

CO-CREATION DURING SOCIAL DISTANCING

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Social distancing: a disruption

- The current situation implies a radical transformation, in which old certainties are falling away.
- Historically during disruptions, people experience confusion, greater alienation, negative satisfaction with public services, a drop in social integration compared to unaffected places/times.
- In disruptive situations, the sense of being either 'in' or 'out' is very pronounced.
- The decisions we take now have great implication for the future.

First thought: everything digital

- Online participation has seen as beneficial add-on to conventional participation, that demands less time investment and civic skills, which to correct the overrepresentation of the “usual suspects”.
- “It is not only important that a system is reliable, it is also important that people believe that the system is reliable.”

Online Consultations

- Online consultation ask a group of people their opinion, preferences or advice on one or more specific topics
- Allowing for trade-offs between participants
- Making legislation accessible to a wider public at the same time including everyday knowledge from those affected by legislation

- [PVE](#)
- [coUrbanize](#)
- [Cityzen](#)
- [CrowdHall](#)
- [bpart.be](#)
- [citizenlab.co](#)
- [MetroQuest](#)
- [Citizen Space](#)

Online Deliberation

- All kinds of discursive online platforms
 - Online deliberation tools offer the chance for asynchronous deliberation (text/argument representations), synchronous (real-time), chat-based (text) or video deliberation
 - Discussion rules, gamification and (automatic) facilitation have proven to improve online discussions
- [Consider.It](https://www.consider.it)
 - deliberatorium.mit.edu
 - [Changeaview.com](https://changeaview.com)
 - kialo.com
 - [e-Deliberation](https://e-deliberation.org)
 - [Zilino](https://zilino.com)
 - delib.net
 - Stanford Online Deliberation Platform

Online Voting

- The overall purpose of online voting is to increase participation.
- Online voting is increasingly used within political organizations.
- Multiple real time voting's, with in between questions until groups converge on satisfying solutions

- [Loomio](#)
- [synthetron.com](#)
- [unanimous.ai](#)
- [EngagementHQ](#)
- [Helios](#)

Crowdsourcing

- Crowdsourcing is a phenomenon in which an organization calls upon the knowledge of both professionals and amateurs
- To help solve a problem, design a product, or analyze large amounts of data
- Lower costs and often greater quality and speed than through conventional research
- Self satisfaction is a reason draws why individuals are drawn to solving problems for other people, but economic incentives are often the driving factor

- Wikis
- [InnoCentive](#)
- [citizenlab.co](#)
- [Next Stop Design](#)
- [neighbor.ly](#)
- [Adopt-a-Hydrant](#)
- [Street Bump](#)
- [Crowdmap](#)

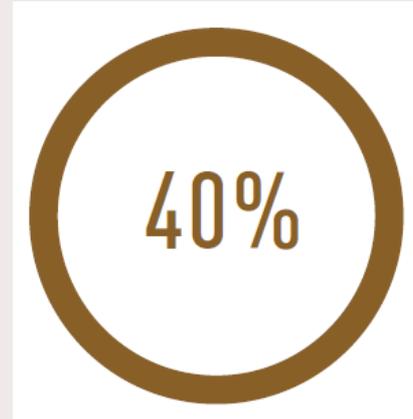
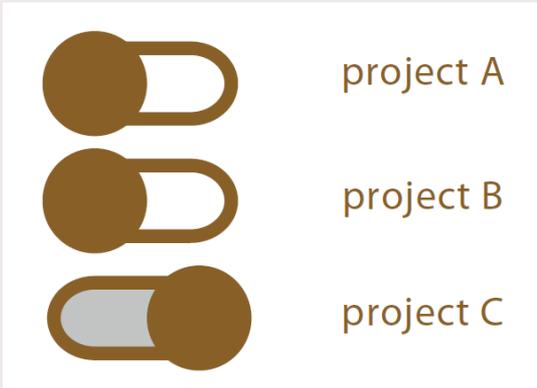
Social Media

- Social media is often used as a supplementary channel of engagement.
 - Social media is a powerful tool for use by both organized and decentralized participatory initiatives
 - Citizens can mobilize, confer easily with perspectives on an issue; vet information with first-hand and in-person accounts
 - Critical role in spreading disinformation, psychographic profiling and polarization
- Twitter, FB, LinkedIn, YouTube
 - [Neighborhow](#)
 - [Nextdoor.com](#);
[hoplr.com](#); [nebenan.de](#) ;
[mesvoisins.fr/](#)
 - [OurCommonPlace](#)
 - [Front Porch Forum](#)
 - [Community Remarks](#)

Many problems remain the same

1. In general, those who participate tend to be more interested and sometimes also more opinioned
2. Individuals conceive their own abilities in the public sphere
3. Conflict avoidance, embarrassment or the need for new or confirming information
4. A low-threshold-low-impact effect in online participation. Large groups have not been effective in converting their online contribution into formal planning processes
5. Another threat is trolling

TU Delft tool: Policy evaluation through mass participation



of the participants are younger than 45 years

- Places citizens for a moment in the drivers seat, weighting nuanced policy alternatives
- Reduces division and polarization through binary choices (*from A/B testing to A/B/C/D testing*)
- Give citizens a possibility to overcome their cognitive biases (*California egg paradox*)

<https://www.tudelft.nl/pve>

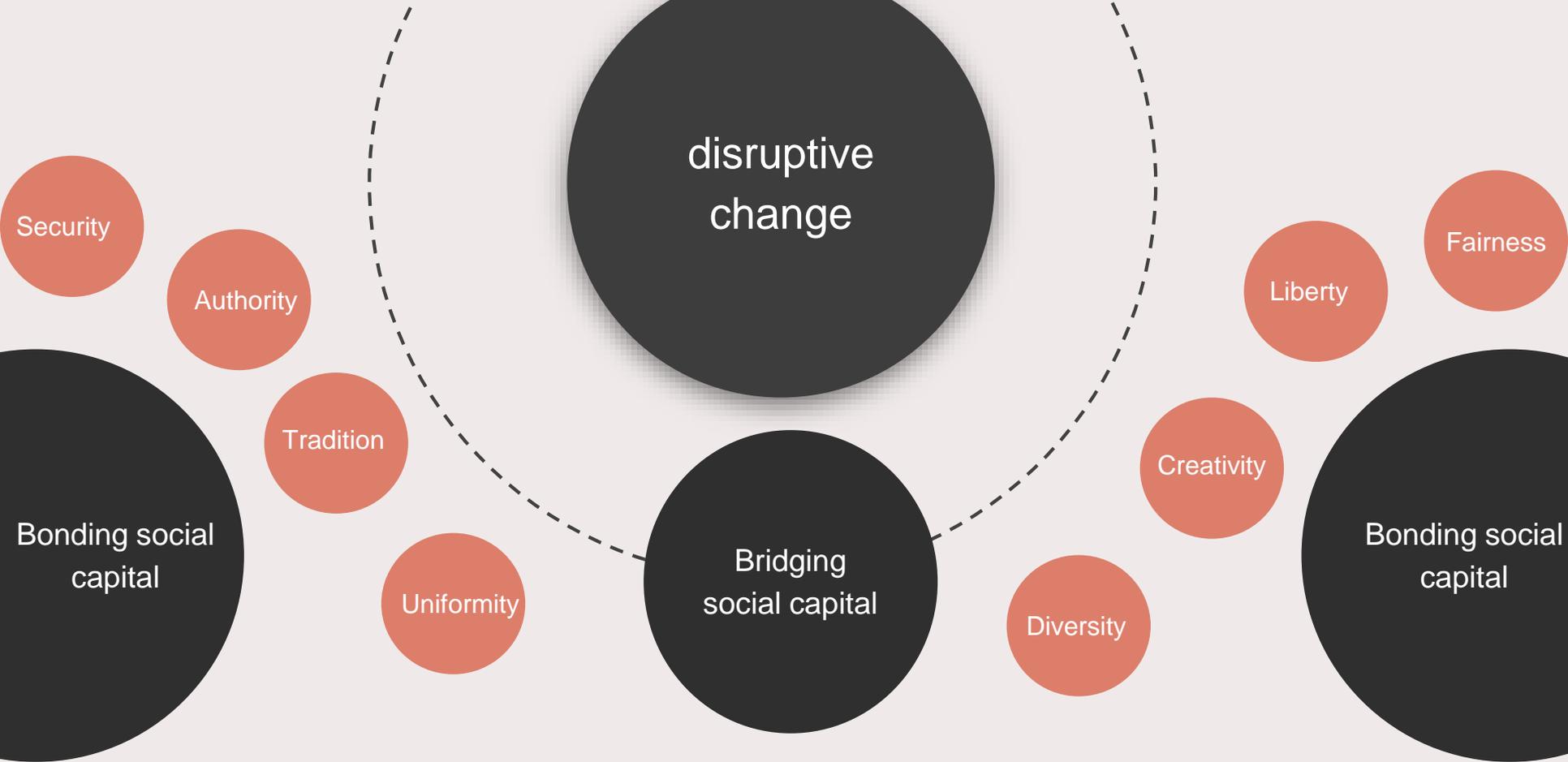
Six successful design principles

1. Simple intuitive user-interface, do not discourage people.
2. Do not include too many features, just right according the question you want to solve: not less, not more.
3. Should be practical and flexible to use for policy-makers. The tool should enable the policy-maker to choose who can get involved in the process, in what timeline and at what stage.
4. Excellent visualization, the inclusion of social norms, gamification and moderation mechanisms create spaces that foster productive discourse.
5. Accountability and transparency are two things that citizens look for, when engaging with an online tool.
6. Feedback process and use of data: Citizens should be able to know how and where their data is being used for decision-making. And which parts were not taken into account and why.
The results should be displayed and explained what further steps are being taken.

Think about them

Disadvantaged communities have difficulties to access digital public participation tools, unless active effort is made to reach out to these communities.





disruptive
change

Security

Authority

Tradition

Uniformity

Liberty

Creativity

Diversity

Fairness

Bonding social
capital

Bridging
social capital

Bonding social
capital