



# Citi-sense WP5:

Participation and Empowerment

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### **Involve 2012. November 13-14. Nottingham, United Kingdom.**

INVOLVE's national conferences bring together people with a common interest in public involvement in NHS, public health and social care research. This includes members of the public, service users, researchers, research commissioners and representatives of voluntary sector organisations. This 8th biennial conference aims to encourage critical thinking and discussion about: how people are involved in research, learning and support for involvement, researching impact and future directions.

<http://www.profbriefings.co.uk/involve2012/>

### **Civic Engagement and Local E-Government: Social Networking Comes of Age. University of Illinois at Chicago. College of Urban Planning and Public Affairs.**

This study examined features on local government websites that could contribute to civic engagement, through 1) information about government and community, and 2) through interactive or participatory opportunities online. This included information on contacting local officials, local government organization, processes and regulations, neighborhoods, local policies and performance data, and opportunities to participate offline (such as public hearings). We also examined online interactivity and opportunities for participation (such as social networks, townhall meetings, and open data portals), and the transparency and accessibility of the main website. Information is critical for government accountability, as well as for providing the knowledge necessary for civic engagement. Communication with citizens, through a variety of online tools, can potentially foster more responsive government.

<http://www.uic.edu/cuppa/ipce/interior/CELocalEGovSMExSum2012.pdf>

### **Digital Disconnect: The Gaps Between Government-to-Citizen Online Interactions.**

Citizens are continuing to move from the physical to the digital world to fulfill their local government needs. Are local governments satisfying their citizens' digital demands?

<http://go.civicplus.com/l/9522/2012-10-17/8pk62>

### **CIVICUS: Latest World Alliance for Citizen Participation report now available online.**

The latest World Alliance for Citizen Participation report on the state of civil society was published on April 10, 2012 and is now available online! The report was been developed by the CIVICUS secretariat in collaboration with a wide range of stakeholders in the CIVICUS Alliance, including civil society activists, leaders and other voices. CIVICUS intends this to become a regular report tracking the changing shape of civil society. We'd like in future to involve still more civil society voices in the authorship and development of the report. With this in mind, we'd be very grateful for your feedback on this inaugural version of the report, your suggestions for how future versions of the report can become still more comprehensive and inclusive of the diversity of civil society, and your ideas about how you would like to partner with us in the report.

<http://c2d2.ca/sites/default/files/State-of-Civil-Society-2011.pdf>

### **Communication as a Tool for Empowerment**

In today's current environment, the foundations of our system are constantly questioned and challenged. In response, a series of actions, which to date have had a fairly minor implementation in the developed world, are now emerging with a strong component of creativity and innovation. Perhaps most importantly, they possess a hidden potential to contribute to locally-owned reforms and sustainable change at various levels of society.

<http://www.mascontext.com/issues/14-communication-summer-12/communication-as-a-tool-for-empowerment/>



### **Public Dialogue and Deliberation: A communication perspective for public engagement practitioners. Oliver Escobar.**

This booklet seeks to speak to people involved in creating public forums for meaningful conversations. It provides an understanding of face-to-face communication that will prove invaluable to public engagement practitioners on the ground.

[http://www.beltanetwork.org/wp-content/uploads/2012/07/DialogueTheory2012\\_FINAL.pdf](http://www.beltanetwork.org/wp-content/uploads/2012/07/DialogueTheory2012_FINAL.pdf)

### **Social Media Use for News and Individuals' Social Capital, Civic Engagement and Political Participation.**

Recently, scholars tested how digital media use for informational purposes similarly contributes to foster democratic processes and the creation of social capital. Nevertheless, in the context of today's socially-networked-society and the rise of social media applications (i.e., Facebook) new perspectives need to be considered. Based on U.S. national data, results show that after controlling for demographic variables, traditional media use offline and online, political constructs (knowledge and efficacy), and frequency and size of political discussion networks, seeking information via social network sites is a positive and significant predictor of people's social capital and civic and political participatory behaviors, online and offline.

<http://onlinelibrary.wiley.com/store/10.1111/j.1083-6101.2012.01574.x/asset/j.1083-6101.2012.01574.x.pdf;jsessionid=34E21C7C2A6DEFB9D452B238E341454E.d01t02?v=1&t=h9qxqupu&s=2a39f94db3795e07468821999f01db3af3eb1eeb>

### **Mapping and healthcare: can geographic data help service planning?**

Health organisations are increasingly turning to mapping to visualise and plan service provision. More than two thirds of PCTs, all ambulance trusts and 69 hospital trusts in England and Wales have registered for the Public Sector Mapping Agreement (PSMA), which widens access to Ordnance Survey (OS) digital mapping products. The agreement between the government and the OS allows public sector organisations to use centrally funded geographic datasets. Since its launch in April 2011, the PSMA has been a catalyst for collaborative working between agencies that are now able to share the freely available data.

<http://www.guardian.co.uk/healthcare-network/2012/apr/12/mapping-healthcare-service-planning>

### **Supporting Societal Participation of Young People by Social Media.**

Young people tend to adopt a skeptical attitude towards traditional and mainstream forms of (political) participation, which is still dominated by elections and party politics. However, a majority of adolescents share the opinion that it is important to participate in political processes. This indicates an existing disposition of young people to participate in societal and political matters, but measures for implementing a participative culture of young people are lacking to a great extent. A participative culture is characterized by teamwork, shared power and decision-making, and openness to ideas from outside. It surprises that young people show remarkable deficits regarding their competencies and capabilities to use new media (Internet, Web 2.0, Social Media) for participatory actions. The capabilities of young people to use new media for societal/political participation have to be enhanced as well as new forms/offers of ICTs or media have to be developed and designed especially for supporting a participative culture of young people. As an example, this paper presents Polipedia.at as a tool for strengthening political participation among Austrian pupils and adolescents by establishing a participative online-textbook for political education in schools.

[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1692201](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1692201)

### **The GovLoop Guide: Navigating the Digital Government Roadmap.**

Advancements in technology has enabled government to improve how services are delivered to citizens. This guide focuses on the latest technology that has enabled government to increase productivity, improve performance and innovate proactively. Throughout the report, we highlight the top trends for technology and government, and how new and emerging technology is radically changing the government technology landscape.



<http://www.govloop.com/techgovguide>

### **Participación ciudadana: ¿una herramienta para hacer políticas públicas más eficientes y eficaces?**

En esta ponencia se plantean dos posibles vías para continuar avanzando en la investigación y la reflexión en torno a la contribución de la participación ciudadana en la elaboración de políticas públicas de mayor calidad democrática. Por un lado, ante el debate académico de las "bonanzas" de la democracia participativa hacia la democracia representativa queremos dar un paso adelante y preguntarnos si esta supuesta incidencia que se le confiere a la participación ciudadana en la definición de las políticas públicas es positiva "per se", o hay que tener en cuenta una serie de criterios de calidad democrática de los procesos y los órganos participativos. Por otra parte, entrar en el debate de la participación desde la perspectiva del análisis de las políticas públicas mediante el estudio de qué incidencia tiene la participación ciudadana en las diferentes etapas del desarrollo de una política pública y si efectivamente contribuye a que éstas sean más eficientes y eficaces.

[http://www.gigapp.org/administrator/components/com\\_jresearch/files/publications/128%20CASTELLA%20Y%20PARES.pdf](http://www.gigapp.org/administrator/components/com_jresearch/files/publications/128%20CASTELLA%20Y%20PARES.pdf)

### **Decisiones públicas y ciudadanía: Nuevos mecanismos e instrumentos de participación ciudadana.**

Es factible encontrar mecanismos que permitan una mayor participación ciudadana en la toma de decisiones públicas? ¿Pueden garantizar estos mecanismos unos procesos que den lugar a una participación plural, informada y con un componente deliberativo? ¿Se alcanzarían decisiones por esta vía que fueran significativamente distintas a las actuales? ¿Encajan estos procesos en el marco de una lógica de democracia representativa? Estas son algunas de las preguntas existentes en torno a unos mecanismos de implicación ciudadana en la vida política (Consejos consultivos, jurados ciudadanos, Agendas XXI) que, a pesar de seguir ocupando un espacio secundario en nuestros sistemas políticos, han ido tomando un protagonismo creciente en las últimas décadas.

[http://aragonparticipa.aragon.es/attachments/221\\_Decisiones%20p%C3%BAblicas%20y%20ciudadan%C3%ADa%20nuevos%20mecanismos%20e%20instrumentos%20de%20participaci%C3%B3n%20ciudadana.%20\(Joan%20Font\).pdf](http://aragonparticipa.aragon.es/attachments/221_Decisiones%20p%C3%BAblicas%20y%20ciudadan%C3%ADa%20nuevos%20mecanismos%20e%20instrumentos%20de%20participaci%C3%B3n%20ciudadana.%20(Joan%20Font).pdf)

### **Dialogue in Public Engagement: A Handbook.**

Inspired by the proximity of Holyrood, the Edinburgh Beltane has adopted the theme of enabling access to research relevant to public policy. With a Scottish Parliament which prides itself on accessibility, we are well placed to support people when they engage with the research which affects devolved issues. This handbook is based on a training programme on Dialogue in PE developed through Edinburgh Beltane. It aims to enable researchers to communicate with other groups in ways which genuinely enhance mutual understanding around their work and around any policy issues it may pertain to.

<http://edinburghbeltane.files.wordpress.com/2011/11/dialogue-handbook-final.pdf>

### **Guía práctica ¿Cómo realizar un proceso participativo de calidad?**

Esta guía puede constituir una herramienta útil en la incorporación de la participación en la forma de hacer política municipal, y entender y gestionar los Ayuntamientos. Y es precisamente atendiendo a esta metodología participativa y de colaboración como se ha preparado esta guía que os presentamos, constituyendo ella misma una forma de trabajo participativa, un ejemplo de coordinación interinstitucional, con empresas y sociedad civil. una guía eminentemente práctica, un manual breve y sencillo estructurado de manera muy clara. El objetivo es que contribuya a unificar criterios en torno a qué es y qué no es un proceso participativo y qué pasos son claves para lograr un proceso eficaz y de calidad.

<http://www.eudel.net/aNG/web/cas/publics/libros/index.jsp>



### **Guía sobre eGobernanza, participación ciudadana e innovación.**

El presente trabajo pretende servir de complemento a la guía práctica ¿Cómo realizar un proceso participativo de calidad? editada por EUDEL. Su objetivo reside en aportar claves a los Ayuntamientos que quieran desarrollar procesos participativos para que hagan uso de las nuevas tecnologías de la información y la comunicación (TIC) en los mismos y puedan, así, reforzar los procesos tradicionales.

[www.eudel-ail.net/ail/descargarDocDocumento.do?iddocumento=31](http://www.eudel-ail.net/ail/descargarDocDocumento.do?iddocumento=31)

### **Polis, la ciudad participativa. Participar en los municipios: ¿Quién? ¿Cómo? ¿Por qué?**

Creemos que la participación suele ser una buena manera de trabajar, y que los resultados de los procesos participativos acostumbran a ser más justos y deseables que las decisiones tomadas por otras vías. Ahora bien, la participación no es una garantía absoluta de nada y, sobre todo, no es garantía de que la decisión que se tome nos guste. La participación puede servir para revelar preferencias profundas de la gente, para tomar mejores decisiones, quizá para acercar posiciones, pero no elimina todas las diferencias de criterio que existe en la sociedad y, por lo tanto, cualquier proceso participativo dejará siempre a una parte de la gente insatisfecha con las decisiones adoptadas. Quizá satisfecha con la forma en que se ha decidido, pero descontenta con lo que se ha decidido.

[http://www.diba.es/documents/523487/523545/participacio-fixters-publicacions\\_papers-09papers\\_cast-pdf.pdf](http://www.diba.es/documents/523487/523545/participacio-fixters-publicacions_papers-09papers_cast-pdf.pdf)