



INDIALOGUE

Model of Deliberation and ICT in Public Consultations

Anna Przybylska, Warsaw University
Conference at the University of Paris, 2014

Warsaw University (Centre for Deliberation)
Warsaw University of Technology
Association of Polish Cities
Polish Forum of Disabled Persons
Foundation of Free and Open Software
IT training company MIT



How to guarantee the good quality of public consultations?

1. Empirical background

- 1.1. Monitoring of the quality of public consultations (2011)
- 1.2. Case studies – action research approach (2012, 2013)
- 1.3. Monitoring of the local governments 'websites (2014)

2. IT tools for better planning and higher quality of participation

- 2.1. Methodology and information materials
- 2.2. Debates offline and online (voice, video, text)
- 2.3. Argumentation analysis and reporting

3. Conclusions

- 3.1. Issues
- 3.2. Next steps

Monitoring of the quality of public consultations (2011)

- Public consultations are conducted regarding 27% of issues that have a profound impact on local community;
- In 54% of aforementioned cases inhabitants have access to information materials at least 1 day before consultations;
- The results are published in 60% of cases, and the information on how the opinions of citizens were reflected in decisions is accessible in 58% of cases;
- The most commonly used IT tool to collect information from inhabitants is a few questions poll - 14%.

Case studies (2012, 2013)

Anonymity:

- at what stage of the process (registration, debate)
- value & legal aspects
- advantages and disadvantages (empirical data)

Social representation:

- its relation to registration and anonymity
- methodology and the level of participation
- consequences for inclusiveness & conclusiveness

Monitoring of the local governments' websites (2014)

- In 20 cities authorities use the IT tools for public consultations including some forms of dialogue;
- In 2013 in 8 cities these platforms were used to collect information from inhabitants;
- In 5 cities the aim of consultations was specified;
- In 5 cities the subject of consultations has been problematized (average 68% of consultations);
- In 4 cities there was access to the report from consultations (average 73% of consultations).

How the IT platform may support
deliberative and participatory character
of public consultations?

How to operationalize:
openness
inclusiveness
reciprocity
reflectiveness?

ICT for deliberative consultations

What steps does an official take using the ICT platform?

Step 1: Designs the process & consults it in the town hall

Step 2: Develops briefing materials

Step 3: Registers participants

Step 4: Conducts debates online & offline in one/more groups

Step 5: Analyses the material, maps the argumentation

Step 6: Reports

IT platform: the guided tour starts ...

Methodology:

- aim of consultations
- general questions
- methods of data collection
- concerned population
- experts
- schedule

Information materials:

- focus on limitations & alternative proposals
- use of different data sources & formats
- inhabitants may comment & add the content

Process:
Justification
Consultation of adopted approach
Automatization
Instructions

IT platform:

Debates offline and online (voice, video, text)

All debates

- guidelines for the enrollment process
- interaction & integration of results of offline & online
- scenarios

Synchronous debates

- voice debates valued, but demand more preparation
- testing tools with users, technical aid room
- different modes of moderation
- tools for monitoring the order of speakers & their input
- tools: voice -> text

IT platform: Argumentation analysis and reporting

Mapping:

action proposals (if are not given)

arguments pros & cons

justification

Who does it?

official vs. users

When?

after the process vs. during the process

Issues

- Focus on the quantitative rather than qualitative aspects of public consultations
- Underestimation of the value of input (information materials, internal consultations, experts)
- The choices regarding anonymity & representation
- Self-reliability of town halls after the experimental phase

Next steps

2015

Preparation of the IT platform prototype
Consultations of the prototype's functionality & amendments
Experiments in 2 towns

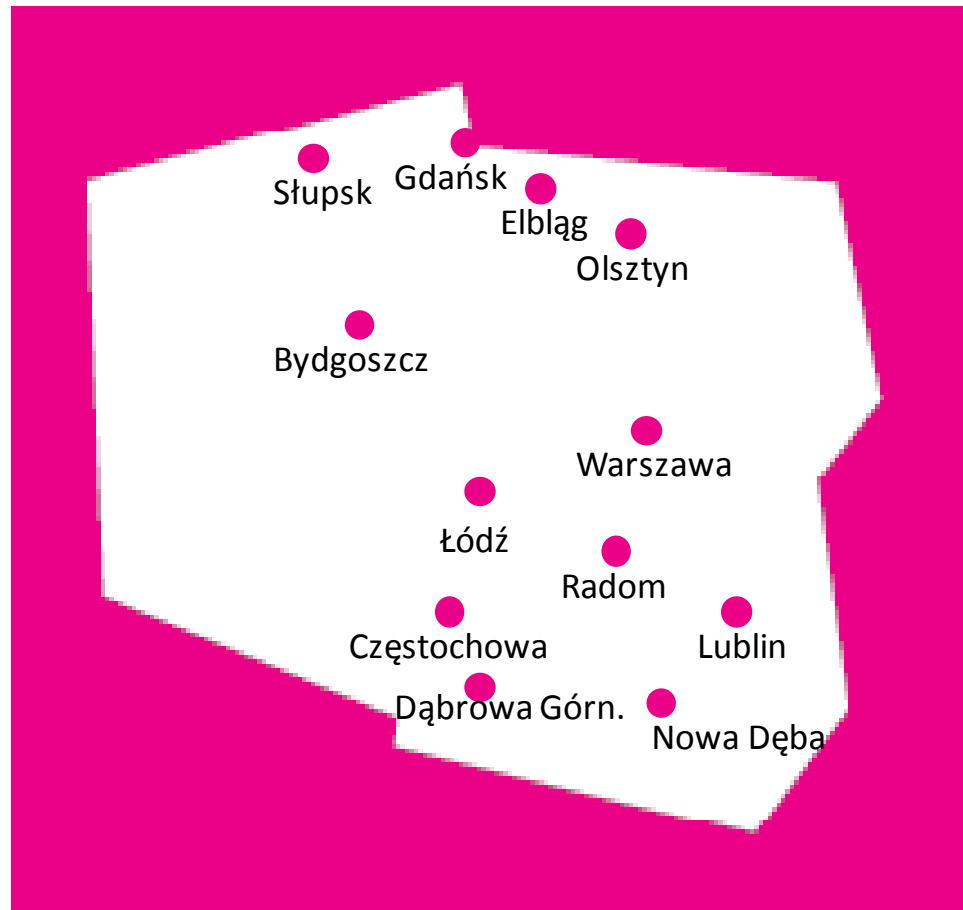
2016

Training for officials in all partner town halls
Pilot consultations in 8 or more cities

2017

Dissemination of results,
access to the code & instructions

Involved cities



Source: modified <https://mac.gov.pl>

**New perspectives for dialog:
a model of deliberation
and IT tools for social inclusion
in decision-making processes**

www.wdialogu.uw.edu.pl

wdialogu@uw.edu.pl

a.przybylska@uw.edu.pl