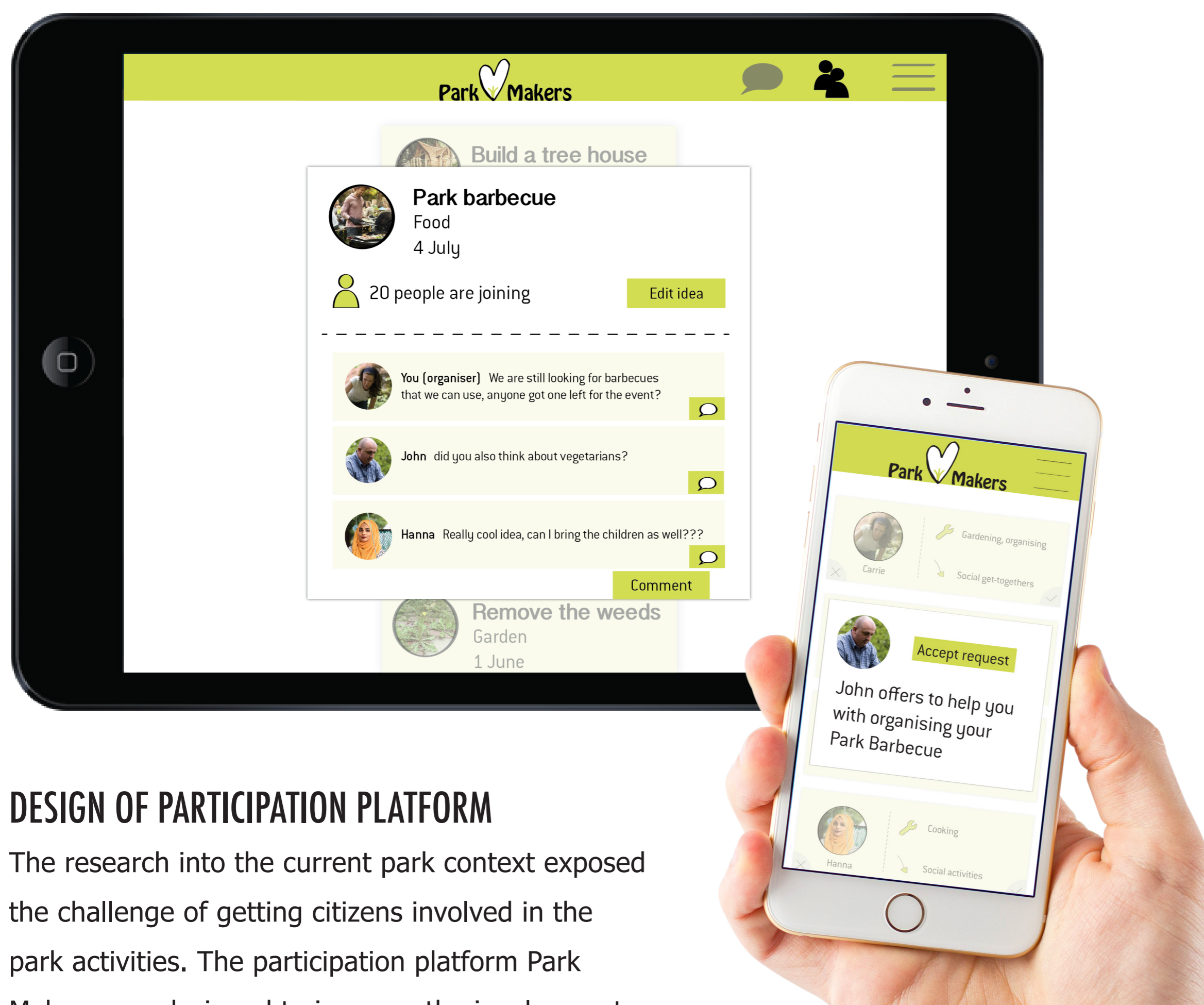


# A PARTICIPATION PLATFORM THAT SUPPORTS THE SELF-MANAGEMENT OF PUBLIC PARKS

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## DESIGN OF PARTICIPATION PLATFORM

The research into the current park context exposed the challenge of getting citizens involved in the park activities. The participation platform Park Makers was designed to increase the involvement of park users. With Park Makers, park users can match other park users and propose ideas for the park. The design improves the transparency of the park community and manifests the different groups of park users, with their unique interests and motivations.

## DEVELOP THE GUIDELINES

Evaluating Park Makers provided insight in how the platform supports the park community. These results were used to extract guidelines to design for citizen participation.

## PROJECT AIM

The stimulation of citizen participation has led to the uprise of bottom-up citizen communities. These communities grow from idealism but often have a hard time to become a durable initiative when the first challenges arise. This graduation aimed to gather an understanding of how citizen initiatives can be supported by design.

In Rotterdam citizen communities self-manage public parks. I took these park communities as the case study for the project. By creating a design that supports the park community, I aim to derive insights on how citizen communities can be supported by design.



### Manifest the different types of park users

The visitors of the park all use the park in their own way. The platform offers different ways of using it and so fits the demands and wishes of each park visitor.



### Increase involvement by proposing ideas

Park visitors can propose ideas and view the ideas of other park users. Park users can join ideas to show their interest in it.



### Connect park users based on interest

Park Makers allows to match with other park users that have similar interests. Based on profile information, the platform suggests profiles of other park users.

## DESIGN FOR PARTICIPATION GUIDELINES

### 1. Enhance the flexible and non-committal characteristics of citizen initiatives.

A citizen initiative needs some structure, but participation should be flexible and non-committal. Citizens should be able to experience the fun of participating without the confrontation of responsibility and expectations.

### 4. Look from both perspectives when understanding the conceptions between the community and non-members.

Knowing how the community perceives non-members and the other way around provides insight in how the two can be connected with design.

### 2. Make sure the different types of community members are aware of each other.

In a community different subgroups may exist that never meet each other. For the groups to support each other and act as one, they need to know who everybody is and what each group is doing.

### 5. Facilitate the different motivations to participate.

Each citizen is unique and has personal interests and motivations to participate in an initiative. These differences should be facilitated to allow a broad group of citizens to participate.

### 6. Find balance between individual and common cause.

Participation in the community should be a balance between doing something for yourself (individual cause) and contributing to the greater good (common cause).

### 3. Visualize the community activities and make them easy to access.

Manifest the activities so that citizens know what the possibilities of participation are.

### 7. Strengthen the experience of mutual exchange, self-organisation and shared ownership.

Citizens need to experience these three concepts in the community for them to continue participation. The citizen requires something in return for their work (mutual exchange), the feeling that all members are involved in organising the park (self-organisation) and finally that they are responsible for the park (shared ownership).

Geertje Slingerland  
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**Committee** Dr. I.J. Mulder  
Dr. Ir. T.J. Jaskiewicz

