Comparative analysis between brazilian and canadian eletronic democratization: the Dialoga Brazil and Suggest a Dataset

Análise comparativa entre a democratização eletrônica brasileira e canadense: o Dialoga Brasil e o Suggest a Dataset

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Abstract: This article aims to promote a discussion on a comparison between two electronic governance instruments, consubstantiated in two digital platforms: Dialoga Brasil and Suggest a Dataset - Canadian site, where citizens can demand specific information. To do so, it performs an initial conceptualization of the terms used throughout the research, as well as it presents a detailed analysis of both Internet portals. A history of the Internet use in both countries is also demonstrated considering both the access and the use of ICT by the respective governments. We intend to demonstrate how national politics (the paths chosen by the governing authorities, as well as the solidity of institutions and democratic regimes) influences the process of consolidating e-democracy.

Keywords: Eletronic governance. e-democracy. Dialoga Brasil. Suggest a Dataset.

Resumo: O presente artigo tem a intenção de trazer à discussão uma comparação entre dois instrumentos de governança eletrônica, consubstanciados em duas plataformas digitais: Dialoga Brasil e Suggest a Dataset – site canadense onde os cidadãos podem demandar informação específica. Para tanto, realiza uma conceituação inicial dos termos utilizados ao longo da pesquisa, assim como apresenta uma análise detalhada de ambos os portais. A trajetória do uso da internet nos dois países também é demonstrada, tanto pela ótica do acesso quanto da utilização das TICs pelos respectivos governos; pretendemos, por fim, demonstrar como a política nacional (os caminhos escolhidos pelos governantes, assim como a solidez das instituições e dos regimes democráticos) influencia no processo de consolidação da e-democracia.

Palavras-chave: Governança eletrônica. e-democracia. Dialoga Brasil. Suggest a Dataset.

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Introduction

The present work aims to investigate how the social participation tools made available online by the Brazilian and Canadian governments to the population have stimulated the state's communication with its citizens. To this end, it will analyze Internet access in both countries, as well as the usability of government portals in both nations. The Brazilian portal chosen as an example is dialoga.gov.br, currently off the air. The proposals present in the platform on the date of analysis will be demonstrated, as well as the government's intentions in placing it on the network. On the Canadian side, the portal Suggest a Dataset will be studied, a government initiative to provide information according to popular demand. Both websites have an interface that invites participation: it is possible to comment and validate (like) proposals of other users.

Hence, in the first part of the work, concepts of terms that refer to analysis, such as electronic governance and virtual democracy, among others, will be presented. This initial approach is fundamental to the following: a detailed analysis of the Dialoga Brasil website, carried out at the end of 2015, and the Canadian platform Suggest a Dataset, in the middle of the 2017. The relevance of the research is based on the fact that we believe that the State can expand its responsive capacity as the population is able to make itself heard by it; and, currently, with the new communication channels provided by the advent of the Internet, and its massification, it is possible to capture social demands in innovative ways. The portals studied are, therefore, configured as a means of visualizing the topics of social interest at a given time. We will not fail, therefore, to call attention to the limitations the so-called e-democracy has.

Governance, e-government and e-democracy

Governance is a term that is constituted in relation to the financial and administrative capacity of the government in implementing discretionary decisions. According to Pereira (1997), based on Frischtak (1994), the definition of the concept is: "Governance capacity, understood as the ability to coordinate the aggregation of diverging interests and thus promote policy that can be taken to represent the public interest".

In this paper, it will be added to this definition the important conception of the perspective of effective gain that the citizen has in relation to the public policies implemented by the government in question (BIZELLI, 2007; CINTRÃO, 2012). According to Bizelli, public governance means the maintenance (or recovery) of the government's administrative and financial capacity and the effectiveness of public policies as a way for the population to benefit from its rights. From the redemocratization, the Brazilian State has been trying to recover the governmental capacity. This process does not occur without ups and downs (the recent impeachment

of President Dilma Rousseff demonstrates this fact) - a subject that will be dealt with later, as part of the ex-post evaluation of the Dialoga Brasil website. It is worth mentioning that, without having the capacity to govern, the administrative machine puts governability at risk. The following are challenges that the author lists as priorities for a government committed to public governance:

> By disrupting with the image of traditional leadership [1980s], however, a second issue posed itself as a challenge: to constitute teams at the government summit that would work in a more dynamic way, capable of expressing, in a visible way to the citizen, the results achieved. Brazilian history showed that the image of the new almost always came from the hands of the "old" style of governing, consolidated through an ethic of clientele that makes governability impossible. The principle of balance would be struck between the ambition of the project presented in electoral disputes, the operational capacity of the government team and the governability of the political system. A third challenge was to reorganize public administration, in all spheres of government. A series of obstacles would stand in the way of reforming the governing machine. On the one hand, employees' corporate interests - consolidated in legislation - would have to be resized. The citizen constitution provided for greater transparency in the administrative actions of the public machine, consolidating the principle of popular participation as a means of controlling procedures. Councils, public hearings, popular initiatives, brought the citizen-contributor into the administration, demanding that corporate interests be suited to the interests of the nation (BIZELLI, 2007, s/p., our translation).[i]

In order to guarantee governability in re-democratization, Brazilian political leaders needed to energize work teams (at all levels of government), improving the capacity of providers to execute public policies, aiming at demonstrating tangible changes to the population; in addition, they had to reorganize public administration as required by the Constitution, which demanded the offer of greater transparency in administrative acts, as well as the incorporation of popular participation in policy formulation. Therefore, governance, understood in this way, poses challenges that are not solved during the course of a mandate: on the contrary, they pervade several governments, and demand strategic actions to solve them, with the purpose of consolidating state legitimacy in the long term.

In Brazil, the changes made to the public machine coincided with the massification of digital technologies (information and communication) and their incorporation into government management. These processes, therefore, became interconnected, and the movement for state reform was connected to the advent of virtual government. The work "O papel do Governo Eletrônico no fortalecimento da governança do setor público" by Vieira Braga *et al.* (2012), demonstrates this process very well, as exemplified in the passage below:

> When governance issues are discussed, as in other areas of public policy execution, an action taken to solve a short- or medium-term problem can have long-term effects on a government's legitimacy. For example, failure to meet society's demands in the short term (responsiveness) can have consequences on the significance of governance in the long term, shaking its legitimacy. There is no clear dividing line between public administration and governance: any significant governmental change can affect it. Electronic government relates to the use of ICTs in public administration combined with organizational change and new practices, in order to improve public services, democratic processes and strengthen support to public policies. (VIEIRA BRAGA *et al.*, 2012, p. 8, our translation).[ii]

Now it will be moved to the definition of e-Government. The term finds several meanings in the literature: 1) usage of the Internet and the web to offer government information and services to citizens; 2) usage of new ICTs, especially the Internet, as a tool to improve government; 3) continuous optimization of government service delivery, citizen participation and governance, from the transformation of internal and external relations and using technology, the Internet and new media; 4) e-gov is not restricted to the incorporation of new technologies to expand the connection capacity between government and citizens: relations within the core of power are reinvented, and the government, in its most different instances, begins to act as a network. Thus, each sphere and its respective unfolding begin to work as extensions, acting as nodes of this government network (ALVES, 2006). Virtual government, considering all the definitions presented, can still reach several levels: 1) institutional: provision of information or services to the community; 2) transactional: services offered by the government that generate financial transactions or transactional processes; 3) collaborative: the portal directs citizens to their demands; 4) integration among all levels: the data required for a transaction or the progress of an administrative process are integrated in the government database; 5) total customization: citizen interaction with the government in a personalized and customized manner (FERRER *et al.*, 2004).

E-democracy and the new possibilities regarding civil participation

The emergence of the e-government generates the opportunity to incorporate popular demands into the political decision-making process (the so-called digital democracy). This work aims to find out to what extent these emerging technologies (and especially their use by governments) are being effectively consolidated in the promotion of civil participation. Wilson Gomes, in "Digital democracy and the problem of civil participation in political decisions making", called attention to the importance of this analysis:

> The idea of citizenship participation understood as civil occupation of the political sphere finds in the Internet the technical and

> ideological possibilities of realizing an ideal of popular and direct conduction of public business [...]. The entry "digital democracy" and similar forms (electronic democracy, e-democracy, virtual democracy, cyberdemocracy, among others), around which a voluminous bibliography has been forming in the last 10, 15 years, basically interested in the new practices and renewed possibilities for democratic politics, which emerge from the new electronic technological infrastructure provided by networked computers and a countless number of communication and organization devices, storage and supply of data and information online. **The question is whether the new communication technologies can, in fact, change possibilities of citizenship in contemporary societies for the better** (GOMES, 2000, our emphasis, our translation).[iii]

Based on the effectiveness of participation, one should consider the implications that incorporating spontaneous suggestions can bring to the process of public policy formulation and, consequently, to the state administration. The idea behind this is, as we have already mentioned, to improve communication between citizens and government, bringing the population into the State in terms of public policy management, and improving government capacity. In "Bringing E-Democracy Back In. Why It Matters for Future Research on E-Governance", Andrew Chadwick gives a detailed explanation of how this should occur:

> E-government brings government "closer to the people" by meeting the expectations of service users regarding convenience, accessibility, and timeliness. The concept of e-democracy is associated with efforts to broaden political participation by enabling citizens to connect with one another and with their representatives via new information and communication technologies. **Yet, many commentators go further than this managerial approach, arguing for a radical extension of e-government to incorporate citizens more fully into regular policy-making processes.** Such perspectives go beyond simple electronic service delivery, integration, and information provision and seek to use ICTs to incorporate citizens' deliberation into the initial stages of policy development or the very process of "reengineering" public services. In its most radical guise, this form of e-government would entail a radical overhaul of the modern administrative state as regular electronic consultations involving elected politicians, civil servants, pressure groups, and other affected interests become standard practice in all stages of the policy process. […] This type of e-democracy encompasses a continuum of consultation, stretching from low-level information gathering and aggregation toward a fuller quasi-deliberative level of interaction. In the participatory model of e-democracy, interaction is regarded as constitutive of democracy itself. Opinion formation and political action based on forums, groups, or new "virtual communities" enlivens and furthers the development of civil society. […] **E-government potentially blurs the distinctions between executive and legislative functions by creating opportunities for citizens to have direct political influence on**

> **public bureaucracies in ways that have not existed before.** […]
> E-democracy renders political participation and influencing the delivery of public services more convenient by shrinking time and distance, enabling large numbers of citizens to deliberate and feedback opinion almost simultaneously. Aligning this value with a new approach to the production and the consumption of public services extends the principle (CHADWICK, 2003, s/p., our emphasis).

This scenario can only be realized if we strive towards a porous model of administration (BIZELLI, 2007) that provides the opportunity for the interests of the population to permeate policy formulation. The democratization of information is therefore a key point. The more widespread and evidence-based, the better the amount of public debate, and therefore the proposals that will emerge from it.

Fabiola Liberato and Danilo Rothberg, when studying Brazilian government portals, summarized this thought in the following passage: "The right to information must be understood as a right to the exercise of civil, political, and social rights, and must be understood as a right to choose from the information obtained" (LIBERATO; ROTHBERG, 2013, our translation)[iv]. In the analysis of the Canadian portal, carried out in the last part of the work, the information becomes the motto. Therefore, we have a territory of investigation, with concepts that allow the analysis of what has been done by two governments, Brazilian and Canadian, towards a greater democratization of their public institutions through information and communication technologies.

Analysis of the Dialoga Brasil platform

The Dialoga Brasil platform was launched by the Brazilian federal government in July 2015 (today, the page has no content); on October 14th, 2015, it had the following description on the page itself:

> *Dialoga Brasil is a space for digital participation. Here your ideas have become proposals and you help to improve government actions.*
> *You can make suggestions to improve the programs, enjoy proposals from other participants and get to know the main actions of the federal government.*
> *The Dialoga Brazil platform presents 14 themes and 80 priority programs of the federal government so that the population can propose improvements in public policies and the lives of Brazilians.*

At that time, the website had five themes (Health, Poverty Reduction, Education, Public Security and Culture), and there were then 27 programs divided among them on the platform. In a second analysis, made on November 11th, the description found on the site was the following:

> *Dialoga Brazil has entered a new phase!*
> *Operating since July 28th, 2015, it has 24,901 registered users, 11,077 proposals and 276,147 votes.*

> *The federal government will analyze the 3 most supported proposals in each program and will give a return to society.*
> *Continue with us! The response to your participation and new themes will enter the platform soon!*

In the platform, users could register proposals, which were available to the scrutiny of others, all having the option to vote for (supporting) or against (rejecting) the proposal; the best evaluated are at the top of the list. Based on the configuration chosen for the operationalization of the site (the federal government committing itself to answer the three best evaluated questions in each program), a quantitative analysis of these proposals was performed.

The **Culture** theme had seven programs: Agenda Século XXI, Brasil de Todas as Telas, Cultura e Educação, Cultura Viva, PAC Cidades Históricas, Política Nacional das Artes e Vale-Cultura. On the date of the analysis, the quantitative scenario found was the following:

Table 1 – Quantitative of the Culture theme proposals on the Dialoga Brasil website

PROGRAMS	TOTAL PROPOSALS	THREE MOST VOTED
Agenda Século XXI	47	827
Brasil de Todas as Telas	89	1092
Cultura e Educação	171	313
Cultura Viva	73	1032
PAC Cidades Históricas	88	556
Política Nacional das Artes	144	1040
Vale-Cultura	104	708

Source: Elaborated by the authors

In the **Education** theme, which had four programs (Educação Básica, Ensino Superior, Ensino Técnico e Valorização dos Professores), the panorama of the website was configured as the following:

Table 2 – Quantitative of the Education theme proposals on the Dialoga Brasil website

PROGRAMS	TOTAL PROPOSALS	THREE MOST VOTED
Educação Básica	2295	5931
Ensino Superior	1376	19112
Ensino Técnico	380	2905
Valorização dos Professores	766	4824

Source: Elaborated by the authors

The **Poverty Reduction** theme had four programs (Assistência Social, Bolsa Família, Brasil sem miséria e Cisternas) e nd presented the following quantitative scenario:

Table 3 – Quantitative of the Poverty Reduction theme proposals on the Dialoga Brasil website

PROGRAMS	TOTAL PROPOSALS	THREE MOST VOTED
Assistência Social	298	3457
Bolsa Família	526	4699
Brasil sem Miséria	217	4380
Cisternas	149	6112

Source: Elaborated by the authors

Regarding the theme, there were seven programs available: Aqui tem Farmácia Popular, Incentivo ao Parto Normal, Mais Especialidades, Mais Médicos, Melhorar os Postos de Saúde, SAMU 192 e UPAs e Vida Saudável. The panorama formed on the website can be presented as the following:

Table 4 – Quantitative of the Health theme proposals on the Dialoga Brasil website

PROGRAMS	TOTAL PROPOSALS	THREE MOST VOTED
Aqui tem Farmácia Popular	213	783
Incentivo ao Parto Normal	158	3485
Mais Especialidades	457	7530
Mais Médicos	421	8226
Melhorar Postos de Saúde	1009	7593
SAMU 192 e UPAs	217	1719
Vida Saudável	293	2107

Source: Elaborated by the authors

The **Public Security** theme contained five programs (*Crack, é possível vencer!, Forças Federais de Segurança, Proteção das Fronteiras, Segurança Pública Integrada e Sinesp*). These programs were presented as the following:

Table 5 – Quantitative of the Public Security theme proposals on the Dialoga Brasil website

PROGRAMS	TOTAL PROPOSALS	THREE MOST VOTED
Crack, é possível vencer!	230	3384
Forças Federais de Segurança	209	2017
Proteção das Fronteiras	245	3024
Segurança Pública Integrada	873	3206
Sinesp	143	5341

Source: Elaborated by the authors

From this extensive demonstration, it is possible to move on to a more detailed analysis of the numbers obtained: The **Culture** theme had the *Cultura e Educação* as the program with the most proposals presented. However, the one with the most exhibitions of the three proposals most voted was the *Brasil de Todas as Telas*. It is necessary to emphasize that in none of the themes did the program with the most proposals coincide with the one that had the most views among the three best evaluated proposals.

In the Education theme, the Educação Básica program was the one that got the most proposals suggested by the public. The Educação Superior program, in turn, had the highest number of views among its three most voted proposals. The **Poverty Reduction** theme presented *Bolsa Família* as the program with the most proposals. Among the three best evaluated proposals, the Cisternas program was the one with the highest number of views. In the **Health** theme, *Melhorar os Postos de Saúde* was the program with the largest number of proposals. The program *Mais Médicos*, in turn, was the one that had the most views of the three best evaluated proposals. The **Public Security** theme had the most proposals presented in the *Segurança Pública Integrada* program, while the *Sinesp* program presented the largest views of the three most voted proposals.

Comparing the five themes, we have the following totals of proposals presented in each of them: Culture, 716; Education, 4817; Poverty Reduction, 1190; Health, 2768 and Public Security, 1700. These numbers demonstrate what the priorities of the users of the website were: Education and Health, as well as in the constant speeches of the government platforms of most members of the Executive around the country. It is worth noting that the program with the most proposals within the Culture theme was the so-called Cultura e Educação; that is, it confirms the preponderance given to the educational issue by the users of the platform.

Currently (May/2017), Dialoga Brazil is offline. The website project was very identified with Dilma Rousseff's government, which suffered an impeachment process throughout 2016. The discontinuity of the project, with the change of government, demonstrates the instability of Brazilian public policies: a platform built with the objective of stimulating social participation could not have been discontinued without further explanation. This helps to further diminish popular engagement in public consultations, historically low in the country.

Suggest a Dataset

The Canadian portal Suggest a Dataset[v] is a channel where citizens of the country can request information about Canada that is not yet publicly available. The presentation on its homepage is as the following:

> Is there Government of Canada data that you would like to see? Let us know your ideas by using our Suggest a Dataset form, bit first search below to see if someone else has already requested the same dataset. If you find it, you can check on its status and add your request by clicking on thumbs up.[vi]

On May 10th, 2017, when the analysis was carried out, 229 requests for information were on the website. An example of the request can be observed below:

> Activity or Fitness Level of Canadians Organization: Statistics Canada Description: Health and fitness related data sets that describe the activity or fitness level of Canadians Status: Released in October 2014[vii].

Comments and votes are allowed. This proposal, for example, had 691 votes on 05/10/2017 (it should be noted that the votes can only be positive, resembling the function to like, in Facebook).

Immediately below the above-mentioned proposal is shown a hyperlink where it is written: Access it here. In other words, the citizen is directed to the requested information.

It is not possible to request specific policies in the portal, as in Dialoga Brasil. Only information can be demanded. In the following part of this work, it will be demonstrated how the use of government portals in both countries influences the success or failure of attempts such as these of e-Government.

e-Government features: Brazilian and Canadian scenario

Countries with very different history, institutions, culture, geopolitical and economic positions will be addressed here. Both have, however, the following similarities in the structure of government: they are democracies, with three levels of government, National/Federal, State/Provincial and Municipal, besides existing in Canada, as well as in Brazil, the division of the three powers (Legislative, Executive and Judiciary), better explained below.

The federal legislature is bicameral in both countries: Brazil has a Senate and House of Representatives, while Canada has a Senate and House of Commons. The Executive Summit in both countries consists of the head of government (president in Brazil and prime minister in Canada) and ministers of State.

Nevertheless, Canada is legally structured in the form of a Constitutional Monarchy, with senators appointed to the position and remaining in power for up to seventy-five years. Canadian municipalities can legislate according to provincial laws, and the country has a specific form of government for indigenous communities, the so-called Aboriginal government. Brazil is a federation, with senators elected for eight-year terms, and municipalities with the power to legislate according to the Federal Constitution.

The following will demonstrate information on e-Government in Canada. Public participation in public policy development has a long history in the country, as it is rooted in democratic theory and the evolution of parliamentary traditions in many Western countries. It is also linked to the areas of conflict resolution and organizational design, always based on the premise that the best results are achieved when those most affected are included in the decision-making process.

In the On-line Government project, developed in the country from 1999 to 2006, an investment of 880 million dollars was made to help accelerate the development of virtual services. Departments, agencies and other partners also invested their own funds, which resulted in improved service delivery of many programs, through the Internet, to individuals and companies. When the initiative ended in 2006, it left as a legacy the basis for the transformation of public services in the future (KNIGHT *et al.,* 2007).

Its success can be seen in the following assertion:

> The government of Canada has been receiving high accolade for its e-Government strategy, and it is considered a world leader in e-Government initiatives. Its progress has been publicly recognised by an Accenture study that has ranked Canada first out of 22 countries for five consecutive years (Accenture, 2005). The United Nations judges Canada's competence in e-Government as "high", stating that "possibly more than any other country it has demonstrated…an intrinsic understanding of e-Government's potential and reality" (Government On-Line, 2003) (KUMAR *et al.*, 2007, p.63)[viii] .

The comparison with Brazil will be made utilizing the research "Canadian Internet use survey, Internet use at home, by sex and government on-line (GOL) activity, every 2 years (percent)", which obtained the following data:

Table 6 – Data on Internet usage to access government services in Canada

Internet use by individuals, by government on-line activity:	
Providing opinion during an on-line government consultation:	2005: 2.2%
	2007: 1.6%
	2009: 2.5%
Searching for government related information:	2005: 39.2%
	2007: 52,5%
	2009: 57,6%
Accessing information on a government program or service:	2005 32,7%
	2007: 37,4%
	2009: 42,8%
Communicate with government department or with an elected official[ix]:	2005: –
	2007: 10,6%
	2009: 12,4%

Source: Elaborated by the authors based on the research data: Canadian Internet use survey, Internet use at home, by sex and government on-line (GOL) activity, every 2 years (percent). CANSIM Database. Statistics Canada. Table 358-0132.

On the Brazilian side, according to the Brazilian Media Survey, conducted by the Secretariat of Social Communication of the Presidency of the Republic in 2015, 49% of Brazilians had access to residential Internet. This percentage increases according to income (in families with incomes above 5 minimum wages, weekly access rises to 76%) and educational level (87% weekly access among residents with higher education). Only these data already leave out practically half of the country's population of access to digital participation policies, exactly the half where is included the most needy part of Brazilians. Solving the issue of digital inequity, therefore, is essential for virtual popular participation to happen in a satisfactory manner, and the e-Government project to be successful.

In an attempt to study the same topic in more detail, we will use data from Brazilian e-government resulting from the research on the use of information and communication technologies in the homes of the country: ICT homes 2014, developed by the *Centro Regional de Estudos para o Desenvolvimento da Sociedade da Informação*

(CETIC.br), responsible for the production of indicators on the Internet in Brazil, later used for the elaboration of public policies on the subject. CETIC.br is a department of the Núcleo de Informação e Coordenação do Ponto BR (NIC.br), an agency linked to the Brazilian Internet Steering Committee (CGI.br).

Table 7 – Data on Internet usage to access government services in Brazil

Proportion of individuals who have accessed the Internet, for activities developed in interaction with public authority:	
Search for information offered by government websites:	26%
Perform some public service such as issuing documents over the Internet, filling out and sending forms online, or paying fees and taxes over the Internet:	23%
Have not use the Internet to conduct interactive activities with public authorities:	66%

Source: Elaborated by the authors with data from the Research on the use of information and communication technologies in Brazilian domiciles: TIC domiciles 2014.

Table 8 – Data on Internet usage to access government services in Brazil (2)

Proportion of internet users who have not used e-government in the last twelve months for reasons of non-use:	
Preferred to make the contact in person:	53%
For lack of need to seek information or perform public services:	37%
Concern with data protection and security:	16%
Using the Internet to contact the public administration is very complicated:	16%
The services I need are hard to find:	15%
The services I need are not available on the Internet:	11%
Hard to get feedback (response) to requests:	10%
The services I need are available on the Internet, but it is not possible to complete the transaction:	8%
Don't know / No answer:	1%

Source: Elaborated by the authors with data from the Research on the use of information and communication technologies in Brazilian domiciles: TIC domiciles 2014.

It is noted that the main reason for the non-usage of e-Government was the fact that the user preferred to contact the public agency personally. We believe that this data is linked to the resistance that many people have to virtual media, still considered novelties and less reliable than personal contact. This vision is culturally constructed and demands efforts on the part of the government to be modified, as well as time for society to get used to the new means.

However, if we add up the amount of answers found in: 'Using the Internet to contact the public administration is very complicated', 'The services I need are hard to find', 'The services I need are not available on the Internet', 'Hard to get feedback (response) to requests', 'The services I need are available on the Internet, but it is not possible to complete the transaction', all related to mismanagement of information and services made available on the network by the public body, we will see that the account reaches 60%, surpassing the first place.

Finally, comparing the available data, during a virtual public consultation held in 2009, 2.5% of the Canadian population participated. On Dialoga.br, there were 24,901 registered users on the date of the analysis, from a population of 100 million Brazilians with internet access. Therefore, 0,0125% of the Brazilians have registered themselves in the website, in the period that goes from its entrance in the web (July/2015) to November 11th (date of the analysis).

In 2009, 57.6% of Canadians searched the web for information about the country's government, and in Brazil, in 2015, 26% of the public with Internet access did the same. Considering the social, cultural and political differences of both countries, the social participation from government portals achieved in Canada serves Brazil as an example to be followed. After all, according to Kumal *et al.* (2007) "[...] the success of e-Government efforts depends, to a great extent, on how well the targeted users for such services, citizens in general, make use of them[x]".

Final considerations

The Dialoga Brasil portal's initiative is innovative - even if compared to Canadian e-government projects, because Suggest a Dataset does not have the purpose of receiving proposals, and was the portal most similar to the Brazilian one found - and stimulates democratic participation, but it was taken off the air in a political turnaround. The digital governance project maintained by Canada, on the contrary, has continuity, which increases the legitimacy of the tool and reduces the cost of participation perceived by citizens.

That is, apart from the problem of digital inequity - which is urgent in Brazil - greater care is needed by the country's federative bodies so that policies of virtual social participation do not become unviable nationally.

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Notas:

[i] Ao romper-se com a imagem da liderança tradicional [década de 1980], porém, uma segunda questão postulava-se como desafio: constituir equipes na cúpula de governo que trabalhassem de forma mais dinâmica, capazes de exprimir, de forma visível ao cidadão, os resultados atingidos. A história brasileira mostrava que a imagem do novo, quase sempre, vinha pelas mãos do "velho" estilo de governar, consolidado através de uma ética de clientela que inviabiliza a governabilidade. Feria-se o princípio de equilíbrio entre a ambição do projeto apresentado nas disputas eleitorais, a capacidade operacional da equipe de governo e a governabilidade do sistema político como um todo. Um terceiro desafio passava a ser reorganizar a administração pública como um todo, em todas as esferas de governo. Uma série de obstáculos se oporia à reformulação da máquina governativa. Por um lado, interesses corporativos dos funcionários – consolidados em legislação – teriam que ser redimensionados. A Constituição cidadã previa uma maior transparência nas ações administrativas da máquina pública, consolidando o princípio da participação popular como meio de controle de procedimentos. Conselhos, audiências públicas, iniciativas populares, traziam para dentro da administração o contribuinte-cidadão, exigindo que os interesses corporativos fossem adequados aos interesses da nação (BIZELLI, 2007).

[ii] Quando se discutem questões de governança, como em outras áreas de execução de políticas públicas, uma ação tomada para resolver um problema de curto ou médio prazo pode ter efeitos de longo prazo na legitimidade de um governo. Por exemplo, a ocorrência de falhas no atendimento das demandas da sociedade no curto prazo (responsividade) pode acarretar consequências na significância da governança no longo prazo, abalando sua legitimidade. Não há uma clara linha divisória entre administração pública e governança: qualquer mudança governamental significativa pode afetá-la. O governo eletrônico relaciona- se ao uso das TIC na administração pública combinado com mudança organizacional e novas práticas, a fim de melhorar os serviços públicos, os processos democráticos e fortalecer o suporte às políticas públicas (VIEIRA BRAGA *et al.,* 2012).

[iii] A ideia de participação da cidadania entendida como ocupação civil da esfera política encontra na internet as possibilidades técnicas e ideológicas da realização de um ideal de condução popular e direta dos negócios públicos[...]. Cunha-se o verbete "democracia digital" e formas semelhantes (democracia eletrônica, e-democracy, democracia virtual, ciberdemocracia, dentre outras), ao redor dos quais se vem formando, nos últimos 10, 15 anos, uma volumosa bibliografia interessada basicamente nas novas práticas e renovadas possibilidades, para a política democrática, que emergem da nova infraestrutura tecnológica eletrônica proporcionada por computadores em rede e por um sem-número de dispositivos de comunicação e de organização, armazenamento e oferta de dados e informações on-line. **A questão em tela é sobre se as novas tecnologias da comunicação podem, de fato, alterar para melhor as possibilidades da cidadania nas sociedades contemporâneas** (GOMES, 2000, grifo nosso).

[iv] "O direito à informação deve ser compreendido como direito-meio, ou um instrumento para o exercício dos direitos civis, políticos e sociais, e deve ser compreendido como direito à escolha a partir da informação obtida" (LIBERATO; ROTHBERG, 2013).

[v] Available in: http://open.canada.ca/en/suggested-datasets. Access in: 10 sep. 2020.

vi Há dados do Governo do Canadá que você gostaria de ver? Deixe-nos saber suas ideias usando nosso formulário "Sugerir um conjunto de dados", mas primeiro pesquise abaixo para ver se alguém já solicitou o mesmo conjunto de dados. Se você o encontrar, pode verificar o seu status e adicionar seu pedido, clicando em polegares para cima. (Tradução nossa)

vii Nível de Condicionamento Físico ou Atividade Esportiva dos Canadenses. Organização: Estatísticas Canadá. Descrição: Conjuntos de dados relacionados à saúde e ao condicionamento físico que descrevem o nível de atividade esportiva dos canadenses. Status: Liberado em outubro de 2014 (Tradução nossa)

viii O governo do Canadá tem recebido um grande reconhecimento por sua estratégia de e-Government, e é considerado um líder mundial em iniciativas de e-Government. Seu progresso foi reconhecido publicamente por um estudo da Accenture que classificou o Canadá em primeiro lugar entre 22 países por cinco anos consecutivos (Accenture, 2005). As Nações Unidas julgam a competência do Canadá em e-Government como "alta", afirmando que "possivelmente mais do que qualquer outro país demonstrou [...] uma compreensão intrínseca do potencial e realidade do governo eletrônico" (KUMAR *et al.,* 2007, tradução nossa).

ix O uso da Internet por indivíduos, por atividade governamental on-line: Fornecimento de opinião durante uma consulta governamental online; Busca por informações relacionadas ao governo; Acesso a informações sobre um programa ou serviço governamental; Comunicação com departamento governamental ou com um funcionário eleito. (Tradução nossa)

x [...] o êxito dos esforços de governo eletrônico depende, em grande medida, em quanto os alvos potenciais de tais serviços, cidadãos em geral, os utilizam" (KUMAL *et al.,* 2007, tradução nossa).