



eParticipation

# Requirements and recommendations for eParticipation applications

**Sabrina Scherer**

**Maria A. Wimmer**

**Stefan Ventzke**

**University of Koblenz-Landau, Germany**

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## Agenda



- Projects VoicE and VoiceS
- Requirements analysis methodology
- Requirements and recommendations
  - (E-) Participation processes
  - Participation features
  - Projects in EU context
  - Serious games
  - Social networking



## VoicE – Giving European people a voice in EU legislation



- Two platforms
  - Comunidad Valencia, Spain: [www.voice.gva.es](http://www.voice.gva.es)
  - Baden-Württemberg, Germany: [www.bw-voice.eu](http://www.bw-voice.eu)
- Regional focus:
  - Incorporation of EU decision-makers from the regions
  - Canvassing of citizens from the regions
- Thematic focus:
  - Legislative issue of consumer protection

Awarded the ePractice.eu Good Practice Label 2009

Selected for the European eDemocracy Award 2009



## VoiceS – Integrating semantics, social software and serious games into e-participation



- Strengthening and continuing the existing VoicE model
- Complements VoicE by some new and innovative tools:
  - integration of Semantic technologies to enhance the structuring and finding of information,
  - integration of a Serious game to enhance accessibility and transparency of EU co-decision procedures, and
  - effective marketing and promotional efforts, especially focused on Social networking
- Toolkit for regional e-participation



## Requirements Analysis Methodology



- Analysis of critical points and field observations
- Reuse of requirements of the VoicE project
- Interviews (22) and questionnaires (71)
  - Interest in (online) participation in political processes
  - technical aspects of the VoiceS system
  - the serious game
  - marketing initiatives for VoiceS platform
- Requirements from other applications



## Recommendations derived from MOMENTUM



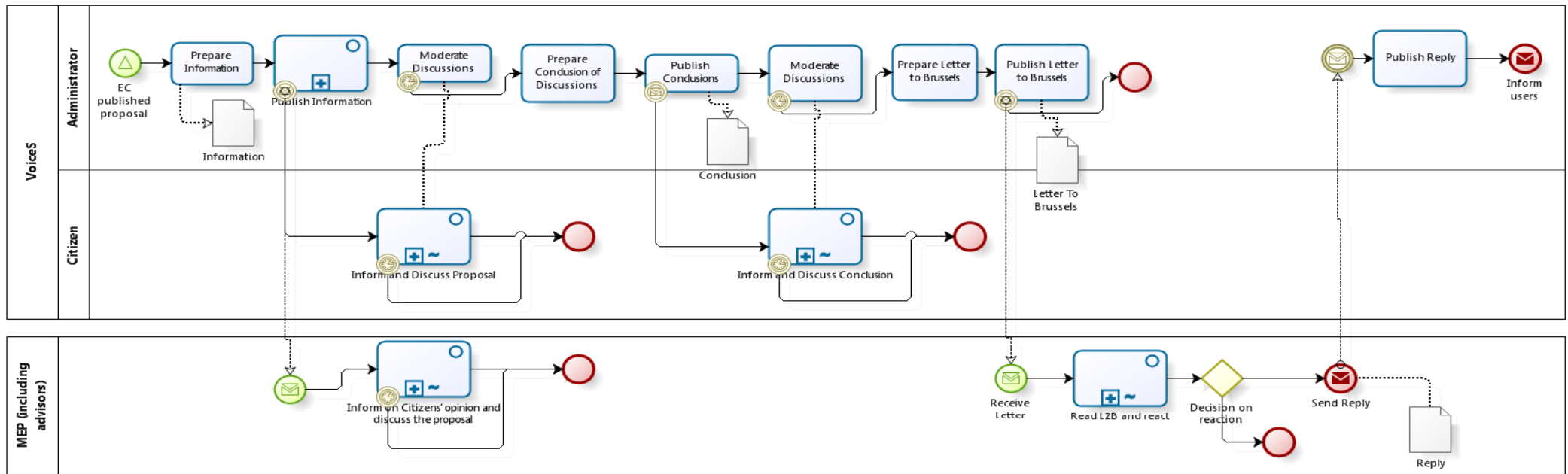
- Constantly motivate the target group
- Involvement and responsiveness of elected representatives
- Use of contacts and experience of partners
- Choice of means to establish contacts is important
- Improve the usability and the accessibility of the platform based on a holistic view
- Consider the fun-factor in participation
- Choose an interesting and important topic
- Right combination of topics, processes supported and tools/technologies



# Requirements and Recommendations - (E-)Participation processes



- Electronic participation processes must be planned in detail and adapted to political processes
- Use information and process models to analyse, design, optimise and communicate processes





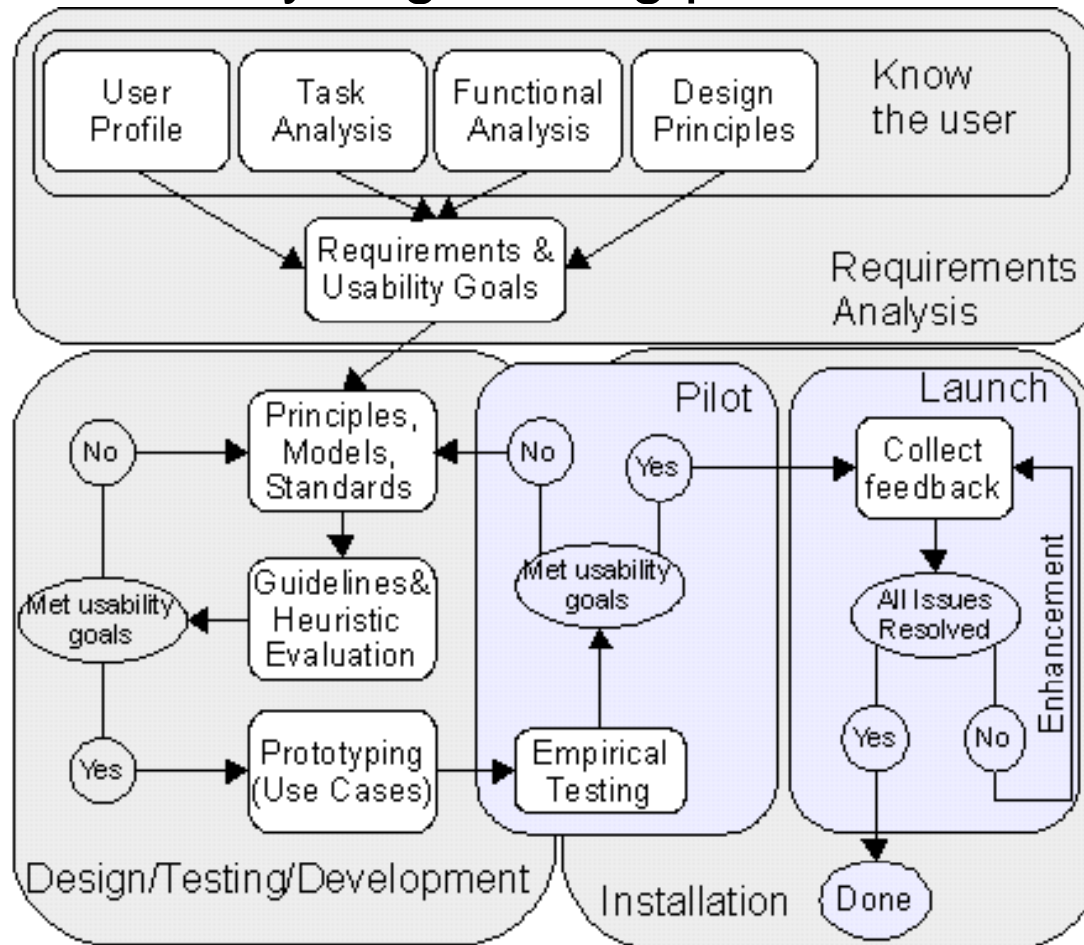
## Requirements and Recommendations - Participation Features



- Base on easy-to-use and widely established tools to avoid usability flaws that could discourage people
  - Do not overload the users
  - Users should see that their engagement will be recognized
  - Presentation in understandable, short and interesting way
- Functionalities to keep users up-to-date must be provided
  - Newsletters, RSS feeds etc.
- Provide simple How-Tos
  - RSS feeds and social bookmarks must be explained

# Requirements and Recommendations - Participation Features

- Integrate a usability engineering process

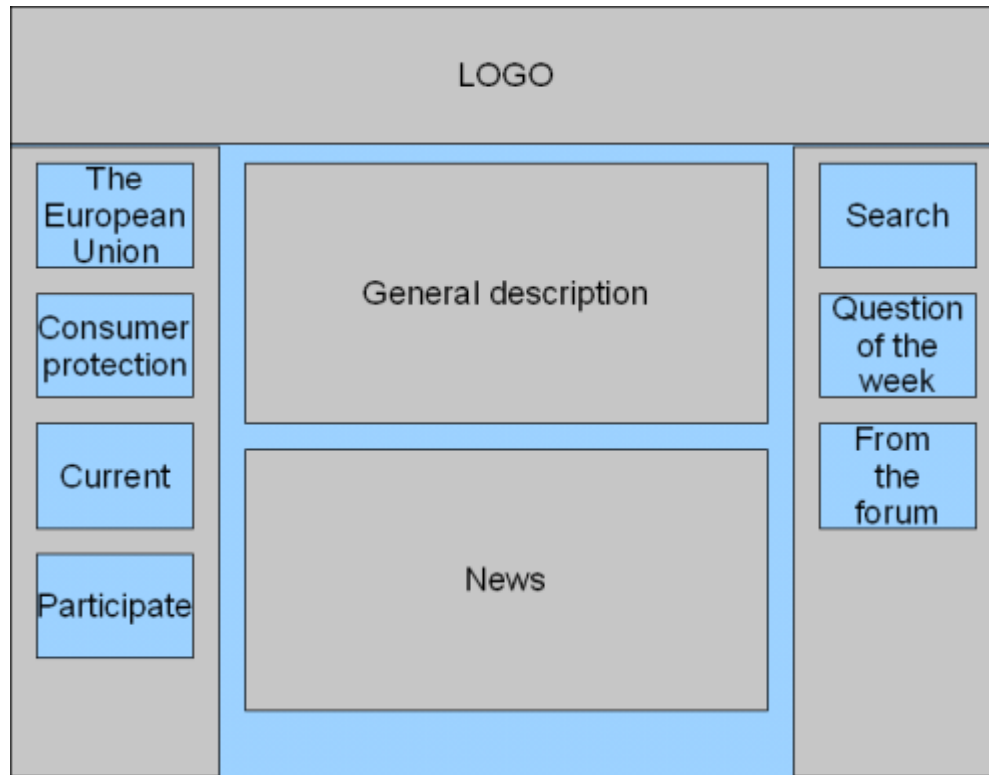




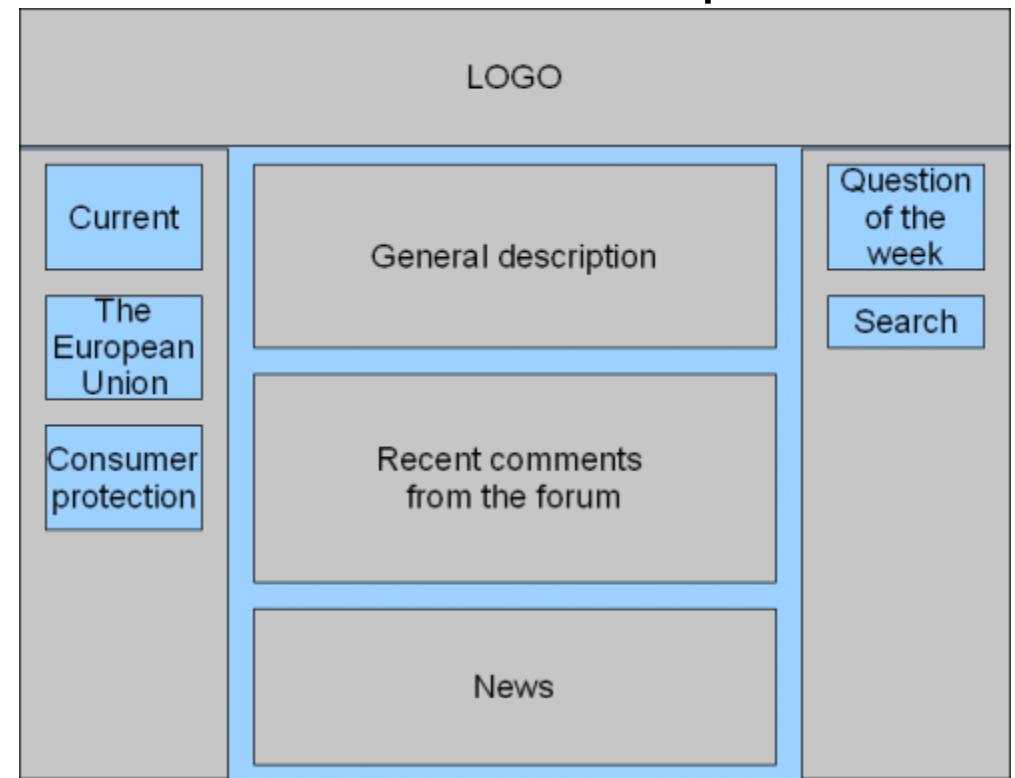
# Usability Engineering - Results



## Pilot structure

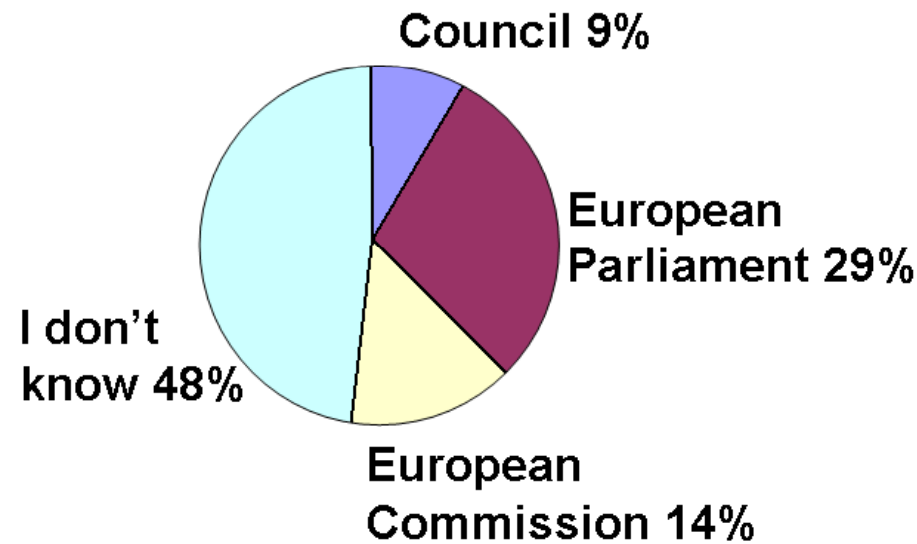


## Structure after pilot tests





## Requirements and Recommendations - Projects in EU context



**Figure:** Particular interest in decision making in EU institutions

Bring the EU and its institutions closer to the citizens by providing short and easy understandable information about EU institutions, their functions and processes.



## Requirements and Recommendations - Serious Games



- Represent a good means to attract and inform stakeholders provided that the tools are designed well.
- Do not replace the need for online participation being integrated in political processes

Questions	Yes answers (Numbers)	Yes answers (%)
Would it be interesting for you to switch into the position of an MEP or Council member in a virtual game?	60	65%
Would a game motivate you to actively participate in real world discussion in the platform?	55	59%
Did you ever play a game in which you could learn something about policies?	15	16%



## Requirements and Recommendations - Social Networking



- Daily use of social networks by most users
- Ease the maintenance
  - applications should support the integration of news into social networks and vice versa
- Privacy of stakeholders needs to be recognized and protected in regards to their opinions and politics.



## Conclusion



- 15 general requirements and recommendations
- Will be evaluated and approved in VoiceS

# Thank you for your attention!

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## Questions?

Do you like to become a test user and be one of the first to play the game?

Please contact

[info@give-your-voice.eu](mailto:info@give-your-voice.eu)

or

[scherer@uni-koblenz.de](mailto:scherer@uni-koblenz.de)



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<http://www.give-your-voice.eu>