from idea to reality

A study on the stimulation of citizen initiatives for urban development by using online platforms

Lieke Muusse

Content

1.

research question

How can citizen initiatives for urban development, <u>facilitated by Dutch municipalities</u>, be stimulated by using online platforms?

2.

context

Smart governance
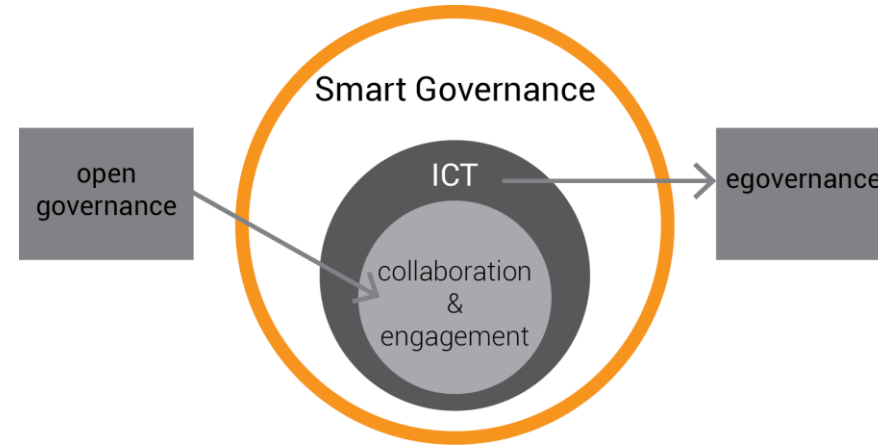(from top-down to collaborations)

Changing Society
(from welfare society to participation society)

Change of communication
(Possibilities of digital networks)

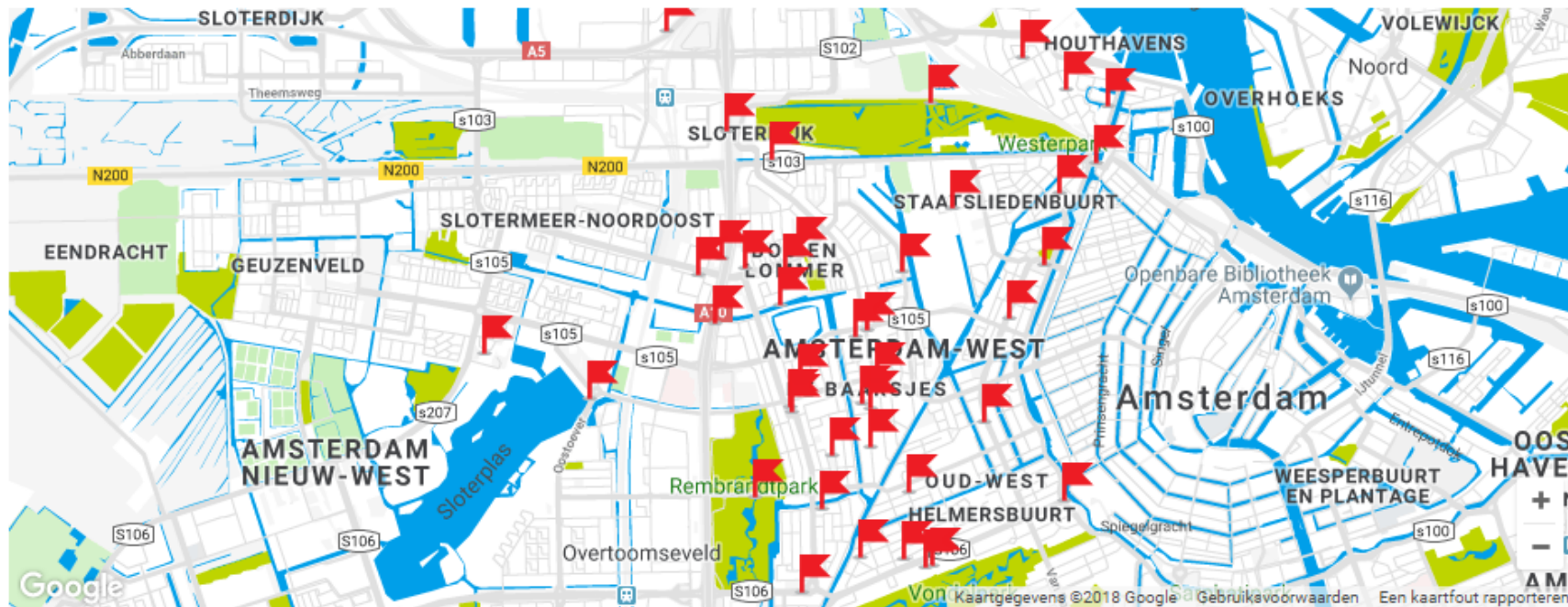Fig. 1. Smart Governance (Own illustration, 2017).

consumers → contributors

offline → online

3.

Online platforms

Example of investigated online platforms for citizen participation

Gemeente Amsterdam

Hoe werkt het?

Plannen

Nieuwste eerst ⌄

Dit plan is in behandeling

Dit plan is in behandeling

Dit plan is in behandeling
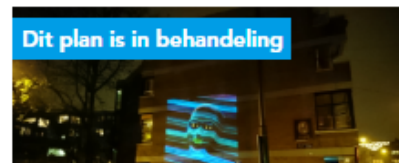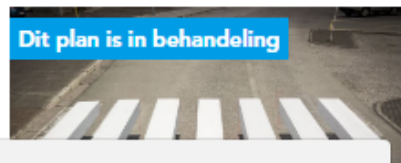
"Heb jij een goed voorstel?"

Stuur je plan in!

Plannen

Dit plan is in behandeling

Rembevorderende Zebrapaden

Door 3D zebrapaden op de wdw-straat te schilderen, komen er veilige oversteekplaatsen met afremmend effect op de drukke weg.

▭▭▭▭▭▭ 100 👍

👍 166 👎 4 💬 10

Dit plan is in behandeling

Muurtekst 'Zorg goed voor onze stad en voor elkaar'

Die mooie uitspraak van Eberhard van der Laan een plekje geven in De Baarsjes.

▭▭▭▭▭▭ 100 👍

👍 192 👎 1 💬 5

Dit plan is in behandeling

Buurtlicht

Buurtlicht wil een positieve impact op de buurt hebben door projecties op blinde muren in het stadsdeel te beamen.

▭▭▭▭▭▭ 100 👍

👍 103 👎 1 💬 5

Dit plan is in behandeling

Bolo-mercado

Het Bos en Lommerplein geheel of gedeeltelijk overkappen en een food-court ervan maken. Met horeca en marktfunctie.

Dit plan is in behandeling

Kunst Creativiteit Tunnel Westerpark

Een Kunst Creativiteit Tunnel waar Kunstenaars van 20 tot 50+ hun creativiteit kwijt kunnen.

Dit plan is in behandeling

Zorg au pair appartement

Wil appartement in Westerparkbuurt voor 2-3 zorg au pairs om zelfredzaamheid van de in de buurt wonende gehandicapten/bejaarden te verhogen

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voorstel?"

Stuur je plan in!

Agenda

In de vorige bestuursperiode besprak het Algemeen Bestuur één keer per maand het plan met de meeste stemmen. Op de peildatum werd vastgesteld welk plan dat is. Binnenkort volgt meer informatie over de stadsdeel-commissie en nieuwe vergaderdata.

○ **peildatum**
   datum volgt

● **vergadering**
   datum volgt

○ **peildatum**
   datum volgt

● **vergadering**
   datum volgt

Maak van de Witte de Withstraat de Groene Loper naar de Chassébuurt!

Door **Rene Kamerling**
28 mei 2017

De Stem van West | 8 november 2017 12:05

Dit voorstel werd door het Algemeen Bestuur op dinsdag 4 juli besproken. Naar aanleiding van de bespreking in het AB is er een werkgroep opgezet. In deze werkgroep zitten de initiatiefnemer, andere bewoners en ondernemers uit de straat, AB-leden en experts van stadsdeel West. De werkgroep heeft gewerkt aan plannen om de straat veiliger, groener en meer leefbaar te maken.
Momenteel werkt de ontwerper van Stadsdeel West twee verschillende varianten uit. In het najaar presenteren bewoners en stadsdeel West het ontwerp aan de Wethouder.

Lees meer op: www.wdw020.nl

De tram verdwijnt na bijna 100 jaar uit de Witte de Withstraat. Vervelend, maar ook een kans op een veilige en groene leefstraat!

Types

Analysis on the characteristics of 18 online platforms for citizen participation
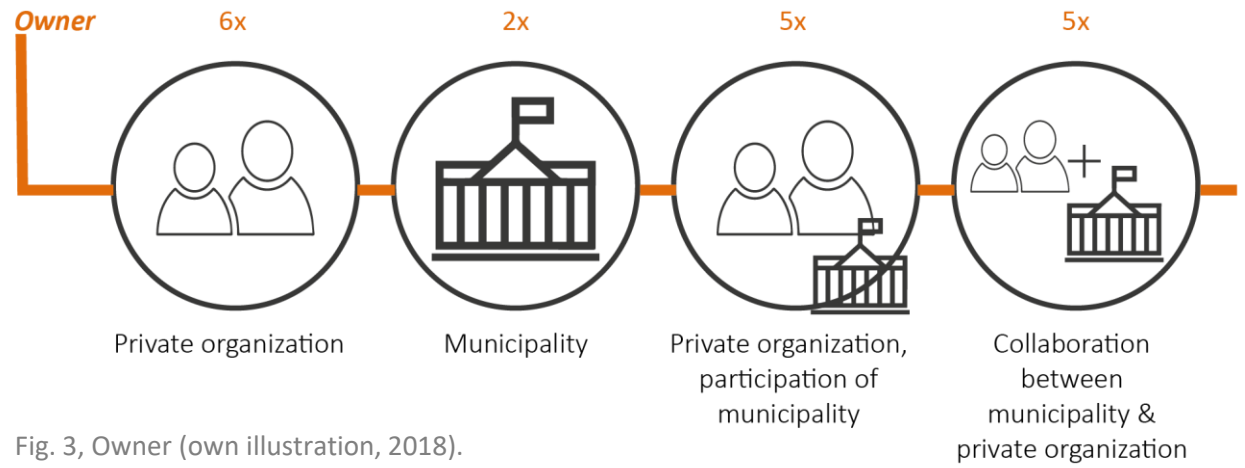
Fig. 2, Locations (own illustration, 2018).

Owner

6x   2x   5x   5x

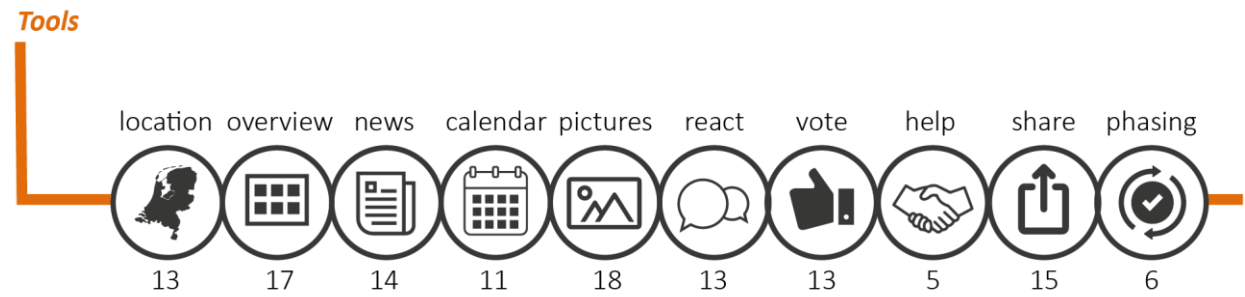Private organization   Municipality   Private organization, participation of municipality   Collaboration between municipality & private organization

Fig. 3, Owner (own illustration, 2018).

Tools

location	overview	news	calendar	pictures	react	vote	help	share	phasing
13	17	14	11	18	13	13	5	15	6

Fig. 4, Tools (Own illustration, 2018).

Level of interaction

2 platforms   2 platforms   4 platforms   7 platforms   3 platforms

Fig. 5, Level of interaction (Own illustration, 2018).
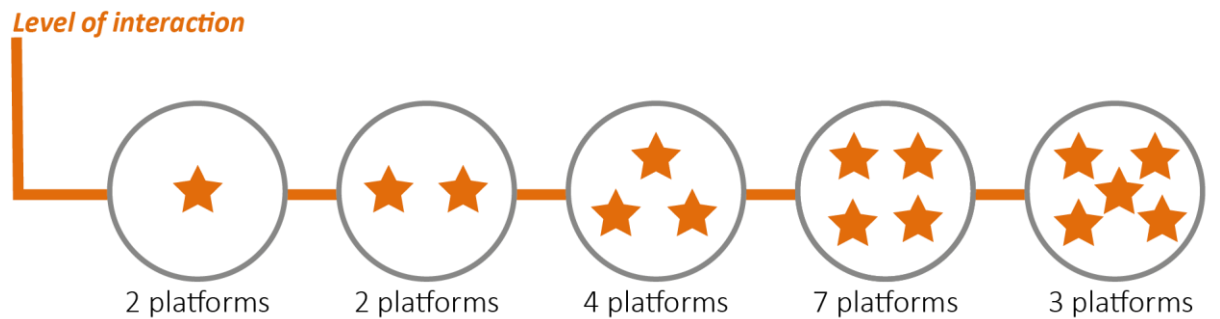
Amount of initiatives	Cit-gov relationship			
	Information sharing	Co-production	Self-organization	Combination of co-production and self-organization.
0-10	0	1	1	0
10-20	0	0	1	1
20-50	0	4	0	0
50-100	0	0	1	0
>100	1	0	4	4

Table 1. Amount of initiatives versus the level of citizen-government relationship (Own illustration, 2018).

Amount of initiatives	Level of website interaction				
	Overview/location	+sharing options	+reaction options	+voting/supporting	+asking/offering help
0-10	1	1	0	0	0
10-20	0	1	1	0	0
20-50	1	0	2	1	0
50-100	0	0	0	0	1
>100	0	0	1	6	2

Table 2. Amount of initiatives versus level of website interaction (Own illustration, 2018).

5.

Usage

Analysis on the usage of 7 online platforms for citizen participation with 429 initiatives in 5 cities
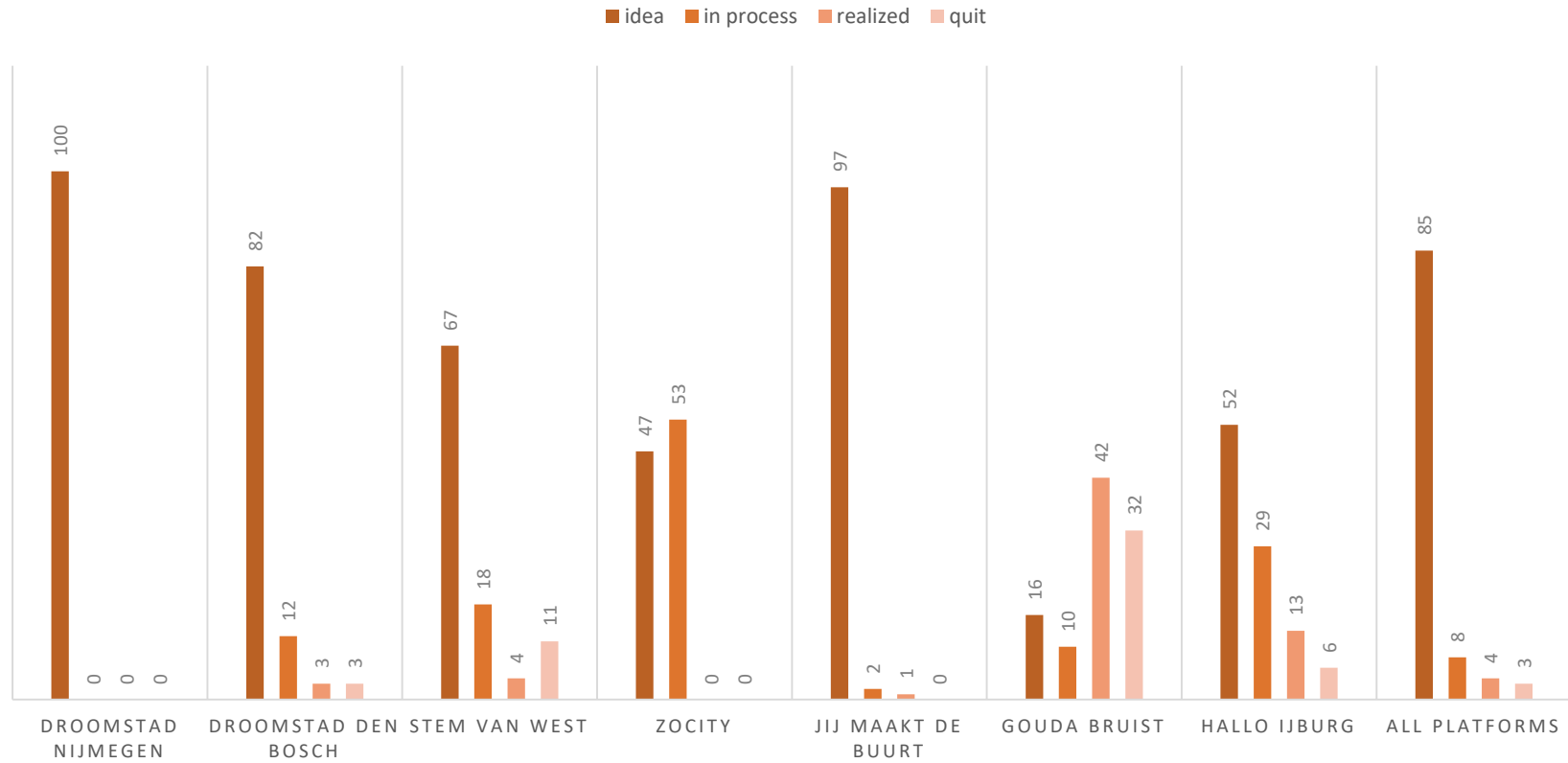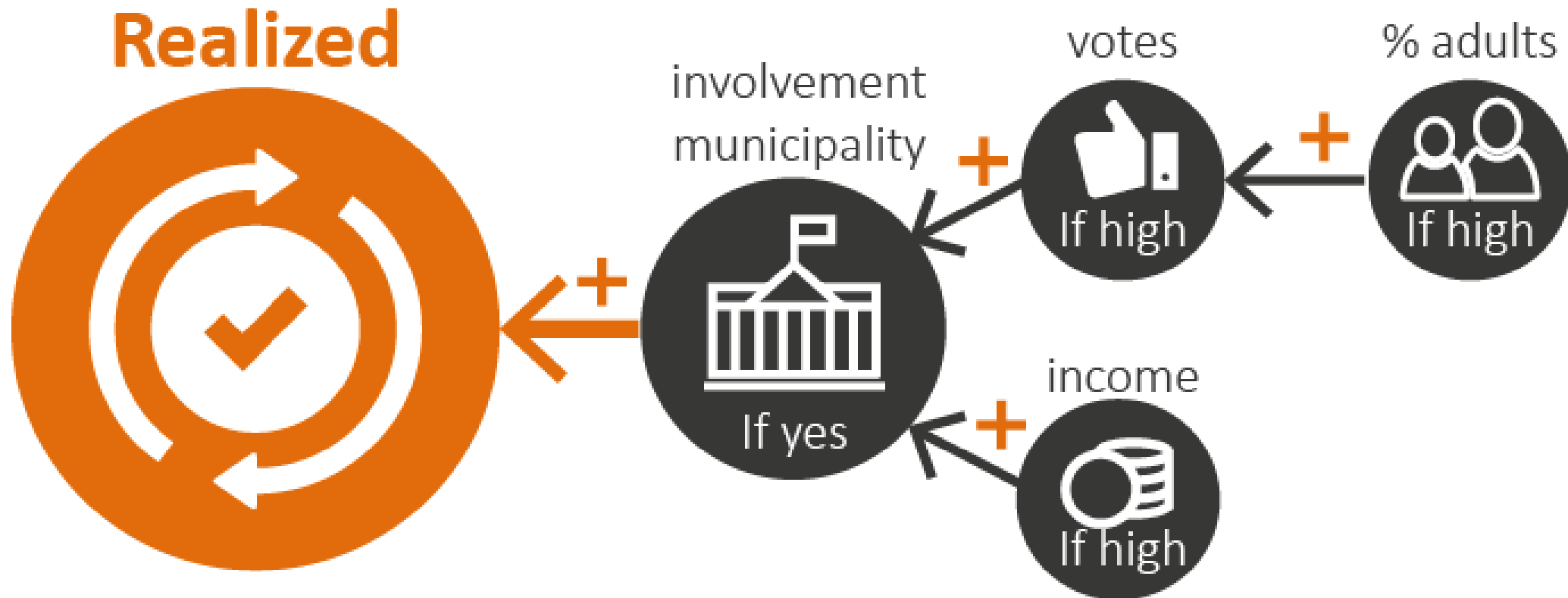
STATUS OF INITIATIVES (%)

■ idea ■ in process ■ realized ■ quit

Fig. 6. Status (Own illustration, 2018).

Fig. 7. Influence on the phase of the initiative (Own illustration, 2018).

Matthew effect

Fig. 8. Matthew Effect (Briggs, 2013).

Happening in the participation society

But what about ICT and the network possibilities?

6.
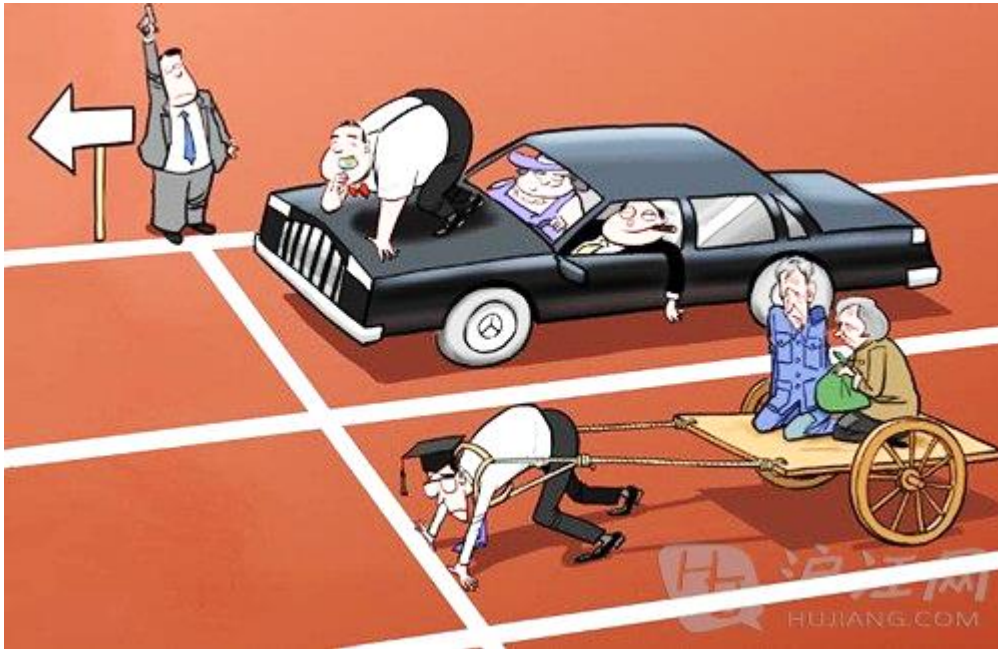
Municipality

Strengths, Weaknesses, Opportunities & Threats for the municipality considering citizen participation/ co-creation/ initiatives & online platforms

- Municipalities are experimenting with citizen participation, co-creation and/ or initiatives
- Lots of tools/ ideas/ ways etc
- Not there yet -> experimenting phase
- Not yet a fixed part in the organization
- Difficult for municipalities (and sometimes also for private platform owners) to generate traffic to the online platforms
- People often require extra support for the realization of an initiative (knowledge, money, people)

S

- Higher level of municipal organization that allows/ enforces experimentation with participation, co-creation and/ or citizen initiatives
- Active promotion and stimulation of online platforms for citizen initiatives and participation to keep continuation of content
- Municipalities that show their vulnerability and ask citizens for help in their policy and decision making
- Initiatives that are well thought out and clearly written
- Focus group/ network group that help citizens with the realization of their initiative

W

- Inability to generate traffic to online platforms
- Not having participation, co-creation and/or citizen initiatives as a fixed item in the municipal organization
- Staying in the experimentation phase with participation, co-creation and/ or citizen initiatives
- Municipal organization that keeps on the traditional ways of working instead of changing their mindset to participation, co-creation and/ or citizen initiatives

O

- Experimenting with participation, co-creation and/ or citizen initiatives
- Analyzing the content generated on the platforms to give insight to municipalities
- Use the knowledge that is created by initiators to help other citizen initiatives

T

- No traffic on online platforms
- Municipalities that do not consult with citizens about their ideas or what is needed in the city
- Not providing extra help to citizens with the realization of their initiatives in the form of advice, networks or money

7. Conclusions

Essential for citizen participation is the fact that citizens opinions are actually heard and evaluated (Bertnzen & Johannessen, 2016, p. 303).

Platforms only work when citizens get a real influence on the decision making. (de Zeeuw & Pieterse, n.d., pp. 11-13, 23)

This does require a change of mindset from civil servants, from the traditional ways of working into participatory ways. (Scholl & Scholl, 2016, pp. 166-168).

Initiatives often require extra help from municipalities or other parties in the form of advice, networks or money. (WRR, 2012, p. 62 and pp.107-128).
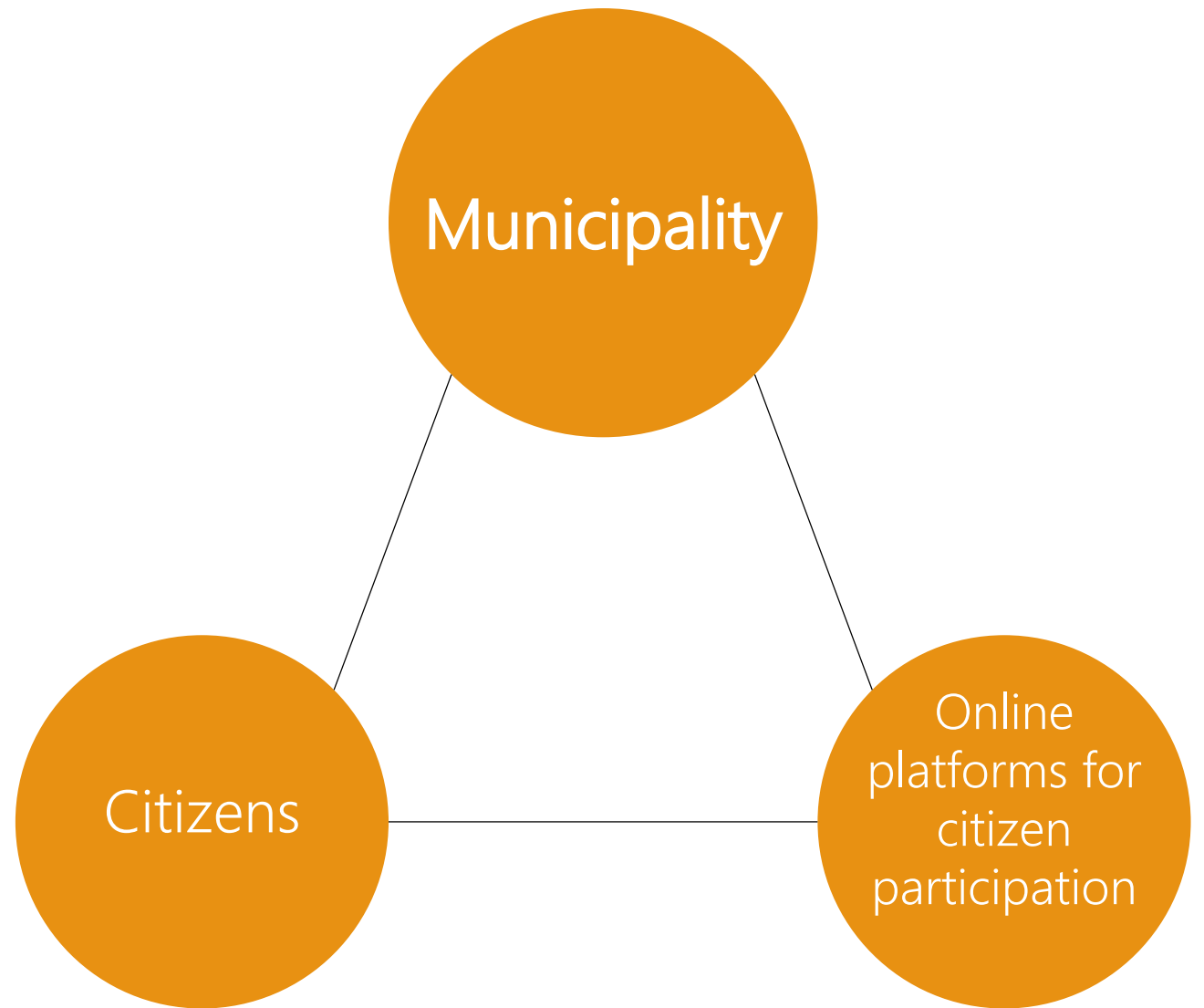
Municipality

Citizens

Online platforms for citizen participation

Fig. 9. Actors (Own illustration, 2018)

How can citizen initiatives for urban development, facilitated by Dutch municipalities, be stimulated by using online platforms?

Recommendation for municipalities 1: *Do not see online platforms for citizen initiatives as the (main) key to success for the facilitation of citizen participation, co-creation and/ or citizen initiatives.*

Recommendation for municipalities 2: *Be actively involved with citizen participation, co-creation and/ or citizen initiatives and keep a continuous stimulation of citizen participation, co-creation and/ or citizen initiatives and the online platforms.*

Recommendation for municipalities 3: *Keep track of the online data generated by the platforms, the data provided by the municipality itself and keep the data up-to-date.*

8.

Questions?

Literature & images

- Slide 6 | Fig. 1. Smart Governance: Own illustration (2017). Smart Governance.

- Slide 8, 9 & 10 | screenshots from https://stemvanwest.amsterdam.nl/ , retrieved on 26-06-2018.

- Slide 12: | Fig. 2, Locations: Own illustration (2018). Locations. | Fig. 3. Owner: Own illustration (2018). Owner. | Fig.5. Level of interaction: Own illustration (2018). Level of interaction. | Fig. 4 Tools: Own illustration (2018). Tools.

- Slide 13 | Table 1. Amount of initiatives versus the level of citizen-government relationship: Own illustration (2018). Amount of initiatives versus the level of citizen-government relationship. | Table 2. Amount of initiatives versus level of website interaction: Own illustration (2018). Amount of initiatives versus level of website interaction.

- Slide 15 | Fig. 6. Status: Own illustration (2018). Status.

- Slide 16 | Fig. 7 Influence on the phase of the initiative: Own illustration (2018). Influence on phase of the initiative.

- Slide 17 | Merton, R.K. (1968). The Matthew-effect in science. Science, vol. 159, pp. 56-63. | Fig. 8. Matthew effect. Briggs, S. (2013). The Matthew Effect: What Is It and How Can You Avoid It In Your Classroom? Retrieved online from Https://www.Opencolleges.Edu.Au/informed/features/the-matthew-effect-what-is-it-and-how-can-you-avoid-it-in-your-classroom/ on 26-06-2018. | Engbersen, G. & Snel, E. (2015). Als de burger het zelf moet doen, blijven arme buurten achter. Retrieved from: https://www.nrc.nl/nieuws/2015/06/11/als-de-burger-het-zelf-moet-doen-blijven-arme-buu-1507151-a369760 on 09-06-2018. | Uitermark, J. (2012). De zelforganiserende stad. In: Raad voor de Leefomgeving en Infrastructuur (Eds.), De toekomst van de stad. (pp. 5-9). Den Haag: Raad voor de Leefomgeving en Infrastructuur. | McKenna, P.H. (2016). Rethinking Learning in the Smart City: Innovating Through Involvement, Inclusivity,and Interactivities with Emerging Technologies. In In J. R. Gil-Garcia, T. A. Pardo, & T. Nam (Eds.), Smarter as the new Urban Agenda (pp. 87-107). Springer International. | Lee, J. H., Hancock, M.G. & Hu, M. (2014). Towards an effective framework for building smart cities: Lessons from Seoul and San Francisco. Technological Forecasting and Social Change, vol 89, pp. 80-99. | Priester, R. (2017). Onze online platformen. Amsterdam: citizen data lab, Hogeschool van Amsterdam. | Van der Graaf, S. and Veeckman, C. (2014). Designing for participatory governance: assessing capabilities and toolkits in public service delivery. Info, vol. 16, pp.74-88 | Linders, D. (2012). From e-government to we-government: Defining a typology for citizen coproduction in the age of social media. Government information quarterly, vol. 29, pp. 446-454.

- Slide 22 | Bertnzen, L. & Johannessen, M.R. (2016). The Role of Citizen Participation in Municipal Smart City Projects: Lessons Learned from Norway. In J. R. Gil-Garcia, T. A. Pardo, & T. Nam (Eds.), Smarter as the new Urban Agenda (pp. 87-107). Springer International. | Zeeuw, de, A. & Pieterse, J. (n.d.). Handreiking digitale democratie. Netwerk Democratie | Scholl, H. J., & Scholl, M. C. (2014). Smart Governance: A Roadmap for Research and Practice. In iConference 2014 Proceedings (p. 163–176). |WRR (2012). Vertrouwen in burgers. Den Haag/ Amsterdam: WRR/ Amsterdam University Press. | Fix. 9. Actors (Own illustration, 2018).