



Analysis of the Value of New Generation of eGovernment Services and How Can the Public Sector Become an Agent of Innovation Through ICT

Brussels

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Case Study 1: ioPartecipo+

*Participatory policymaking platform in the
region of Emilia -Romagna, Italy*

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ioPartecipo+ : Description of the case



Cost structure

- ▶ Start-up costs
- ▶ Operational costs



Needs addressed and objectives

- ▶ Build a digital-by-default, shared, web space to promote the participation of Emilia Romagna's citizens
- ▶ Better communicate the regional policies



Main stakeholders involved

- ▶ Local and Regional policy maker
- ▶ Citizens and associations
- ▶ Emilia-Romagna Region internal employees



Timing and planning

- ▶ Co-design from January to March 2013
- ▶ Design, prototype and development from March to June 2013
- ▶ On-line July 2013



Outputs and outcomes

- ▶ eParticipation platform
- ▶ 22 processes hosting (about 15 different regional policies)
- ▶ 1500 registered users (abt)
- ▶ 27,000 page views (abt)
- ▶ 7000 unique visitors (abt)

ioPartecipo+ : Methodology of the CBA and Costs & Benefits



Activities

- ▶ Co-design
- ▶ Offline activities
- ▶ Online activities

The 'seinonda' square

- ▶ Online surveys and forum
- ▶ Workshops

People involved

- ▶ Citizens
- ▶ Private sector
- ▶ Public authorities

Economic Benefits

Savings from online participation: €162.800

Costs

1. Costs for running the system: € 35,700
2. Offline activities and dissemination costs: € 75,985

ioPartecipo+ : Non-economic value of the service



BENEFIT	EXAMPLES
Enhance transparency and accountability of decision-making.	Involving citizens in public activities offers the opportunity for the citizens to become more aware of the goals and constraints of the administration, and to express opinions which may be taken into account in the decision process. These elements support both the agreement on public decisions and makes the public administration more open from a citizen perspective, increasing legitimacy of the local government
Enhancement in civic participation to policy making.	Information, consultation and active participation increase the transparency of the administration and give more responsibility to the administration to act in a way that represents the citizens. In this context, strengthening the relation between citizen and public administration fosters the active citizenship and favours its integration in society. Similarly, it increases the commitment of citizens on the public activities, promoting their participation in political debates or in voting.
Getting to a better quality in public policies:	Improving the connection between citizen and public administration increases the interest of the citizens in public issues. Information, consultation and active participation give the public administration a better basis to draft public policies and allow a more effective decision implementation, since citizens are already aware of policies, as they actively contributed to them.



ioPartecipo+ : future of the service and conclusions

- ▶ Currently ioPartecipo+ considers citizens and stakeholders involved in the participation processes as if they had the same background knowledge on the policy topics, the same cultural level, the same capability influence . In general participants have very different profiles and a very different attitude towards leaving strong or mild opinions and have a different influence in terms of opinion leadership. **One possible expansion will be providing a personalized access to data and services** based on a “user profile” that will take into account users’ previous knowledge, interests, level of participation in past initiatives and psychometric indicators.
- ▶ **develop a mobile version** of the eparticipation service allowing a better and easier access for users and enabling also the possibility **to deliver location based services** i.e. participation initiatives launched by local administration can become available depending on the position of the user as well as personalized services based on the position of the user in the territory.
- ▶ **Integration with opendata services**
- ▶ Find the way for **stimulate the debate in the online discussions** (challenge) **and make very effective the processes** (challenge within a challenge 😊)

Thank you!

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