016, 116 additional public organizations joined the system. As a result, 45.7 percent of all original information created at the national government level has been disclosed to the public as of June 2016, along with 69.9 percent of the information of local governments, 32.2 percent of the information of education offices, and 42.7 percent of the information of public organizations.

In an effort to ensure the quality, appropriateness, convenience, and public-readiness of disclosed information, the Korean government also assembled a group of 41 Information Disclosure Citizen Inspectors, drawn from among the ranks of scholars, activists, and lay citizens. These inspectors reviewed and assessed 164 governmental and public organizations in terms of the quality, progress, and convenience of the information they had provided and disclosed, and shared the results and their feedback with every organization reviewed so as to prompt them to improve their disclosure practices. Moreover, the Korean government defined 10 major categories of information

of public interest (expanded to 12 categories today), such as health and welfare, and improved the quality of information in these categories that bear direct relevance to people's daily lives.

2-d. Strengthening public service ethics

The Public Service Ethics Act (PSEA) continues to guide the Korean government's efforts to ensure the integrity and ethics of civil servants. The PSEA prohibits the illegal accumulation of wealth by civil servants, requires fairness in civil service, and demands the avoidance of conflicts between private interest and public duty. The PSEA thus requires civil servants and candidates running for public offices to disclose their wealth, explain how they came to acquire such wealth, refrain from using their offices to acquire wealth, report any gifts they receive, place their financial assets (stocks) in blind trusts, and avoid engaging in certain types of employment or practices after retirement.

The restrictions on retired civil servants' employment in the private sector were introduced to prevent possible alliances between civil service and private interests, ensuring the fairness of civil service as a result. Korean culture and customs, which place great emphasis on personal connections, provide an especially ripe ground for corruption of the revolving-door type and tempt retired civil servants to become lobbyists. The information and knowledge that retired civil servants have acquired throughout their careers may serve to benefit certain businesses over others. Moreover, civil servants who are planning to take positions at private businesses after they retire may also feel tempted to take actions that may benefit their future employers while they are still in office. The PSEA anticipates and seeks to prevent such actions.

In the hopes of strengthening ethics in public service, Korean lawmakers amended the PSEA and its Enforcement Decree in 2014. The major changes introduced by the amendment include extending the period of time during which retired civil servants are not permitted to seek work, expanding the range of employers banned from hiring retired civil servants, and increasing the rigor of the criteria used to judge the relevance of candidates' former work experiences to potential employers intent on hiring former high-ranking officials. In the year since its introduction, the amended law has caused the unemployment rate among retired civil servants to increase from 9.3 percent to 19.6 percent and the number of those formerly designated by the government as banned from finding new employment in the private sector to double, jumping from 51 to 112. This indicates that the law has been much more effective than have its comparable counterparts abroad.

Moreover, in February 2016, the Korean government began displaying a list of former high-ranking officials (of Grade 2 or higher) who have secured inappropriate positions with companies in the 10 years following their retirement from civil service on the website of the Government Public Ethics Committee (GPEC, www.gpec.go.kr). The list is an indication of the government's systemic efforts to prevent any possible formation of inappropriate alliances.

In November 2015, the government also introduced a self-assessment test, with which retired and soon-to-retire civil servants can get an overview of the prohibitions and requirements of the PSEA and check whether they will be able to find new employment in the areas of the private sector they wish to enter.

In addition to the five commitments originally laid down in the 2nd NAP, the Korean government introduced other reform measures to ensure ethics in public service. The enactment and enforcement of the Improper Solicitation and Graft Act (ISGA) and amendment of the PSEA, aiming to prevent possible conflicts of interest over stocks held by high-ranking civil servants, are two examples.

□ Enactment and enforcement of the ISGA

In acknowledgement of the existing legal provisions against corruption (including those in the Criminal Act and the PSEA) and the need to specify and implement civil service norms that are on par with the global standard, Korean lawmakers finally agreed to enact a new law, targeting a comprehensive range of solicitatious and corrupt activities and practices. The ISGA bans all civil servants from receiving or accepting any and all forms of graft that could be construed as bribery or solicitation. The purpose is to ensure the fair conduct and performance of civil servants and deepen the public's trust in civil service. The far-ranging political and social effects of the ISGA have generated considerable controversy at various levels of Korean society. The Korean government thus intends to promptly enact the Enforcement Decree for the ISGA, as well as guidelines for receiving and handling reports and complaints by investigative authorities and other manuals necessary for the effective enforcement of the law.

□ Preventing possible conflicts of interest in terms of stock trading by high-ranking civil servants

In an effort to prevent high-ranking officials from trading stocks using the information they have acquired while in office or increasing their personal wealth by influencing the prices of stock that they own, Korean lawmakers amended the PSEA to introduce a blind trust requirement regarding stock ownership by civil servants. Yet this

blind trust requirement did not prevent high-ranking officials from continuing to own stocks. The latest amendment of the PSEA requires that high-ranking officials recuse themselves from all official duties relevant to the stocks they hold, beginning in July 2016, insofar as the stocks they have placed in a blind trust remain undisposed. Lawmakers intend to specify the scope of the official duties from which officials are to recuse themselves pursuant to this new legal requirement. Rigorous investigations are conducted annually into the unlisted stocks owned by high-ranking officials and their accumulation of personal wealth.

3. Efficient Management of Public Resources

3-e. Encouraging the private sector to utilize public open data

Providing citizens and businesses with government-owned information and public open data in formats and channels that are readily accessible allows them to gain informed analyses and greater understanding of government policies, enables the government to enhance the transparency and trustworthiness of administrative processes, and helps policymakers enhance the efficiency of the policymaking process and minimize government waste. In addition, the use of public open data by a wide range of actors, including citizens, businesses, and public organizations, can contribute to the emergence of creative services and outlets for private-public collaboration. Having recognized this utility of public open data, the OGP member states have been making diverse efforts to fulfill their commitments in relation to the disclosure and utilization of such data.

The Korean government, for its part, has introduced a number of policy measures to encourage the private sector's use of public open data. The Act on the Provision and Utilization of Public Open Data, enacted and effectuated in 2013, guarantees the Korean public's access to and use of public open data, and systemically encourages the creation of channels for the private sector to use such data. The law requires public organizations to appoint and announce public open data officers and working-level officials; create, register, and promulgate a list of the public open data they provide; and register their public open data with the Open Data Portal. In an effort to prioritize the disclosure of public open data that are of significant value and interest to businesses and society in general, the Korean government, in 2015, identified 36 types of "Key National Open Data," those with significant potential economic and social impact, which are to be disclosed phase by phase until 2017. Of these 36 types of data, 11 types—e.g., built properties, licenses and permits issued by local governments, and real-time updates on water service—have already been disclosed. Another 22 types,

including information on the national management of natural disasters, national spaces, and real estate transactions, will be disclosed in 2016.

Moreover, the Korean government is making an increasing amount of its public open data available using the open application programming interface (API) to ensure user-friendliness. The number of types of public open data available through the open API increased from a cumulative total of 85 in 2014 to 110 in 2015, and will increase to 133 in 2016 and further to 150 in 2017. The Open Data Portal also featured a new visualization service in March 2016, allowing portal users to generate and analyze various visual aids to promote greater understanding. The website currently provides 175 visual aids (as of October 2016), using 14 visualization chart tools (including area, graph, and bubble charts) and five analytics tools (including cluster and cross-analyses) across a total of 16 types of data, such as those on education and national land management.

In January 2016, the Korean government also opened "Open Square-D" to provide workspaces as well as training and education, customized consulting, and networking opportunities for aspiring entrepreneurs intent on launching businesses based on the utilization of public open data. Moreover, the government organizes annual entrepreneurial competitions to promote startup ideas based on public open data, and publishes and distributes case studies of exemplary businesses to inspire and encourage other businesses to make greater use of such data.

V. Conclusion and Other initiatives and Next Steps

Having reviewed both NAPs of the Korean government so far, the IRM has made a number of consistent recommendations for change and improvement. These include greater involvement of the IRM and OGP in Korea's open government activities, greater participation of civil society throughout the planning and implementation of the NAPs, and greater measurability of the commitments. In acknowledgement of these recommendations, the Korean government will make more progressive efforts with its 3rd NAP.

First, the Korean government will open channels of communication with CSOs that are already actively involved in OGP activities, and ensure that the 3rd NAP reflects their opinions and requests. In implementing and monitoring the 3rd NAP, the Korean government will ensure significantly greater participation by these CSOs. Where necessary, the government will organize regular discussions, seminars, and other such venues of communication with CSOs.

Second, the Korean government will identify and develop commitments with the potential to make substantial contributions to its open government activities, and present such commitments in transparent and measurable formats. New commitments should be centered on realizing the core values of the OGP and overcoming key challenges.

Finally, the Korean government will establish, execute, and monitor its NAP in a manner that accords great respect to the processes recommended by the OGP and IRM.

Appendix	Specifics of ROK's commitments and implementation

1. Improving public services

1-a. Strengthening Private-Public Collaboration	
Lead implementing agency	Anti-Corruption and Civil Rights Commission (ACRC)
Persons responsible from implementing agency	e-People Division
Department, Title	
Email	-
Phone	+82-44-200-7272
Other Actors Involved	Government Ministries, Department/Agency	Central Government Organizations, Local Governments, And Public Organizations
	CSOs, private sector, multilaterals, working groups	CSOs and the general public
Main objective	Incorporate diverse perspectives and use crowd intelligence
Brief description of commitment	(1) Set up diverse offline and online channels through which public opinions can be heard. Offline channels may include expert panel debates and citizen juries, while online channels could involve social media, online policy discussions, and mobile applications. (2) Identify and analyze exemplary cases of private-public collaboration, and distribute information on such cases to administrative agencies at all levels. Establish an online debate system as part of the e-People website (www.epeople.go.kr) for local governments by 2015 to encourage online policy

	discussions at the local level.
Relevance	This commitment is relevant to access to information, but also relevant to civic participation.
Ambition	Use diverse online and offline channels of communication with experts and the lay public alike to encourage the participation of individuals and groups in major policy programs.

Completion Level	Not Started	Limited	Substantial	Completed
			O	

Description of the results	(1) Through government-wide efforts, the communication-supporting features of the e-People website have been improved, along with the quality of administrative services provided to the public. The efforts to encourage policy discussions on the e-People website and strengthen the National Happiness Proposition Center have served to increase public participation in policymaking and communication. Governmental and public organizations at all levels have been urged to merge their public systems with the e-People website, leading the number of governmental and public organizations providing centralized handling of civil complaints and requests via the e-People website to increase from 823 to 901. (2) The Government 3.0 Design Group, which was chosen as an exemplary case of private-public collaboration, serves as a model of participatory policymaking, in which citizens and policymakers alike conceptualize and design policies based on citizens' perspectives from the early stages. Since its introduction in 2014, the model has gone on to produce 240 or so new policy measures, having secured the participation of central and local government policymakers and over 1,300 citizens. (3) Other innovative programs in place include the Government 3.0 Design Group, Daily Life Improvement Monitoring Group , and 1365

	Volunteering Portal , in addition to the online and offline channels of participation in the affairs of the central and local governments, such as expert panels, public hearings, public debates, and citizen audits.
End Date	Ongoing
Next Steps	The Korean government is planning to carry out 382 policy design projects, in cooperation with the National Design Group, by the end of 2016. To this end, the government will publish and distribute the National Design Group operation manual to local governments, and continue adding new members to the pool of volunteers and participants.
Additional information	
e-People website : http://epeople.go.kr	

1. Improving public services

1-b. Providing Customized Services		
Lead implementing agency		Ministry of the Interior
Name of responsible person from implementing agency		Kwon, Young-Woo
Department, Title		Public Service Innovation Division, Public Service Policy Bureau, Creative Government & Organization Management Office, Deputy Director
Email		-
Phone		+82-2-2100-4065
Other Actors Involved	Government	Central government ministries, local governments, etc.
	CSOs, private sector, working groups, multilaterals	General public, CSOs, etc.
Main objective		The goal is to introduce a proactive model of public services, under which the government would first propose available services, and the public would then propose necessary changes or improvements to be made before accepting them.
Brief description of commitment		(1) The government plans to identify core categories of services that are in high demand, and customize them according to the needs and characteristics of users. (2) In 2014, the government will identify and decide 50 services of the central and local governments that are to be customized, based on consultations with an advisory board consisting of private citizens and experts, and advertise and

	promote them widely. (3) In 2015, the government will expand and improve upon the 50 chosen categories of services to make them more convenient and customized. Moreover, it will organize public discussions, workshops, and other such venues of communication with the public to hear citizens' opinions on which services require customization.
Relevance	This commitment is primarily relevant to access to civic participation.
Ambition	It is important to provide services and information required by the public in an effective and efficient manner so as to ensure the universal reach of services and minimize inconvenience to the public. Moreover, the crowd intelligence of the private sector should be drawn upon to enhance the rationality and efficiency of policy measures.

Completion Level	Not Started	Limited	Substantial	Completed	
			O		

Description of the results Include specific activities within the reporting period	(1) The government plans to divide public services into four groups according to its policy targets, and customize them accordingly. These groups are: daily living improvement services (enhancing daily public safety and conveniences); individually tailored services (catering to children and mothers, public school and university students, jobseekers, and senior citizens); welfare services (catering to people with disabilities, residents of rural areas, and other marginalized groups); and business-customized support services (serving businesses of varying sizes). - The government has been actively identifying public services that have immediate and direct relevance to people's daily lives and introducing and providing lifecycle-specific (pregnancy, birth, and death support) and welfare services when needed, without citizens having to request such services beforehand. - The organizations and agencies of the central and local governments and other public organizations were also urged and supported in their efforts to develop customizable services

as part of the government-wide Government 3.0 Initiative.

- The integrated system of customized services (Allyeodrim-e) brings together and provides all available and appropriate public services from different organizations and agencies for the given groups of citizens. The system was launched on a trial basis in 2015, providing services for pregnant women, small businesses, and rural residents. Nine additional categories of services, including education, marriage, employment, and housing, will be added to the system in 2016. The number of service categories available on this system will be increased to a total of 32 in 2017, including culture and leisure support.

(2) Based on consultations with an advisory board consisting of private citizens, the government actively looked for and identified services in need of customization. As a result, 407 such services from 44 central government organizations and agencies and 172 services from 17 metropolitan and provincial governments were identified in 2014.

(3) In 2015, the government plans to further expand and improve upon the 50 chosen categories of customized services, and organize discussions, workshops, and other channels of communication with the public to identify and develop services that citizens need.

- Six categories of services have been customized already, including Smart Choice (a consumer-centered telecommunication service rate portal), and the Employment Welfare Plus Center, which provides centralized employment support services.

- The Self-Inheritance One-Stop Service system was designed and introduced in consultation with the Ministry of Land, Infrastructure and Transport (MOLIT), National Tax Service (NTS), and local governments.

1. 50 categories of customized services

Listed below are the "flagship services" at the forefront of the government's service customization project, identified in consultation with the Flagship Service Selection Committee and opinion polls.

No.	Flagship service category	Organization/agency

	1	Real-time updates on the supply and availability of rare medicines	Ministry of Food and Drug Safety
	2	G4B, a comprehensive business support services portal	Ministry of Science, ICT and Future Planning
	3	Smart Choice, a telecommunication service rate portal	Ministry of Science, ICT and Future Planning
	4	Crime Prevention through Environmental Design (CPTED) service	Ministry of Justice
	5	User-centered public service guide	Ministry of the Interior
	6	Minwon 24-based centralized system of public services for daily living	Ministry of the Interior
	7	Expanding a centralized system for the provision of local services for employment, welfare, culture, etc.	Ministry of the Interior, Ministry of Employment and Labor, Ministry of Health and Welfare, Gyeonggi Provincial Government
	8	"Gandan-e-Napbu" service, designed to facilitate payments	Ministry of the Interior
	9	Increasing daily safety education, training, and guidance	Ministry of the Interior
	10	Providing information on receipt of direct payments and other customized services	Ministry of Agriculture, Food and Rural Affairs
	11	Streamlined delivery of information on agricultural produce and safety	Ministry of Agriculture, Food and Rural Affairs
	12	Providing land for farmers at various stages of growth	Ministry of Agriculture, Food and Rural Affairs
	13	50 government-wide helicopters for the	Ministry of Health and Welfare

		transportation of people in need of emergency medical care	
	14	Nationwide system of waiting list management for nurseries	Ministry of Health and Welfare
	15	Providing a comprehensive range of customized services for seniors living alone	Ministry of Health and Welfare
	16	Providing local and real-time updates on air quality	Ministry of Environment
	17	Free-of-charge secondhand appliance pickup service	Ministry of Environment
	18	National park and mountain hiking information to promote safety	Ministry of Environment
	19	"Iutsayi" service for reducing conflicts over noise between neighbors	Ministry of Environment
	20	Customized employment information and services via the Central Job Information Network	Ministry of Employment and Labor
	21	Customizing forest fire prevention training and activities as part of the Early Forest Fire Warning System	Ministry of Employment and Labor
	22	Upgrading V-World, an open platform for spatial information and services	Ministry of Land, Infrastructure and Transport
	23	Customized services for the comprehensive management of automobile histories	Ministry of Land, Infrastructure and Transport
	24	Centralized administrative support for real estate transactions	Ministry of Land, Infrastructure and Transport
	25	"Cheokcheokhaegyeol" service for handling traffic-related complaints	Ministry of Land, Infrastructure and Transport
	26	Nation-wide public transportation pass (card)	Ministry of Land, Infrastructure and

		Transport
27	Pedestrian navigation support ("Georeumgildoumi")	Ministry of Land, Infrastructure and Transport
28	Customized transportation services, including call taxis	Ministry of Land, Infrastructure and Transport
29	Providing customized information on seafood safety	Ministry of Oceans and Fisheries
30	Expanding "Eodiseonaminwoncheori" (universal and ubiquitous public administration services) system	National Tax Service
31	Ensuring the safety of women returning home using the latest IT	Korean National Police Agency
32	Distributing ID kits to prevent missing and encourage pre-registration of high-risk groups	Korean National Police Agency
33	Introducing GPS- and WiFi-based remote control of mobile phones	Korean National Police Agency
34	Comprehensive and centralized services for victims of natural disasters	National Emergency Management (now Ministry of Public Safety and Security)
35	Comprehensive, phase-by-phase support services for growing agricultural enterprises	Rural Development Administration
36	Comprehensive system of services for second-time entrepreneurs	Small and Medium Business Administration
37	Centralized system of support services and programs for SMEs	Small and Medium Business Administration
38	Centralized intellectual property rights services for prospective local SMEs	Korean Intellectual Property Office

39	"ERs on Sea": a project for eliminating blind spots in healthcare, in partnership with the Ministry of Health and Welfare	Korea Coast Guard (now Ministry of Public Safety and Security)
40	Comprehensive guide to parking information in Seoul	Seoul Metropolitan Government
41	Centralized and comprehensive services for fire victims	Busan Metropolitan Government
42	Consumer-centered bus route reform	Daegu Metropolitan City
43	NFC-based public transportation information service	Ulsan Metropolitan City
44	Joint Response Areas to eliminate blind spots in firefighting services	Sejong Metropolitan Autonomous City Government
45	Creating a system showing empty seats on metropolitan buses	Gyeonggi Provincial Government
46	Creating a disaster prevention and management system based on big data analyses	Chungcheongnam-do Provincial Government
47	"119 Ganpyeonsingo" service to help the hearing-impaired report accidents with ease	Jeollabuk-do Provincial Government
48	Streamlined channel of investment support services	Gyeongsangbuk-do Provincial Government
49	Customized welfare services for seniors living alone	Gyeongsangnam-do Provincial Government
50	Allowing late-night bus passengers to get off buses where they want	Jeju Special Self-Governing Province

2. Customized service development
Leading examples of the government's flagship customized services feature centralized "one-stop" service delivery

systems, proactive care for vulnerable groups, increased private-public collaboration, proactive delivery of information, consumer-centeredness, and the use of the latest information and communications technology (ICT).

a. Consumer-centered service: Smart Choice
- The Ministry of Science, ICT and Future Planning (MSIP) launched the Smart Choice portal in December 2012, allowing users to view and compare all telecommunication service rates in one place and recommending customized services and products so that users can make the most informed and economical choices possible.

b. Centralized service: Employment Welfare Plus Center
- This centralized system for the provision of employment support services was introduced in January 2014 to bring down interdepartmental barriers and enable jobseekers and marginalized groups across Korea to seek and obtain the employment support, welfare, and financial services they need.

c. Proactive care for vulnerable groups: 119 Ganpyeonsingo
- Since March 2014, people with disabilities, seniors living alone, immigrant women, and other groups with mobility and communication difficulties have been able to dial 119 and report various accidents or incidents by simply pressing a button on specially designed telephones provided to them.

d. Use of latest ICT: Ansimguigatgil
- Launched in September 2013, this service involves using a pedestrian navigation mobile application to help women find crime-prevention facilities and safe havens when they feel threatened while walking on the street late at night. It also allows women to report crimes and their current locations using near-field communication (NFC) technology.

e. Proactive delivery of information: Gandan-e-napbu
- Since January 2015, Koreans have been able to pay their public dues, fines, and other such charges on the Internet or via automatic teller machines (ATMs) at banks, without having to present and check their bills.

f. Private-public collaboration: Code Blue Team, a participation-based system of emergency care for cardiac arrest patients
- In September 2014, a system of close collaboration between government agencies (fire departments, public healthcare centers, police officers, etc.) and citizens was established to provide prompt aid and care for people requiring emergency medical services, including heart attack victims.

3. Introduction of new services based on consultations and workshops with citizens
The government sought to improve the public perception and understanding of these new services by organizing workshops and seminars with expert guests and lay citizens. Through debates, lectures, case studies, trend analyses, and outlines of government processes, participants were able to improve their understanding of the customized services. In addition, these occasions allowed the civil servants responsible for providing these services to have their voices heard.
The Safe-Inheritance One-Stop Service was designed and introduced in consultation with the Ministry of Land, Infrastructure and Transport (MOLIT), the National Tax Service (NTS), and local governments. Prior to the nationwide launch of the service, it was first operated in two municipalities on a trial basis in order to gain feedback from service users and civil servants working in the field and make improvements to the service system accordingly.
Originally, the system allowed inheritors to report their inheritances only at the municipal, borough, or neighborhood community offices with which the deceased were registered. The trial operation of this service, however, removed this cumbersome requirement, allowing inheritors to report their inheritances through any nearby local government offices, starting on February 15, 2016. Moreover, the system expanded the range of possible applicants for inheritances to include not only persons in the first and second line of inheritance (as defined by the Civil Act) but also persons in the third line of inheritance and inheritors of missing persons. Finally, applicants were able to submit the required documents by not only fax or mail but digitally as well.
The One-Stop Service for Happy Childbirth, introduced on December 15, was also designed and introduced in

	consultation with the Ministry of Health and Welfare (MOHW), local governments, Korea Gas Corporation (KOGAS), Korea District Heating Corporation (KDHC), and Korea Electric Power Corporation (KEPCO), as well as numerous pregnant women who attended policy workshops. After being operated on a trial basis in four municipalities, the service was expanded nationwide as of March 31, 2016. This system allows new mothers to apply for postnatal and childcare support (four financial support measures, including childcare allowance and electricity bill discounts, plus five or so support services available from local governments) all at once at the community service centers in their respective neighborhoods. A number of workshops have been organized with a view to achieving the customization of public services. These include: - A workshop on Government 3.0 Customized Services for civil servants working at central and local government organizations and agencies (March 24, 2013); - Numerous workshops with expert lecturers, including: Prof. Kim, Youn -Sung of Inha University (February 27, 2014), Prof. Kim, Sang-Wook of Chungbuk National University (June 13, 2014), and Prof. Lee, Won-Suk of Yonsei University (June 27, 2014); - A workshop on the field of service handling, held at the Nonsan Office of the Daejeon Regional Construction Management Administration (July 17, 2014, with the participation of Prof. Cho, Seong-Taek and civil servants from MOLIT, the Korean National Policy Agency, Ministry of the Interior, Chungcheongnam-do Provincial Government, Daejeon Metropolitan Government, and Gyeongsangbuk-do Provincial Government); - A workshop with pregnant women, hosted by Cheil General Hospital and the Women's Healthcare Center (September 21, 2015); and - Other workshops for local residents.
End Date	-
Next Steps	100 Employment Welfare Plus Centers will be established

	across Korea by 2017 in order to centralize and customize employment-related support and welfare services for local residents. With this system in place, citizens will be able to visit their local centers to receive all the job-related support and assistance they need.
Additional information	

Allyeodrim-e website: http://www.service.go.kr/
Smart Choice website: http://www.smartchoice.or.kr/
Employment Welfare Plus Center website: http://workplus.go.kr/index.do
Gandan-e-napbu website: https://www.wetax.go.kr/
Iutsayi website: http://www.noiseinfo.or.kr/index.jsp

2. Improving Civil Service Integrity

2-c. Enhancing Information Disclosure

Lead implementing agency		Ministry of the Interior
Name of responsible person from implementing agency		Jung, Min-Sun / Yang, Min-Suk
Department, Title		Public Information Sharing Division, Deputy Director / Public Information Sharing Division, Deputy Director
Email		-
Phone		+82-2-2100-3456
Other Actors Involved	Government	Central Government Organizations, Local Governments, Education Offices And Public Organizations
	CSOs, private sector, working groups, multilaterals	CSOs and the general public
Main objective		This involves shifting the focus of public information disclosure from a passive stance to an active one, as well as from the government to the public, under the principle of providing the public with information with absolute integrity and accuracy.

Brief description of commitment	(1) Starting in 2015, the government will disclose all government documents (except those that are classified) that have been authorized for disclosure by section managers. This will increase the number of documents disclosed to over 100 million a year. (2) The Information Disclosure Citizen Inspectors (IDCIs) will be assembled to monitor and review the information disclosure practices of government organizations and agencies. (3) The 10 categories of information prioritized for disclosure are: health, welfare, food safety, childcare, finance, education, consumer protection, leisure and recreation, employment, and housing. Information in these categories will be disclosed in their original forms first. (4) Efforts will be made to improve the quality of the information in the four categories that have immediate influence on people's daily lives, i.e., employment, welfare, safety, and finance.
Relevance	This commitment is relevant to access to information, but also relevant to civic participation, and Public accountability.
Ambition	This also involves satisfying the public's right to information and increasing civic participation in policymaking; preventing corruption and ensuring accountability; and enhancing the transparency of administration with the aim of ensuring the efficient allocation of human and material resources.

Completion Level	Not Started	Limited	Substantial	Completed	
		O			

Description of the results Include specific activities within the reporting period	(1) Starting in 2015, the government will disclose all government documents (except classified documents) that have been authorized for disclosure by section managers. This will increase the number of documents disclosed to over 100 million a year. Korean lawmakers overhauled the Public Information Act (PIA) to establish grounds for the prior disclosure of information in original forms, expand the scope of public organizations subject to the information disclosure requirement, improve the processes for submitting and handling information-disclosure-related complaints, and enhancing the public's right to information disclosure. Moreover, the government has encouraged governmental and public organizations as well as local governments to begin disclosing available information from the generative stage onward via the central information disclosure portal (www.open.go.kr). After being adopted by 48 organizations and agencies of the central

government in 2014, the portal was distributed to 157 local governments, 17 education offices, 176 education support offices, and 11,446 public schools nationwide in 2015, with 116 public organizations adopting the system in 2016. As of June 2016, 45.7 percent of all information in original forms created by central government agencies were disclosed, as well as 69.9 percent of such documents created by local governments, 32.2 percent by education offices, and 42.7 percent by public organizations.

While the initial goal was to have at least 100 million documents of all types made available each year, the Information Disclosure Committee suggested that it was important to protect certain types of classified information (including personal information, trade secrets, and information related to diplomacy and national security), and that the public needed not only any and all documents related to the internal processes of the administration, but documents on policymaking (with the authorization of at least a bureau head) as well. Accordingly, the range and number of documents disclosed decreased significantly to 6.8 million in 2015.

(2) The government assembled the IDCIs to monitor and review the information disclosure practices of government organizations and agencies.

In an effort to ensure the quality, appropriateness, and convenience of the information disclosed, the government recruited and organized 41 IDCIs, including scholars, activists, and members of the lay public. These volunteers were recruited online (http://koreagov30.tistory.com/396) from May 29 to June 9 of 2014. The review conducted by these citizen inspectors concerned the period of time from May 23 to August 22 of 2014 and spanned the information disclosed by 164 central government agencies, local governments, and public organizations during this period.

The IDCIs found that fewer organizations than required had complied with the government's standard guidelines concerning the prior announcement of information to be disclosed; that the organizations had failed to effectively sort and list the types of information to be disclosed as well as allow the searching and browsing of information disclosed; that the organizations had failed to provide information of major interest to the public; and that the information disclosed contained significant amounts of irrelevant data. These findings were shared with the organizations so that they could improve their disclosure practices accordingly.

(3) As for the 10 types of information that have immediate relevance to people's daily lives (i.e., health, welfare, food safety, childcare, finance, education, consumer protection, leisure and recreation, employment, and housing), the lists of information to be disclosed will be released prior to such disclosure, and the information will be disclosed in their original forms.

The government has added two more types of information that are required to be disclosed in their original forms to the previous list of 10. Thus, the information disclosure portal (www.open.go.kr) today provides information on policies with direct impacts on people's daily lives and large-scale budget projects as well. As of 2016, 313 documents on employment have been disclosed; 2,429, on welfare; 1,297, on housing; 900, on health; 5,047, on leisure and recreation; 9,895, on safety; 707 on women and childcare; 8,269, on finance for administration; 17,009, on creative economy; 334, on regulatory reforms; 3,697, on the environment; and 532,804, on education. In addition, 12 types of information have been approved for prior release, including 987 documents on jobs; 11,319, on welfare; 2,806, on housing; 7,612, on health; 5,879, on leisure and recreation; 17,744, on safety; 631, on childcare; 200, on finance; 19,264, on education; 108, on consumer protection; 1,261, on official program expenses; and 315, on administrative decisions.

To view information requiring prior release by theme/type:
http://www.open.go.kr/search/theme/theme_bh.do?themecd=00025.
To view information required to be disclosed as information in original forms by theme/type:
http://www.open.go.kr/search/theme/theme.do?themecd=00032.

The government also conducted an open recruitment of volunteers, via the information disclosure portal, from February 5 to 13, 2015, to monitor the convenience and quality of information disclosed via the portal. The volunteers monitored and reviewed the information disclosed via the portal from March to December of 2015, and assessed it in terms of convenience, compliance with the prior release and original document disclosure requirements, and quality, providing feedback regarding improvements to be made. The majority of the 712 opinions they shared were used to upgrade and improve the portal.

(4) The government intends to improve the quality and prior release of

	information of four major types that are in high demand by the public (employment, welfare, safety, and finance).
	In an effort to ensure the prior release of such highly demanded government information and increase its accessibility, the government has begun improving the quality of four types of information disclosed to the public. In addition, an improved search-and-browse system is now provided, along with richer content, for government information on employment, welfare, safety, and finance in such a manner that makes it easily accessible to the public.
	As for information on welfare services and benefits, the government has upgraded the Welfare Online Portal (http://www.bokjiro.go.kr) in order to ensure that users can easily browse information on all welfare projects and programs of the central government (317 in total) and receive regular and continuous updates on the customized information they need. The "Browse Welfare Services" and "Detailed Search" features, which had previously been available for only some of the welfare programs, have been expanded so that users can browse and search all available welfare services for which they and their families are eligible (thereby increasing the number of welfare services accessible through the "Detailed Search" from 208 to 317). In an effort to aid welfare recipients who have difficulty using or accessing the Internet, an additional browsing feature was added that social workers at local community service centers can use to help clients visiting the centers in person. Moreover, membership features were added to the portal to enable welfare recipients and portal users to receive automatic updates on available welfare services, customized based on the personal information they enter on the portal, on an ongoing basis via email or social media. The new features are to take effect in July 2016. The government discloses a comprehensive range of information on government finance via the Finance Welfare Portal (http://www.openfiscaldata.go.kr/portal/main.do). Korean lawmakers decided to develop a financial and fiscal information disclosure system in 2004. Initially, the system was administered by a private-sector entity. However, in response to growing fears concerning information leakage, the government launched the new Korea Public Finance Information System (http://www.kpfis.or.kr/lay1/S1T18C74/contents.do) in early 2016, providing higher quality fiscal information that is managed more securely.
End Date	

	The government intends to expand the range of government documents to be disclosed from 2,260 to 6,150 by 2017. Public organizations will disclose an additional 15,700 documents by then as well, raising their disclosure rate from 14 percent to 40 percent. Any public organizations subject to the Public Information Act (PIA) that have not yet made their transition to the centralized information disclosure system will be required to do so from now on. The government will also identify and compile information in original forms that contain information important to the public, discover and disseminate exemplary disclosure practices, and promote the use of such information. Moreover, the government will increase the rate of compliance among government organizations and agencies with the standard model of prior information release.
Next Steps	

Additional information

Government finance via the Finance Welfare Portal: http://www.openfiscaldata.go.kr/portal/main.do
Welfare Online Portal website: http://www.bokjiro.go.kr
Information disclosure portal website: http://www.open.go.kr

2. Improving Civil Service Integrity

2-d. Strengthening Public Service Ethics		
Lead implementing agency	Ministry of Personnel Management	
Name of responsible person from implementing agency	Han, Ok-Joo	
Department, Title	Government Ethics Policy Division, Deputy Director	
Email	-	
Phone	+82-44-201-8476	
Other Actors Involved	Government	Central Government Organizations, Local Governments, Education Offices And Public Organizations
	CSOs, private sector, working groups, multilateral	CSOs and the general public

	s	

Main objective	The goal of this is to prevent corruption and enhance the integrity of public service by increasing restrictions on the post-retirement employment of civil servants.
Brief description of commitment	(1) Applying reinforced and more rigorous criteria for deciding the post-retirement employment eligibility of retired civil servants; (2) Organizing regular meetings with outside expert advisors to monitor and improve compliance with the post-retirement employment restrictions. (3) Increasing the proportion of retired civil servants banned from seeking new employment on a year-by-year basis, beginning in 2015. (4) Launching and updating online notifications for retired employees on the post-retirement employment restrictions with which they are required to comply. (5) Publishing the results of post-retirement employment eligibility evaluations on the website of the Government Public Ethics Committee(GPEC) every month.
Relevance	This commitment is relevant to access to information, but also relevant to civic participation, and Public accountability.
Ambition	The key lies in shifting the paradigm of enforcing public integrity from ex-post discovery and disciplining to the a-priori prevention and management of corruption. The aim is to prevent the formation of any corrupt alliances altogether by deterring retired and soon-to-retire civil servants from granting any illicit favors to businesses that could be potential employers and exerting undue influence on their former workplaces and colleagues in the government after securing new employment in the private sector.

Completion Level	Not Started	Limited	Substantial	Completed	
			O		

Description of the results Include specific activities within the reporting period	(1) Applying reinforced and more rigorous criteria for deciding the post-retirement employment eligibility of retired civil servants The "Improvement of the Post-Retirement Employment Practices of Civil Servants" became an important issue on the government's agenda in December 2013, and policymakers decided to develop and apply, by April 2014, reinforced criteria for deciding the eligibility of retired civil servants for post-retirement employment. The sinking of the Sewol ferry served to reinvigorate this move toward completely eradicating corrupt

practices in civil service, leading policymakers to introduce even more rigorous restrictions than originally intended.

The 228th meeting of the Government Public Ethics Committee(GPEC), held on April 25, 2014, culminated in the passage of a resolution to reinforce the criteria used to decide retired civil servants' eligibility for employment, beginning in June that year. The resolution strengthened the general measures for post-retirement employment evaluation, introduced separate evaluation criteria for application to different organizations, increased the rigor of employment approval criteria, shortened the list of semi-governmental and private associations exempt from the evaluation, enhanced the post-retirement employment evaluation procedure, and laid down new rules for disclosing the evaluation results.

Accordingly, the Enforcement Decree for the Public Service Ethics Act (PSEA) was amended on June 25, 2014, tripling the number of private-sector businesses subject to the post-retirement employment evaluation (increase from 3,960 to 13,466) and expanded the list of potential employers subject to the evaluation to include associations and cooperatives commissioned by central or local governments. The GPEC also began publicly disclosing the evaluation results in July 2014, in the interest of transparency, accountability, and information disclosure.

Moreover, various departments and agencies of the government introduced self-regulating measures on December 26, 2014, restraining retired civil servants from seeking post-retirement employment. These measures prohibited retired and soon-to-retire civil servants from seeking new employment with institutions and organizations affiliated with their former workplaces, reinforced the criteria for deciding post-retirement employment eligibility on the basis of the likelihood of undue influence, minimized the chances of arbitrary employment of retirees, and prohibited conflicts of interest, solicitation, and grafts.

On December 30, 2014, the PSEA was amended again, this time expanding the range of potential employers banned from hiring former civil servants, extending the period of time during which former civil servants are not permitted to seek new employment after retirement from two years to three, introducing a system of open disclosure in relation to the employment of former high-ranking officials, and providing legal grounds for the disclosure of the results of evaluations of civil servants' post-retirement employment.

(2) Organizing regular meetings with outside expert advisors to monitor and improve compliance with the post-retirement employment

restrictions

The Ministry of Personnel Management (MPM) has been consulting with academic and policy experts on the Policy Advisory Board (PAB) since December 10, 2014. The board has a subcommittee on public service ethics.

- Pursuant to the MPM-PAB Rules, the PAB consists of members, appointed by the Minister of Personnel Management, who "possess knowledge of and expertise in the given fields, have been playing active and influential roles as leading experts in their respective fields, and are capable of understanding and communicating the demands and perspectives of their respective fields to policymakers." The meetings of the board are closed to the public, as are the proceedings thereof. At recent meetings, there has been a growing consensus on the need to increase the rigor of disciplinary actions against retired civil servants seeking new employment without first completing the due eligibility evaluation and enhance the public relations activities concerning the reinforced restrictions on post-retirement employment.

- In 2015, the PAB met a total of 12 times, holding a regular meeting every month (with the exception of September, in which there were none, and October, in which there were two). The retired civil servants, professors of public administration, and other outside experts who make up the board continuously discussed measures for enhancing the rigor of post-retirement employment eligibility evaluations. In 2016, the PAB continued meeting once a month, holding six meetings as of June. While the details of the meetings and proceedings are not disclosed to the public, one can check when and where the meetings are held on the MPM webpage:

http://www.mpm.go.kr/mpm/info/fileBoard/referDataList/?boardId=bbs_0000000000000042&mode=list&category=&pageIdx=1.

(3) Increasing the proportion of retired civil servants banned from seeking new employment on a year-by-year basis, beginning in 2015

Following the amendment of the PSEA, the MPM faithfully applied the reinforced measures for post-retirement employment eligibility evaluations. This raised the proportion of retired civil servants forbidden to seek employment to over 20 percent and doubled the number of retirees ineligible for employment from 51 in 2014 to 112 in 2015.

*Employment limit rate (number of retirees forbidden/number of evaluation applicants)

- 9.3% (27/291) in 2013, 19.6% (51/260) in 2014, 20.8% (112/538) in 2015

Year	Number of applicants	Number of ineligible retirees	Employment limit rate
2011	280	16	5.7%
2012	301	15	5.0%
2013	291	27	9.3%
2014	260	51	19.6%
2015	538	112	20.8%

Each department or agency first assesses whether the field of employment for which the applicant has applied bears any relation to the applicant's former work in civil service. Of the applicants who passed this first test, over 20 percent were eventually banned from seeking employment in their chosen fields or with their desired employers. This rate is significantly higher than in other countries.

*In France, only one percent of retirees were banned from seeking employment, while 42 percent of applicants were given full approval, 41 percent were granted partial approval, and the remaining 16 percent were rejected due to reasons related to documentation or jurisdiction.

※ The U.S., Japanese, and German governments allow retiring civil servants to seek new employment freely and enforce only bans on acts involving undue exercise of their influence.

However, retiring civil servants intent on securing new employment in areas related to their work in civil service may choose not to apply for the eligibility evaluation altogether. Reinforcing the evaluation criteria therefore may not suffice to prevent all revolving-door practices. The government thus intends to enforce strict bans on areas of employment in which there are high risks of corrupt alliances, while allowing for post-retirement employment that satisfies retirees' essential daily and financial needs.

(4) Launching and updating online notifications for retired employees on the post-retirement employment restrictions with which they are required to comply

The MPM immediately notifies retiring civil servants of the relevant post-retirement employment restrictions and eligibility evaluation criteria upon their retirement. Along with text message services providing information on these restrictions and the evaluation, this new digital system has enhanced retiring civil servants' access to the information they need.

The GPEC has also launched a self-evaluation tool, with which retiring civil servants are able to assess whether their potential new employment would conflict with their government careers, before submitting themselves to the official employment eligibility evaluation. The self-evaluation service is available at

http://www.mpm.go.kr/mpm/info/infoRetire/selftest/selftest_intro/ .

(5) Publishing the results of post-retirement employment eligibility evaluations on the GPEC website every month

The GPEC has been publishing the results of employment eligibility

evaluations on retiring civil servants every month since July 2014. At the 254th meeting, held on June 24, 2016, the GPEC members audited a total of 126 evaluation applications, including 44 of the 45 evaluation applications received that month (except for one requiring further investigation into possible relevance of the candidate's government career to his/her new employer) and 82 applicants who had found new employment despite the fact that their employment eligibility evaluations had been pending since the latter half of 2015 and were thus discovered during the total-sample inspection of retirees securing unauthorized post-retirement employment.* The committee published the audit results on its website on June 30, 2016, in an effort to enhance the accessibility and transparency of the GPEC evaluation results.

The evaluation results can be found at
www.gpec.go.kr/servlet/GpecServlet.

In addition to the five commitments of the 2nd NAP, the Korean government sought to further enhance ethics in public service by introducing new legal measures, including the enactment of the Improper Solicitation and Graft Act (ISGA) and amendment of the PSEA to ban high-ranking officials from owning and holding stocks that might cause conflicts of interest.

① Enactment and enforcement of the ISGA

In acknowledgement of the limitations of existing anti-corruption laws in Korea (including the Criminal Act and PSEA) and the need to specify and implement civil service norms on par with the global standard, Korean lawmakers finally agreed to enact a new law, targeting a comprehensive range of solicitatious and corrupt activities and practices. The government drew up the Enforcement Decree of the new legislation by gathering opinions from diverse groups and sectors of society so as to minimize any potential controversy over key issues. By eliminating blind spots in anti-corruption efforts and shielding honorable civil servants against possible conflicts of interest, the ISGA has given the government an opportunity to enhance its anti-corruption system to a level on par with those of other developed countries. Lawmakers held two major public debates regarding the legislation in October 2011 and February 2012. The government also organized public briefings on the law in major metropolitan cities, including Gwangju, Daejeon, and Busan, from April to July in 2012. Following discussions, the National Policy Committee of the National Assembly voted on the draft on January 12, 2015. The Legal Affairs Committee and the Plenary Session of the National Assembly also voted on the draft on March 3, 2015,

promulgating it as a new law on March 27, 2015. The new legislation took effect as of September 28, 2016. The government prompted legislators to expedite the enactment process by visiting and writing to key members of the National Assembly on a total of 39 occasions and running TV commercials as a part of KOBACO's PR campaign. Today, the government continues to provide education and PR activities for civil servants and the lay public alike on an ongoing basis.

Anti-Corruption and Civil Rights Commission (ACRC) on the ISGA:
http://www.acrc.go.kr/acrc/board.do?command=searchDetail&menuId=05060319

The government plans to facilitate the uninterrupted enforcement of the ISGA by assembling the ISGA Enforcement Preparation Group, refining the Enforcement Decree based on opinions from diverse groups and sectors, and developing a standard manual on handling ISGA-related complaints and reports. Moreover, the government will continue educating civil servants and the public on the details of the law in order to prevent any possible confusion or misunderstanding.

② Preventing conflicts of interest in terms of stock trading by high-ranking civil servants

There is mounting demand across Korean society for preventing conflicts of interest that arise from civil servants owning stocks, particularly unlisted stocks that facilitate such civil servants' accumulation of personal wealth.
Based on the amended PSEA, the new guidelines on civil servants' self-recusal, as well as handbooks on the tasks involved, the government conducts investigations of all civil servants every year with respect to their stock ownership. The government also discloses information on the stocks that high-ranking officials have placed in, and disposed of via, blind trusts. The aims are to prevent possible conflicts of interest, ensure the transparency of the blind trust system, and enhance the public's trust in the government and civil service through exhaustive investigations of stock ownership. Some measures for achieving these aims are listed below.

- Strengthening the legal grounds of the blind trust system
The blind trust system requires high-ranking officials and related parties to dispose of the stocks they own or place them in a blind trust so as to

	prevent any possible conflicts of interest and controversies over the unjust accumulation of wealth. In 2014, the amended PSEA thus introduced terms for disciplining and sanctioning violators, and the government provided education and training as needed. The government also released the guidelines on the blind trust system in December 2014. - Enhancing public service ethics with yet another amendment of the PSEA The draft for another amendment of the PSEA was introduced at the National Assembly on August 26, 2015. The new changes proposed included requiring high-ranking officials to recuse themselves from any duties that may be related to the stocks they own, so long as the stocks they have placed in the blind trust remain undisposed. Until all their stocks in the blind trust are disposed of, high-ranking officials are to refrain from participating fully or substantially in any official duties with relevance to their stocks, such as levying taxes or signing government contracts. In an effort to facilitate civil servants' reporting of personal wealth, lawmakers also expanded the range of civil servants required to report their financial and real estate assets prior to assuming their offices. Whereas civil servants in the past were required to report only changes in their wealth through regular audits and inspections, they are now required to register and report any changes in their wealth upon being hired by the government or promoted up the ranks of civil service. Finally, the amended PSEA also reinforces the ban preventing retired civil servants from engaging or finding employment in any areas of business that they themselves handled while in civil service. The newly amended law provides grounds for investigating claims of violations of this ban. It also equips the GPEC and the Stock Blind Trust Review Committee with the authority to directly order new investigations, when necessary, in order to ensure the fairness and trustworthiness of their evaluation results.
End Date	Ongoing
Next Steps	The government will identify the types of core data that different organizations and agencies are to disclose in the same standard format, so as to ensure the convenience and accessibility of these data to the public sector. The government plans to develop 100 standard formats for these data by 2017. In addition, the government intends to introduce an automated tool for conducting self-assessments of the standardization of data to be uploaded to the Open Data Portal.

Additional information
Government Public Ethics Committee (GPEC) website: http://www.gpec.go.kr/ Public Service Ethics Act (PSEA) website: http://elaw.klri.re.kr/eng_service/lawView.do?hseq=33394&lang=ENG Enforcement Decree for the Public Service Ethics Act (PSEA) website: http://elaw.klri.re.kr/eng_service/lawView.do?hseq=34026&lang=ENG

3. Efficient Management of Public Resource

3-e. Encouraging the Private Sector to Utilize Public Open Data

Lead implementing agency	Ministry of the Interior
Name of responsible person from implementing agency	Song, Hee-Ra
Title, Department	Public Information Sharing Division, Deputy Director
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Other Actors Involved	Government	Central Government Organizations, Local Governments, Education Offices And Public Organizations
	CSOs, private sector, working groups, multilaterals	General public, CSOs, and developers and businesses utilizing public open data
Main objective		The goals are to improve the quality of public open data available to users, establish an administrative information database, successfully transition to open and standard systems, and foster new businesses and job creation.
Brief description of commitment		The government intends to identify and develop core data with high demand and significant potential impact for prior disclosure. The government also plans to discover and promote exemplary cases of private-sector utilization of public open data to encourage similar practices.
Relevance		This commitment is relevant to access to information, but also relevant to civic participation.
Ambition		The government has established a system of private-public collaboration as well as a centralized and comprehensive support system for prospective enterprises, forming and expanding an industrial ecosystem that supports the successful use of public open data.

Completion Level	Not Started	Limited	Substantial	Completed	
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Description of the results Include specific activities within the reporting period	(1) Of the 36 types of "key government open data" with significant industrial demand and socioeconomic impact, 11 types, including building information, licenses and permits issued by local governments, and real-time updates on water service, were first disclosed in 2015. Another 22 types, including information on the national management of natural disasters, national spaces, and real estate transactions, will be disclosed in 2016. (2) The government is making an increasing amount of its public open data available using the open application programming interface (API) to ensure user-friendliness. The number of types of public open data available through the open API increased from 85 in 2014 to 110 in 2015.

	(3) The Open Data Portal also featured a new visualization service in March 2016, allowing portal users to generate and analyze various visual aids to promote their understanding. The website currently provides 175 visual aids (as of October 2016), using 14 visualization chart tools (including area, graph, and bubble charts) and five analytics tools (including cluster and cross-analyses) across a total of 16 types of data, including those on education and national land management. (4) In January 2016, the government set up Open Square-D to provide workspaces as well as training and education, customized consulting, and networking opportunities for aspiring entrepreneurs intent on launching businesses that utilize public open data. Moreover, the government organizes annual entrepreneurial competitions for startups based on ideas for using public open data, and publishes and distributes case studies of exemplary businesses to inspire and encourage businesses to make greater use of such data.
End Date	Ongoing
Next Steps	The government intends to disclose an increasing number of types of key national and government-owned data, those with the potential for significant social and economic impacts. The 25 types of key data not disclosed in 2015 were to be disclosed phase by phase until 2017. However, 22 of these, including the new road-based addresses and information on real estate transactions, will be disclosed ahead of schedule in 2016 in response to the growing demand. The shortage of quality data continues to impede the private sector's attempts to make productive use of public open data. The government thus intends to introduce a quality management system for evaluating and improving the quality of large-scale and important public open data. The new system will assess 21 types of data in 2016, 42 types in 2017, and all types of core data by 2018. In addition, the government will identify the types of core data that different organizations and agencies are to disclose in the same standard format, so as to ensure the convenience and accessibility of these data to the public sector. The government plans to develop 100 standard formats for these data by 2017. In addition, the government intends to introduce an automated tool for conducting self-assessments of the standardization of data to be uploaded to the Open Data Portal.

Additional information
OpenSquare-D website: http://www.opensquared.org/ Open Data Portal website: http://www.data.go.kr/