An Application of Open MinistryConcept, the Case of Ministry of International Cooperation

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Abstract: The main objective of this study aims at presenting the application of Open Ministry model to be applicable inside Ministry of International Cooperation (MoIC). The theoretical framework of this research is based on a model for Denis Hilgers & Christoph Ihl "Citizensourcing and Open Government" model which is pioneer in applying Citizensourcing within any organization. This descriptive study established correlation between independent and dependent variables through conducting a field study with minimal control. The researcher collected data once from 128 individuals through online and papered- based questionnaires (cross-sectional study). The sampling method was non-probability (judgmental) sample which made restrictions on generalizing its findings.

The researcher conducted various statistical analyses which are (descriptive statistics / reliability analysis/ normality test / correlation analysis). The most significant findings of the researcher's analysis are that the median for all questions of the questionnaire is 5 however mode is changing from 5 (It should be our priority in the coming period) to 6 (It is highly necessary nowadays). There are significant strong correlations for the relationships between all the independent and the dependent variables (They are greater than 0.01 and the higher value of correlation coefficient means a stronger relationship).The researcher conducted reliability analysis for all variables which shows high reliability as the most of Cronbach's alphas fall between 0.7 and 0.9 except for Open Ministry variable which indicates excellent reliability. All variables are not normally distributed so a non-parametric analysis is used in the inferential analysis. The researcher can reject all the null hypothesis between the independent and dependent variables. Moreover, all independent variables have relations together. The Collaborative Democracy variable is ranked number one followed by Public Awareness, Collaborative Administration and finally Citizen Ideation and Innovation. Open Ministry variable is considered the summation of all independent variables. This supports the researcher's alternative hypotheses, as there are positive relationships between each independent and the dependent variables. The researcher offers many recommendations to be implemented in MoIC to apply Open Ministry concept. MoIC should have a clear vision and creative strategy to engage the public in decision making. Besides that, MoIC's decision makers should realize well that citizens are more aware of their rights and they have real desire to take part in every issue related to their lives. As a result, this creates more and more public awareness about their rights to access public data in each governmental entity. To cope with their needs, there should be a creative IT application that facilitates the flow of information inside the ministry which enables each citizen to have the ability to access open data freely without any restrictions. This public collaboration would establish a solid foundation for effective decision making and offer various solutions through public innovations and ideations.

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I. Introduction

Citizens' involvement is considered an integral part in any democratic country. Effective public participation helps the government to be more efficient in its performance, response, besides offering more appreciated services to citizens. Moreover, this engagement would improve public's perceptions, attitudes and behaviors toward governmental performance. The importance of public participation grows up lately on all governmental level especially after the 25th of January and 30th of June revolutions. As a result, it should be managed well through better understanding of what the public wants and expects from their government. The services offered by the government should be placed according to public's priorities. Furthermore, successful citizens' participation would be a good platform for involving public opinions in the decision-making process to reshape the final decision. Also, it enables the government to establish long term strategies according to public's expectation and needs. Nowadays, governments all over the worlds use new forms of public involvement to get regular information about community priorities, their needs, and opinions about service levels. That could be through many different scientific tools such as surveys, focus groups, citizens' relationship management systems.

II. Material And Methods

This research is a descriptive study. The researcher aims at describing the relevant variables that related to Citizensourcing independent variables (Citizen Ideation and Innovation/ Collaborative Administration/ Collaborative Democracy/ Public Awareness) and Open Ministry variable. Moreover, the study indicates the amount and direction of the relation between the independent variables. A total 128 respondents (both male and females) of aged ranged between 20- 60+ were for in this research.

Study Design: This research is a descriptive study.The researcher establishes correlation to identify if there is relationship between independent variables (Citizen Ideation and Innovation, Collaborative Administration, Collaborative Democracy, Public Awareness)and dependent variable (Open Ministry) or not.

Study Location: The researcher conducted a field study in the natural setting to reflect the reality where the variables naturally occur without any external interference. The data was collected from employees who work in the public institutions / private sectors/ NGOs inside Egypt.

Study Duration: April 2016 to October 2016.
Sample size: 128 respondents.

Sample size calculation: The sample size was estimated on the basis of a single proportion design. The researcher assumed that the confidence interval of 10% and confidence level of 95%. The researcher collected 128 responses (120 online responses & 8 written responses).

Subjects & selection method: The researcher used a Non – Probability Sampling: This method enabled the researcher to come up with general findings to obtain holistic view on the research problem "To what extend would Citizensourcing process be a potential of use by MoIC?". Besides that, it helped the researcher to obtain data from respondents and offer some important leaded to potentially useful information with regard to the population. In addition the researcher has used a Judgmental Sampling to be able to obtain the required information effectively. Moreover, it provided the researcher with the ability to collect data from the sample effectively although it is small in size.

Inclusion criteria:
1. The average ages of respondents have been: (20-30/ 30- 40 / 40-50/ 50-60/ +60).
2. The researcher covered these ages effectively (as shown in the upcoming chapter) to be able to reshape their opinions and feedbacks on the scope of the research.
3. The target working sector of the sample has been: (Public sector / Private sector / NGOs).However, the researcher mainly aims at reaching to public sector as a target sample.
4. The category of educational levels has been: (Intermediate Education   / University Education / MA / PHD).The researcher has covered these levels effectively.

Exclusion criteria:
5. Respondents' age under 20;

Procedure methodology
The research strategy is a survey strategy which is based on conducting a questionnaire, as it is the most appropriate method for collecting data from non-representative sample. Data analysis would be conducting through quantitative analysis on measuring the relationships between Citizensourcing variables (Citizen Ideation and Innovation/ Collaborative Administration/ Collaborative Democracy/ Public Awareness) and Open Ministry variable.
The researcher conducted a pre – test on5 individuals to be able to modify the questionnaire in its structure and language form according to their feedbacks. After the pre-test survey, the researcher was able to restructure the questionnaire to cope with the final outcomes on its form. As a result, all their comments were taken into consideration before launching the last version of the questionnaire.
The researcher sent the online questionnaires through Google application (Google Form) to approximately 400 individuals through their E-mails and Facebook accounts. Only 122individualsreplied and responded to the online survey. However, there were two online questionnaires which were invalid. While the others refused to be a part of this research due to the sensitivity of the scope of the research.
In addition, the researcher distributed papered-based questionnaires on 16 individuals, 8 questionnaires were only valid while the others couldn't have been involved in the research data as they were incomplete.

Overall, the researcher collected 128 responses (120 online responses & 8 papered - based responses) which would be involved in the data analysis in the upcoming chapter. The researcher has been neutral and on the same distance in collecting data from all participants to be able to reflect sincerely their opinions and to obtain effective data.

After conducting the pretest survey, the questionnaires were conducted through two ways:
- Using Google Form to send the questionnaires to non- representative sample.
- Face to face interviews based on the papered-based questionnaires.

Statistical analysis

The researcher analyzed data quantitatively using different analytical methods as follows: Descriptive Statistics was used to conduct the descriptive analysis of the questionnaire in terms of mode, median, minimum and maximum in addition to descriptive charts for the distribution of the sample across the offered scale. The questions related to each variable are grouped together in order to see their influences on the variable. There are four independent variables namely; Citizen Ideation and Innovation, Collaborative Administration, Collaborative Democracy and Public Awareness. Open Ministry is the dependent variable. Furthermore, the researcher used Reliability Analysis through Cronbach's Alpha test in measuring the internal consistency of the constructed survey. Furthermore, Inferential Data Analysis was used to analyze the relationship between the dependent and independent variables. The researcher used correlation analysis in the inferential analysis. In addition, Normality Test tested whether both of independent and dependent variables are normally distributed or not. The researcher used parametric analysis for a normally distributed variable and non-parametric analysis for a not normally distributed variable; finally, the researcher used correlation analysis in order to test the one to one relationship between each independent variable and the dependent variable.

III. Result

The next table shows the descriptive statistics of Citizen Ideation and Innovation questions. This analysis shows the mean, median, mode, minimum and maximum answers per questions.The sample size is 128 samples. The median for all questions is 5 however mode is changing from 5 to 6; all these findings show the importance of these questions for the whole Citizen Ideation and Innovation variable. The most important question that has the higher mean is Q6. This variable was reshaped through different questions which refer to citizens' engagement in solving their problems through innovative suggestions and ideas. Most of the sample had the tendency to answer with 6 (It is highly necessary nowadays) and with 5 (It should be our priority in the coming period). This analysis indicates that there is enough awareness among the sample about the importance of involving citizens in solving their problems.

These findings stick to the researcher's objectives which refer to define citizens as stakeholders in decision making and monitoring the outcomes of their feedbacks to be involved during implementation process. Besides that, strengthens democracy by engaging citizens in the decision-making process to reshape the final decision.

This public engagement creates a great need for applying Citizensourcing to facilitate the community empowerment process which empowers citizens to be a part of problem solving which is related to their lives. (Lacy, Douherty, & Gibson, 2002)Also, Citizensourcing process is considered the pinpoint is to improve the quality, time and efficiency of MoIC's structure and policy.

Table no1: Descriptive Statistics of Citizen Ideation and Innovation Questions

	Mean	Median	Mode	Minimum	Maximum
Q5: Communities will be able to use government data to help the state solve local problems.	4.73	5.00	5	1	6
Q6: Increasing the availability of open government data is one of the most important policy issues for any government.	5.08	5.00	6	1	6
Q9: Citizens can explore data and come to understand government activities better.	4.93	5.00	6	1	6
Q12: Communities will be able to use government data to solve local problems for themselves -bypassing the need for state activity.	4.79	5.00	6	1	6
Q5: Communities will be able to use government data to help the state solve local problems.	4.73	5.00	5	1	6
Q6: Increasing the availability of open government data is one of the most important policy issues for any government.	5.08	5.00	6	1	6
Q9: Citizens can explore data and come to understand government activities better.	4.93	5.00	6	1	6
Q12: Communities will be able to use government data to solve local problems for themselves -bypassing the need for state activity.	4.79	5.00	6	1	6

The next table shows the descriptive statistics of Collaborative Administration questions. This analysis shows the mean, median, mode, minimum and maximum answers per questions. The sample size is 128 samples. The median for all questions is 5 however mode is changing from 5 to 6; all these findings show the importance of these questions for the whole Collaborative Administration variable. The most important question that has higher mean is Q20.This variable was reshaped through different questions which refer to the integration between citizens and governmental entities to enhance the existing public administrative processes. This process would enable the government to enhance its performance, responsiveness, costs and quality of public services. Most of the sample had the tendency to answer with 6 (It is highly necessary nowadays) and with 5 (It should be our priority in the coming period).This indicates that there is a great need for improving the quality of the existing Open Governmental data to set up a platform for citizen participation. As a result, there is a necessary for updating the existing IT tools to cope with public needs for taking part in Citizensourcing process. These findings stick to the researcher's objectives which refer to building up a systematic innovation management inside MoIC to enhance its productivity and outcome. Moreover, MoIC's decisions would be improved by facilitating the information flow from citizens to decision makers and vice versa.

Table no2: Descriptive Statistics of Collaborative Administration Questions

	Mean	Median	Mode	Minimum	Maximum
Q7: Improving the quality of existing open government data is more important than releasing new open government Data.	4.61	5.00	6	1	6
Q10: Government should provide tools that make it easier for citizens without technical expertise to look inside open datasets.	4.94	5.50	6	1	6
Q14: There are many reasons for the need to build a complete and current data that enables the community of the ability to judge specific problem.	4.79	5.00	6	1	6
Q18: All government data should be openly accessible online.	4.82	5.00	6	1	6
Q19: Data should only be made open and placed online as there is a clear demand for that recently.	5.06	6.00	6	1	6
Q20: The release of open government data is important as a matter of principle.	5.12	6.00	6	1	6

The next table shows the descriptive statistics of Collaborative Democracy questions. This analysis shows the mean, median, mode, minimum and maximum answers per questions. The sample size is 128 samples. The median for all questions is 5 or 6 however mode is 6; all these findings show the importance of these questions for the whole Collaborative Democracy variable. The most important question that has higher mean is Q22.

This variable was reshaped through different questions which refer to new ways of collaboration to improve public participation within the government which includes involving public in decisions-making to improve the quality of services, setting up accountability system to overcome corruption. This process would enable the government to enhance its performance, responsiveness, costs and quality of public services. Most of the sample had the tendency to answer with 6 (It is highly necessary nowadays) and with 5 (It should be our priority in the coming period).

Besides that, this indicates that there is a great need for involving public through specific process to improve the quality, efficiency or effectiveness of government administration and policy. (King &Seegers, 2005)These findings stick to the researcher's objectives which refer to the necessity of increasing accountability of citizens in different aspects to participate in democratic governance, to make sure that the minister is accountable for his actions, responsibilities and is responsive to public interests.

Table no3: Descriptive Statistics of Collaborative Democracy Questions

	Mean	Median	Mode	Minimum	Maximum
Q8: The government should focus on creating sophisticated applications to increase the participation of citizens in decision-making.	4.76	5.00	6	1	6
Q11: Open government data can be used to drive the reform of public services.	5.09	5.00	6	1	6
Q21: Open government data can be used to call governments to account.	5.17	6.00	6	1	6
Q22: Creating a sophisticated, modern database may increase the development of government services provided to citizens.	5.11	5.00	6	1	6
Q24: Any errors committed intentionally or unintentionally would be easily discovered when creating a database that enables the citizens to participate effectively in decision-making.	4.78	5.00	6	1	6

The next table shows the descriptive statistics of Public Awareness questions. This analysis shows the mean, median, mode, minimum and maximum answers per questions. This variable was reshaped through different questions which refer to the public's level of understanding about issues and problems. Public Awareness is considered the pinpoint of public participation, as they should be aware of all issues that related to their lives and involve in the decision making process. Most of the sample had the tendency to answer with 6 (It is highly necessary nowadays) and with 5 (It should be our priority in the coming period). These findings stick to the researcher's objectives which refer to define citizens as stakeholders in decision making and monitoring the outcomes of their feedbacks to be involved implementation process. In addition, public engagement would strengthen democracy by reshaping the final the decision-making through public opinions.

Table no4: Descriptive Statistics of Public Awareness Questions

	Mean	Median	Mode	Minimum	Maximum
Q1: Public opinion is a fundamental pillar in achieving the desired service provided by the government to accomplish its objectives.	4.94	5.0	6	1	6
Q2: Government can use available means of communication to spread awareness among citizens about the services they provide through its institutions and agencies and how they could obtain those services.	5.18	6.00	6	1	6
Q3: Government has to involve public opinion at every step taken towards economic reform.	4.73	5.00	6	1	6
Q4: Providing necessary information on all topics of interest to citizens (rising of prices, power shortage ...) might be a way to know the opinions of citizens about the services provided by the government.	5.14	6.00	6	1	6

The researcher uses Cronbach's Alpha test in measuring the internal consistency of the constructed survey. The researcher measures the internal consistency of each independent and dependent variable alone from the questions constructed the corresponding variable. The output from this test is the Alpha value, which indicates the internal consistency of the variable; Alpha value ranges from 0 to 1.There are three cutoff points that indicates the strength of the reliability; 0.5, 0.7 and 0.9. Points below 0.5 indicate low reliability, points between 0.7 and 0.5 indicate moderate reliability, points between 0.7 and 0.9 indicate high reliability and points above 0.9 indicates excellent reliability.

Table no5: Cronbach's Alpha Coefficient

Variables	Number of Questions	Cronbach's Alpha
Citizen Ideation and Innovation	4	0.743
Collaborative Administration	6	0.873
Collaborative Democracy	5	0.811
Public Awareness	9	0.863
Open Ministry	24	0.946

During this part of the inferential analysis, the researcher analyses the relationship between the dependent and independent variables. The researcher uses correlation analysis in the inferential analysis.

Normality Test

The normality analysis tests whether both of independent and dependent variables are normally distributed or not. The researcher will use parametric analysis for a normally distributed variable and non-parametric analysis for a not normally distributed variable. The sample size is greater than 50 samples so both of Kolmogorov-Smirnov and Shapiro-Wilk will be used in the normality test.
The next table shows the output from the normality test:

Table no 6: Normality Test of Computed Variables

|	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	Df	Sig.
Citizen Ideation and Innovation	.163	128	.000	.875	128	.000
Collaborative administration	.161	128	.000	.830	128	.000
Collaborative Democracy	.154	128	.000	.845	128	.000
Public Awareness	.166	128	.000	.792	128	.000
Open Ministry	.154	128	.000	.807	128	.000

a. Lilliefors Significance Correction

The sig. value for both of Kolmogorov-Smirnov and Shapiro-Wilk tests are less than 0.05 so that these variables are not normally distributed so a non-parametric analysis will be used in the inferential analysis. The Q-Q plot for all variables is presented in the next graphs where the difference between the expected values and the already obtained values are presented to confirm the normality tests.
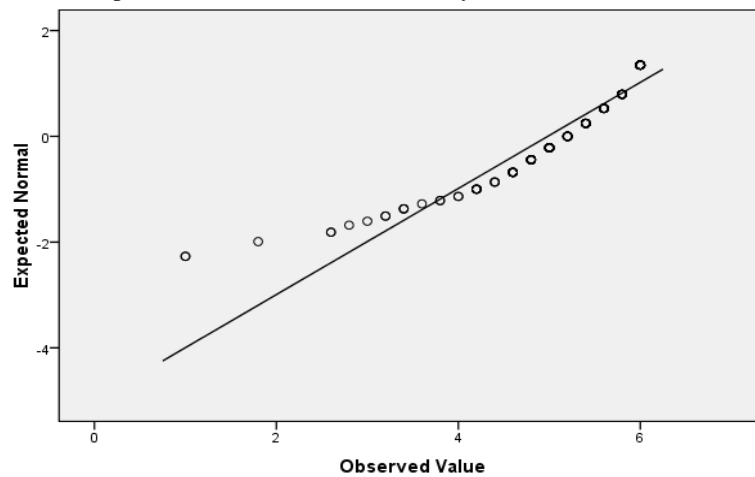
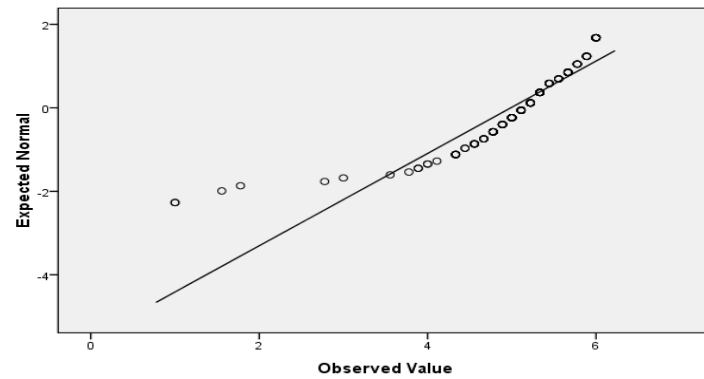The next figure shows the Q-Q plot for Citizen Ideation and Innovation variable:
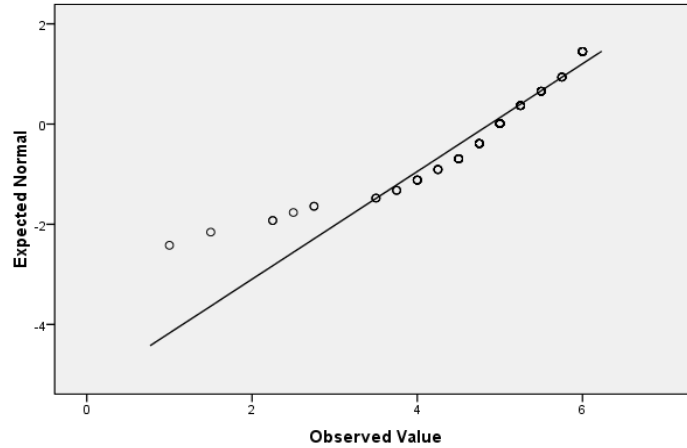
The next figure shows the Q-Q plot for Collaborative Administration variable:
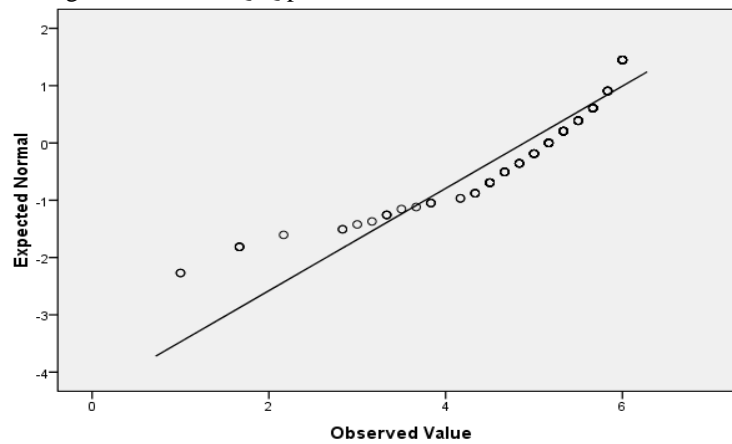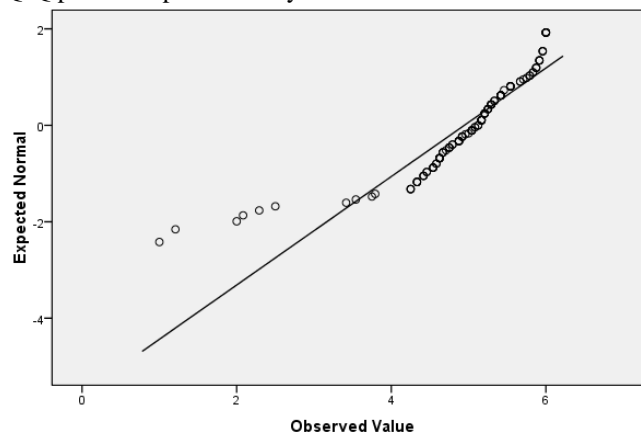

The next figure shows the Q-Q plot for Collaborative Democracy variable:

The next figure shows the Q-Q plot for Public Awareness:

The next figure shows the Q-Q plot for Open Ministry variable:

Correlation Analysis

The researcher uses correlation analysis in order to test the one to one relationship between each independent variable and the dependent variable. It can be used to measure the one to one relationship between the independent variables together.

Spearman's rho Test is non-parametric tests as the measured variables are not normally distributed. The correlation attributes that the results from the correlation analysis is described in the next paragraph.

In the following table, N represents the sample size. sig. value shows the significance of the relationship, values below 0.05 are significant and values above 0.05 are not significant. Correlation coefficient shows the strength of the relationship, going toward absolute one means higher relation between these variables.

Table no7: Spearman's rho Test

Variables	Correlation attributes	Citizen Ideation and Innovation	Collaborative administration	Collaborative Democracy	Public Awareness	Open Ministry
Citizen Ideation and Innovation	Correlation Coefficient	1.000	.535**	.629**	.670**	.759**
	Sig. (2-tailed)	.	.000	.000	.000	.000
	N	128	128	128	128	128
Collaborative administration	Correlation Coefficient	.535**	1.000	.732**	.573**	.841**
	Sig. (2-tailed)	.000	.	.000	.000	.000
	N	128	128	128	128	128
Collaborative Democracy	Correlation Coefficient	.629**	.732**	1.000	.678**	.895**
	Sig. (2-tailed)	.000	.000	.	.000	.000
	N	128	128	128	128	128
Public Awareness	Correlation Coefficient	.670**	.573**	.678**	1.000	.847**
	Sig. (2-tailed)	.000	.000	.000	.	.000
	N	128	128	128	128	128
Open Ministry	Correlation Coefficient	.759**	.841**	.895**	.847**	1.000
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	128	128	128	128	128

Correlation is significant at 0.01 (2-tailed) for the relation between all the independent variables and the dependent variable, which means that, there is a relationship between the all independent and dependent variables. The higher value of correlation coefficient means a stronger relationship.

The Collaborative Democracy variable is ranked number one followed by Public Awareness, Collaborative administration and finally Citizen Ideation and Innovation.

Table no 8: Correlation analysis between dependent and all independent variables

Variables	Correlation attributes	Open Ministry
Citizen Ideation and Innovation	Correlation Coefficient	.759**
	Sig. (2-tailed)	.000
	N	128
Collaborative administration	Correlation Coefficient	.841**
	Sig. (2-tailed)	.000
	N	128
Collaborative Democracy	Correlation Coefficient	.895**
	Sig. (2-tailed)	.000
	N	128
Public Awareness	Correlation Coefficient	.847**
	Sig. (2-tailed)	.000
	N	128

Open Ministry variable is considered the summation of all independent variables (Collaborative Democracy, Public Awareness, Collaborative Administration and finally Citizen Ideation and Innovation).

Summary of Hypotheses Testing

This supports the researcher's alternative hypotheses, as there are positive relationships between each independent and the dependent variables.

The researcher rejects all H0 which means that there are positive relationships between the four independent (Collaborative Democracy, Public Awareness, Collaborative Administration and finally Citizen Ideation and Innovation) and the corresponding dependent variable (Open Ministry).

IV.   Discussion

The main purpose of this study aims at determining the potential of using Citizensourcing process inside MoIC. The researcher used the model Dennis (Citizensourcing & Open Government model). This model is based on engaging citizens in administrative process of any governmental entities. This involvement would be a solid foundation for solving problems and sharing in decision making through installing new information technologies to facilitate their participation. This model was built up on (Citizen Ideation and Innovation/ Collaborative Administration/ Collaborative Democracy/ Public Awareness) as independent variables and Open Government as dependent variable. The researcher added Public Awareness as another independent variable. The sample size was 128 individuals, collected online and papered-based questionnaires. Although, the scope of the research is sensitive to most of the participants as it discusses the performance of the government which is considered a taboo for long time; there is real desire from the respondents to improve the performance of the government. The most important findings from data analysis are:

The majority of the sample ranges between 30-40, which indicates that they were more effective in the research and they had enough encouragement to reveal their opinion. Moreover, the researcher noticed that higher ages were not willing to contribute due to the sensitivity of the research.

The majority of the sample has a university education level at 67.19% followed by MA at 23.44%, PHD at 7.03% and finally intermediate education at 2.34%.The researcher found out that the majority of the sample is from university education & MA. This indicates they have enough awareness and educational level that enable them to contribute effectively in the sample.

The median for all questions is 5 however mode is changing from 5 to 6; all these findings show the importance of these questions which refer to the independent variables (Citizen Ideation and Innovation/ Collaborative Administration/ Collaborative Democracy/ Public Awareness). Most of the sample had the tendency to answer with 6 (It is highly necessary nowadays) and with 5 (It should be our priority in the coming period).

The majority of the sample at 92.97% confirms there is a blackout in some vital issues that affect citizens. There are four reasons that lead to blackout the government on some issues affecting the citizen. Political issues, economical issues, security issues and lack of awareness for the government role are the main

pain for the blackout. Economic issues are the least reason of blackout compared with the rest of the reasons. About 41.41% of the sample referred to the presence of combination between this issues which led to block some issues from citizens.

The combination of statistical, location and service date are the main sources of open data. One kind of date is not enough as a main source of data however all these sources are important together. About 71.88% have the tendency to get the information through (Statistical data, location data, and service data). But only 3.13% of the sample is not sure about the main source of data that they could get the information through it.

The researcher conducted reliability analysis that all variables show high reliability as most of Cronbach's alphas fall between 0.7 and 0.9 except for Open Ministry which indicates excellent reliability. All variables are not normally distributed so a non-parametric analysis will be used in the inferential analysis. There are significant strong correlations for the relationships between all the independent and the dependent variables (They are greater than 0.01 and the higher value of correlation coefficient means a stronger relationship).

The researcher can reject all the null hypothesis between the independent and dependent variables. Moreover, all independent variables have relationships together. The Collaborative Democracy variable is ranked number one followed by Public Awareness, Collaborative Administration and finally Citizen Ideation and Innovation.

Open Ministry variable is considered the summation of all independent variables (Collaborative Democracy, Public Awareness, Collaborative Administration and finally Citizen Ideation and Innovation).

This supports the researcher's alternative hypotheses, as there are positive relationships between each independent and the dependent variables. The findings of the research settle out a new public's desire which support the necessary of establishing this model between the government and all stakeholders. The researcher's alternative hypotheses proved that there is a necessity for understanding well the impact of this new concept on the performance of the MoIC.

V. Conclusion

The rapid transformation of our society after two revolutions creates challenges for the government to be able to cope with the needs of the public to be a part of decision making process. The researcher generates many recommendations which could be taken into consideration during applying Open Ministry concept inside MoIC.

First of all, MoIC should set new strategy which includes public participation in the decision-making process that would enhance its performance with its stakeholders. Moreover, there should be several initiatives which support Open Ministry concept to create platforms for sustainable public participation. These requirements create the need for online platforms that engages stakeholders in the co-creation decision making. Furthermore, there is a great necessary for establishing a clear vision which enables MoIC to be communicated and interact with citizens effectively in every aspect related to their lives. These would lead to share responsibilities and facilitate solving of focused problems via idea/ innovation. Secondly, Citizens are more aware of their rights to know each issue related to their lives, this creates real need for better access on information and obtain all facilities that enable them to be part of decision making. Moreover, the government should empower citizens through "Right to information" regulation which enable them the right to access any public open data. This step would enhance public involvement in political agenda-planning, execution and appraisal. Thirdly, MoIC should be provided with the available means of communication to spread awareness among citizens by increasing the availability of Open Government data. This would enhance responsiveness and quality of the decision making by engaging citizens in public innovations and ideation process. Furthermore, open data should be released in different forms in order to cope with all citizens' needs (statistical data, location data, service data, real-time data...). Finally, it is necessary to establish creative IT applications which support the public with the required knowledge and deliver information at any time. These will include new measurements which empower each citizen to be able to access freely on the public open data.

To reap the full benefits of Open Ministry concept, is that administrative process inside MoIC should be based on Citizensourcing process which aims at sharing values between citizens to set efficient dialogue . This would be reshaped by law, values, professional norms and citizen interests. To summarize the researcher's recommendations:

1. MoIC should set new strategy which includes public participation in the decision-making process that would enhance its performance with its stakeholders.
2. There should be several initiatives which support Open Ministry concept to create platforms for sustainable public participation through an online platform that engages stakeholders in the co-creation decision making.
3. MoIC should have a vision which enables it to be communicated and interacted with citizens effectively in every issue related to their lives and sharing responsibilities and solving of focused problems via idea/ innovation.

4. Citizens are more aware of their rights to know each issue related to their lives, this creates real need for better access on information and have all facilities that enable them to be part of decision making process.
5. The government should empower citizens through "Right to information" regulation which gives them the right to access any open public data.
6. MoIC should use available means of communication to spread awareness among citizens by increasing the availability of open governmental data.
7. MoIC should enhance responsiveness and quality of the decision making by engaging citizens in public innovations and ideation process.
8. Open data should be released in different forms in order to cope with all citizens' needs (statistical data, location data, service data, real-time data...).
9. There is a necessary for establishing creative IT applications which support the public with the required knowledge and deliver information at any time. These will include new measurements which empower each citizen to be able to access freely the open public data.

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