

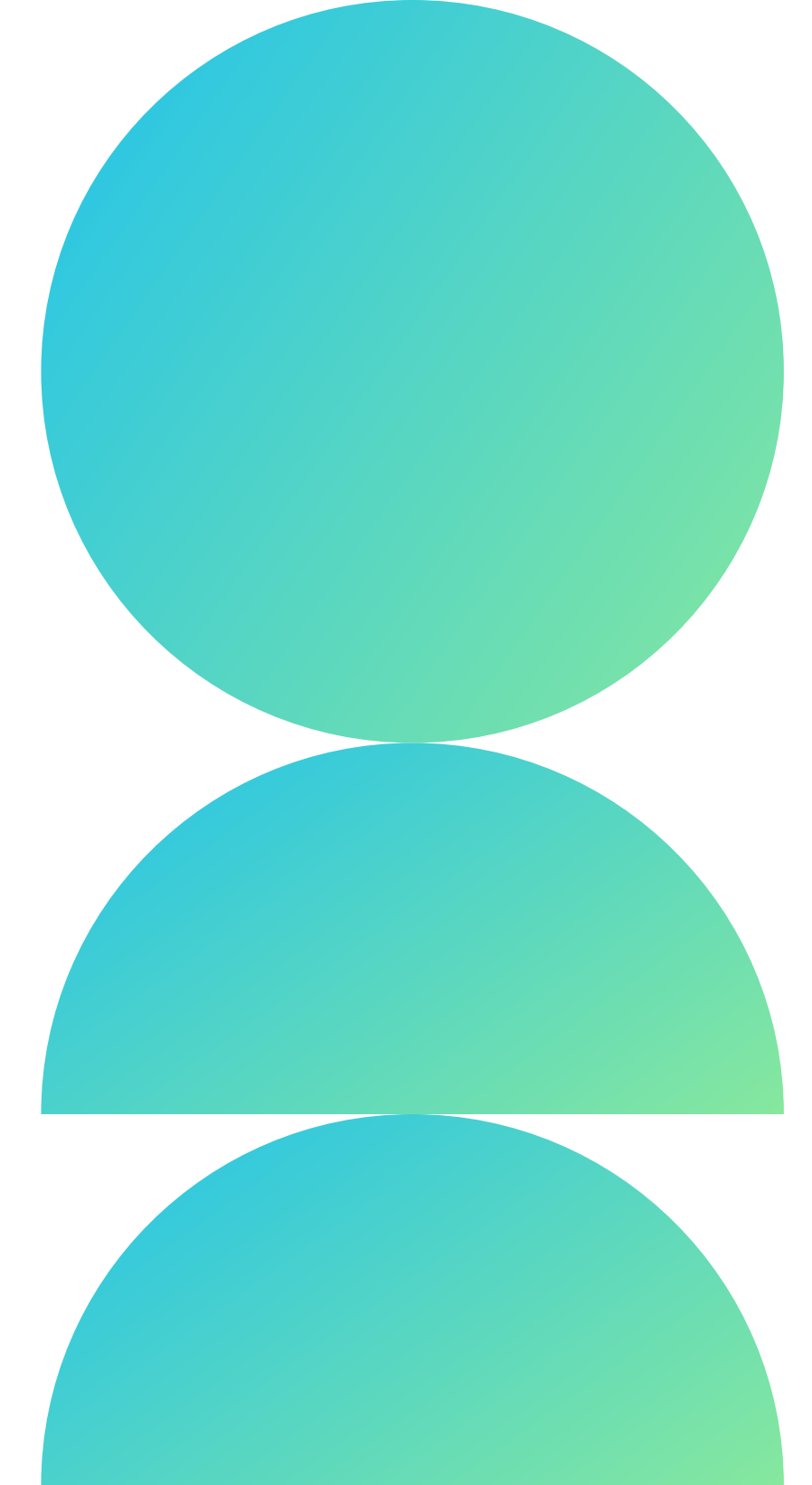
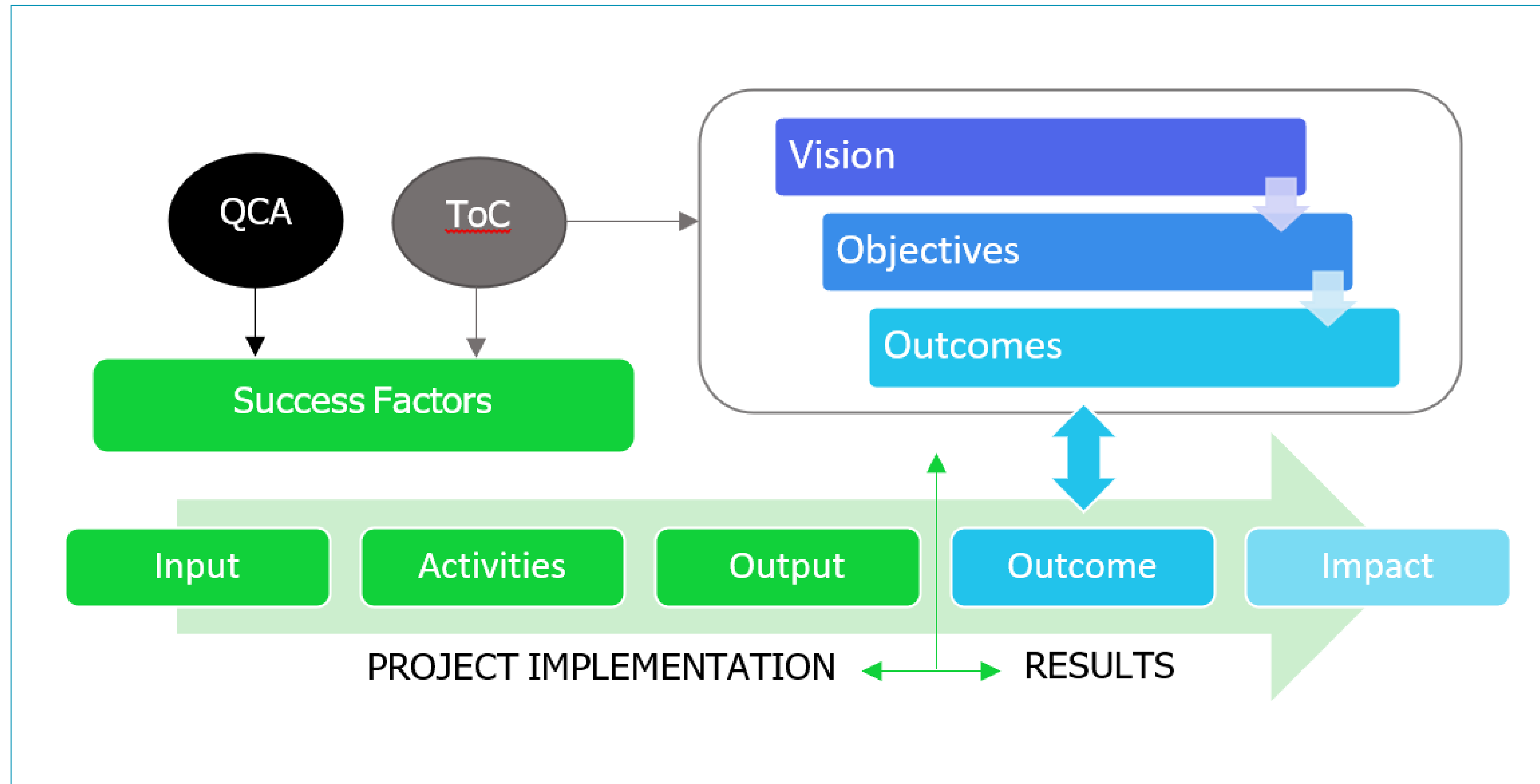
Digital Democratic Empowerment and Mobilisation for a stronger EU

# e-Participation Assessment Framework

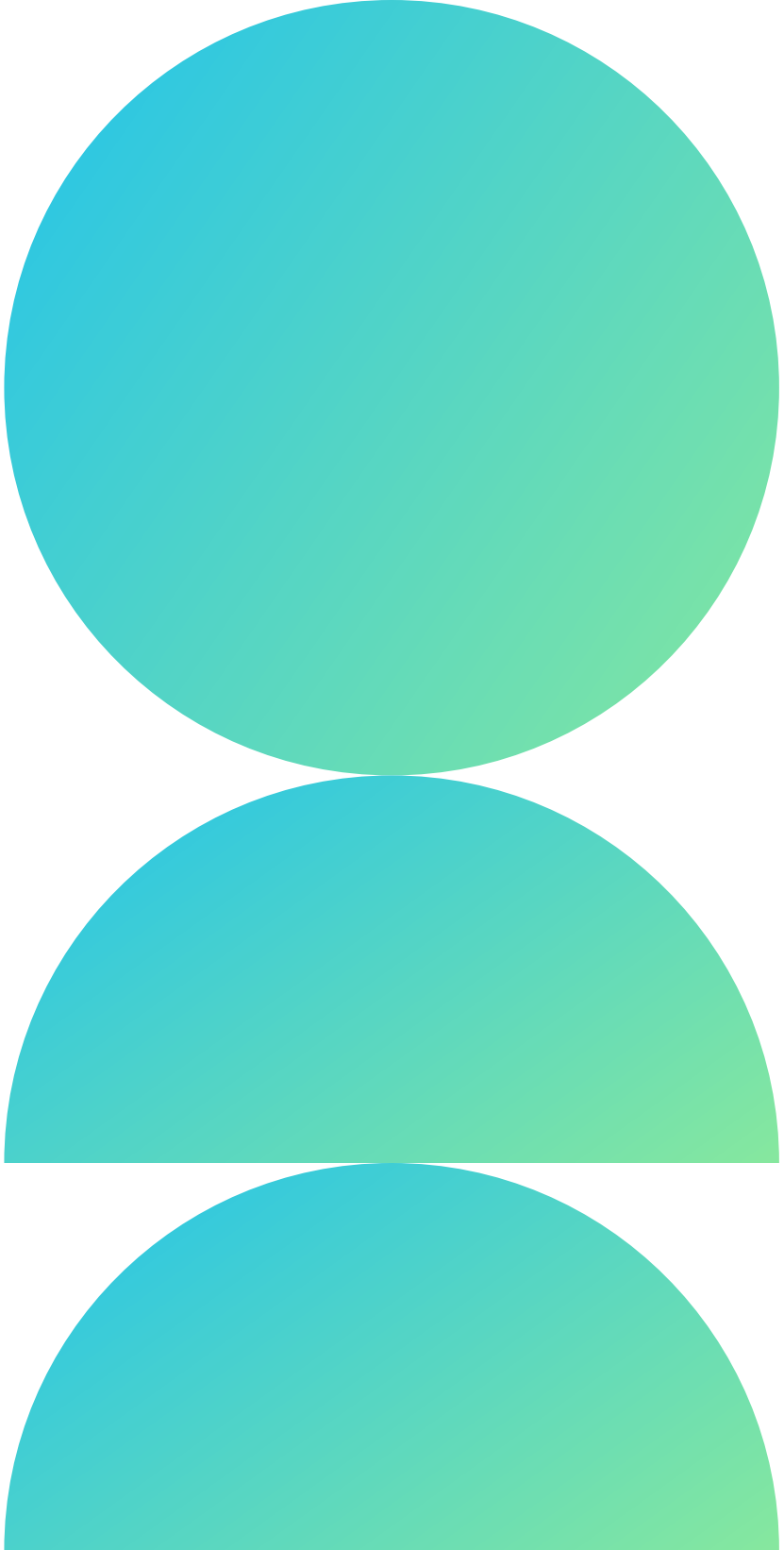
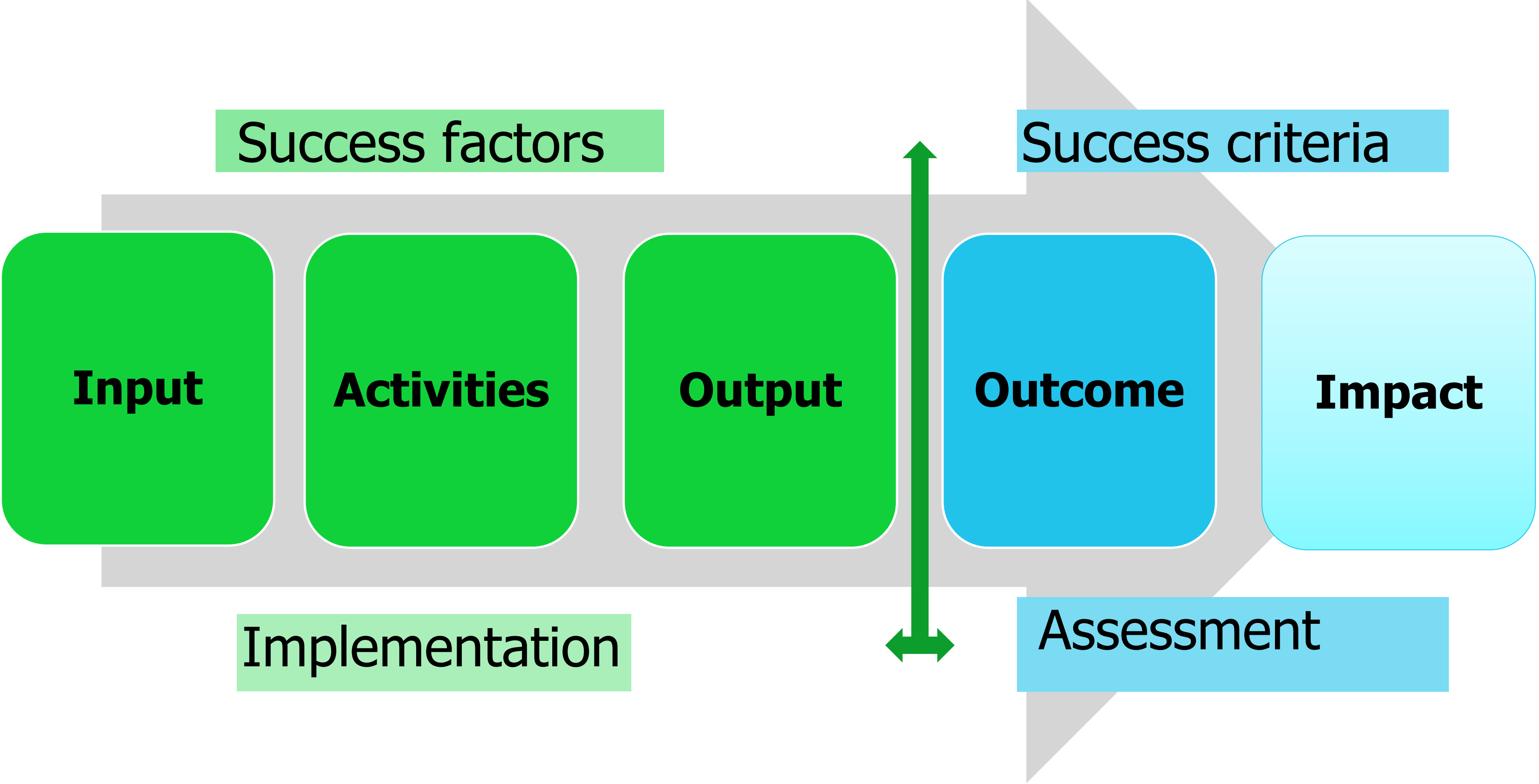
Liia Hänni

Senior Expert on e-Democracy

# e-Participation assessment framework

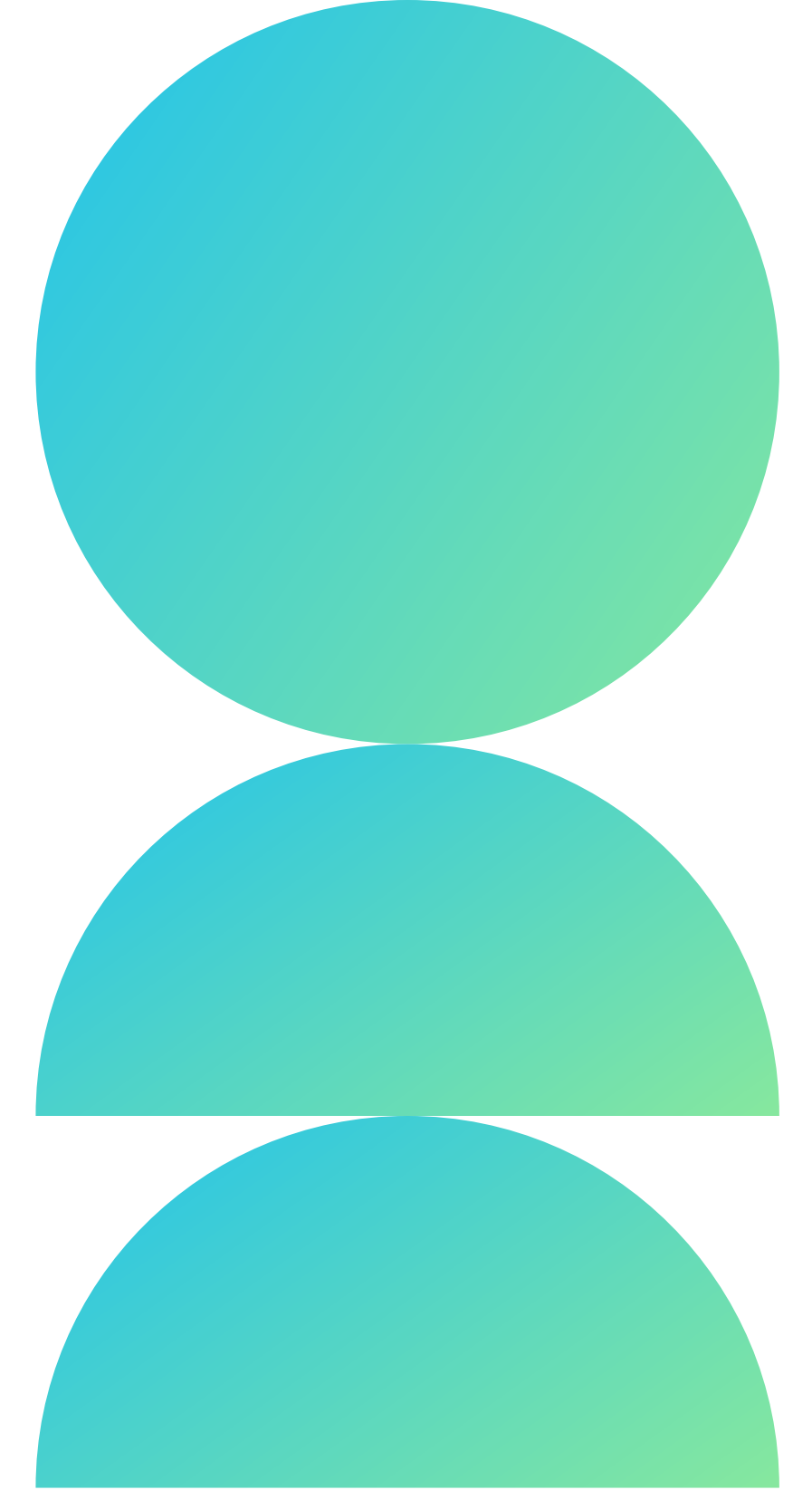


# e-Participation initiative model



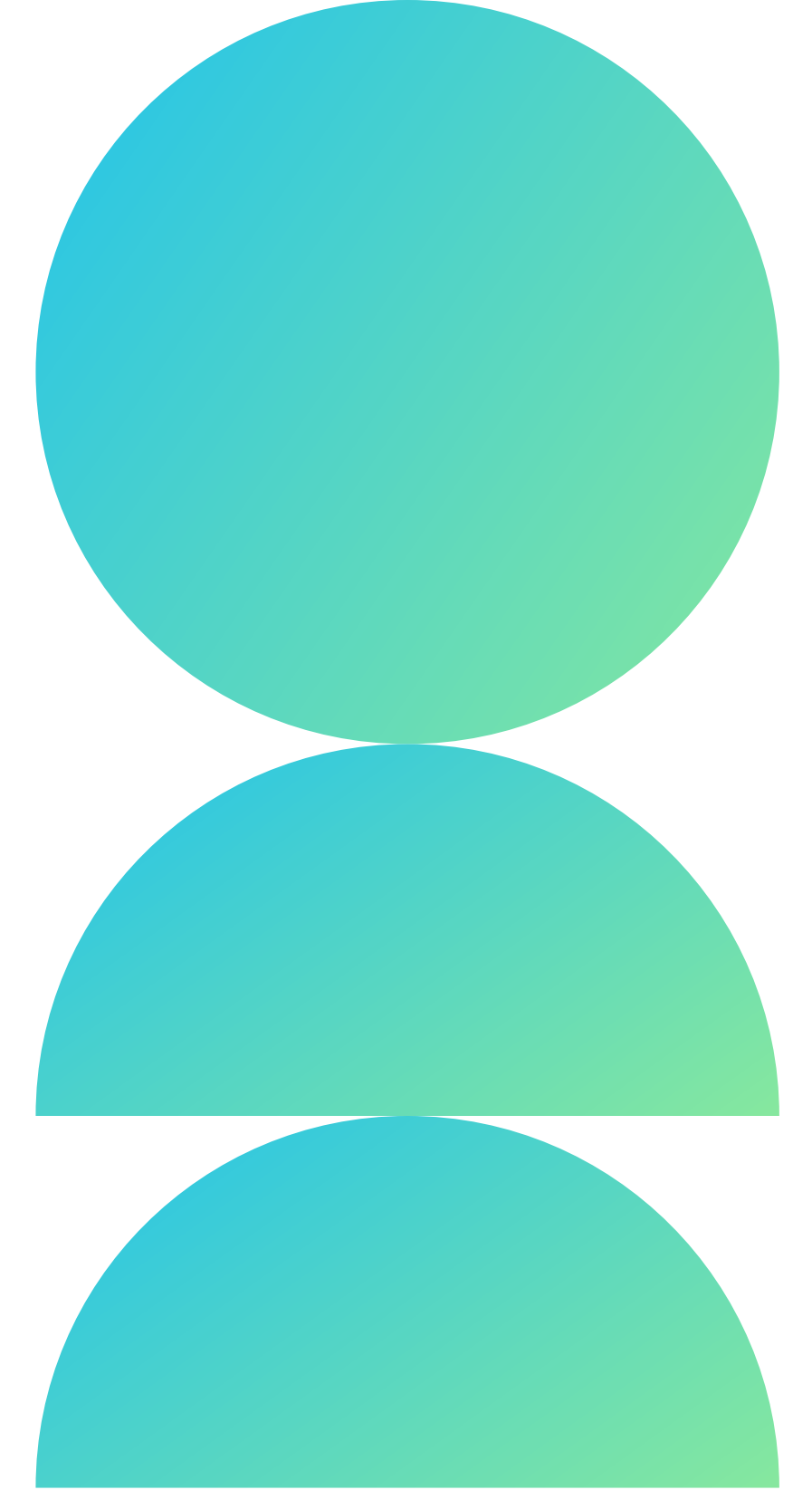
# Success criteria

- The outcome of the initiative affects the political decision-making process
- As a result of the initiative, the readiness of its participants for e-participation will improve
  - the initiator is satisfied with the result and the acquired experience
  - the participants are satisfied with the result and the acquired experience



# Questions to assess the success

- **Did the case have an influence on political decision making?**
- **Are the participants satisfied with the process?**
  - Did participants acquire new skills/knowledge?
  - Did the case contribute to citizen education/awareness rising?
  - Are the participants ready for e-participation in the future?
- **Are the initiators of the case satisfied with the process?**
  - Did the initiators of the case receive relevant content?
  - Did the number of participants meet the expectations of organizers?
  - Did the demographic profile of the participants meet the expectations of organizers?
  - Did the initiator become more motivated to use the platform(s) further?
  - Was the case analyzed to consider the lessons learned?

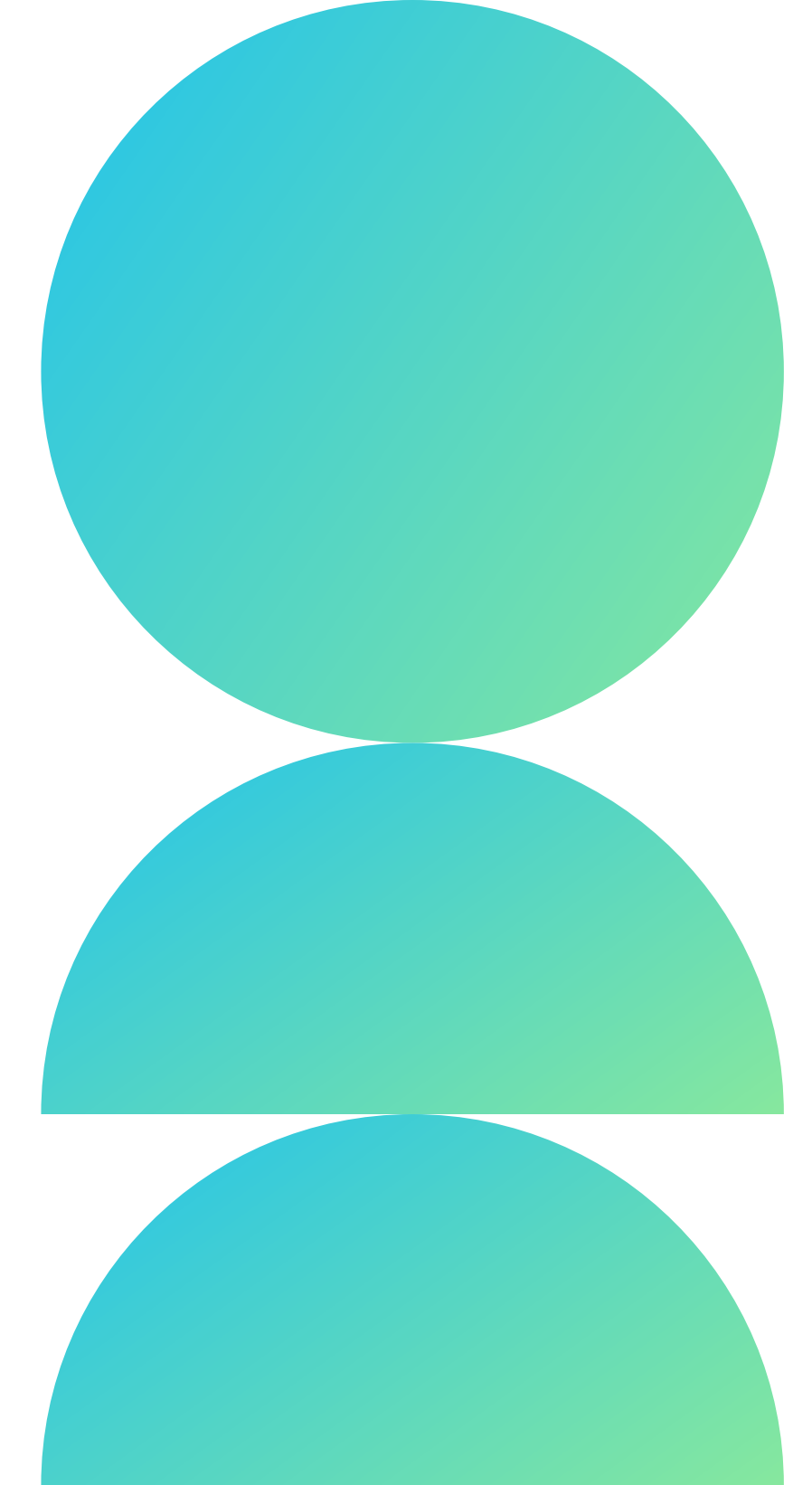




# Preliminary results for pilot in Tallinn

- Perspective of initiator**

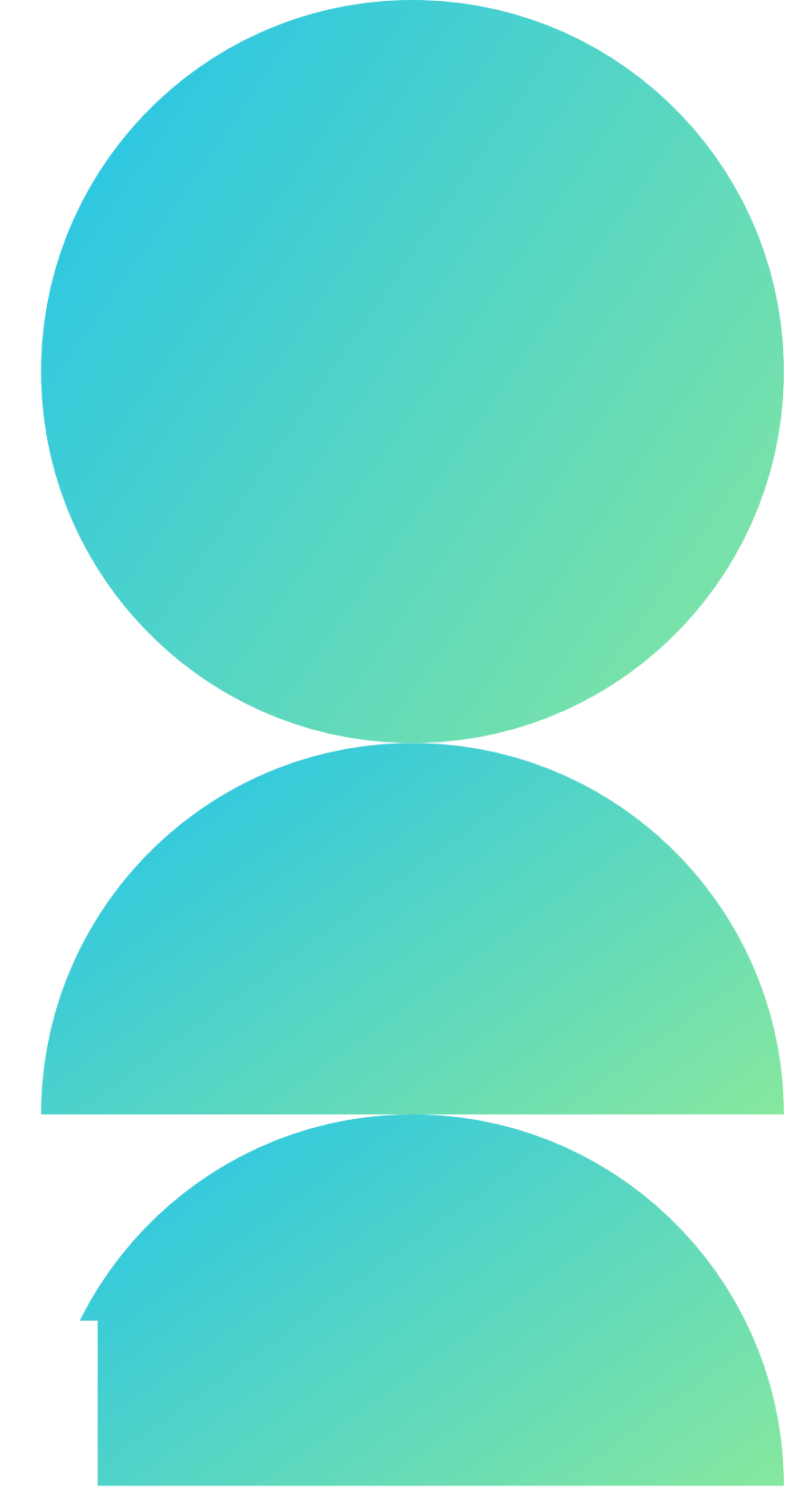
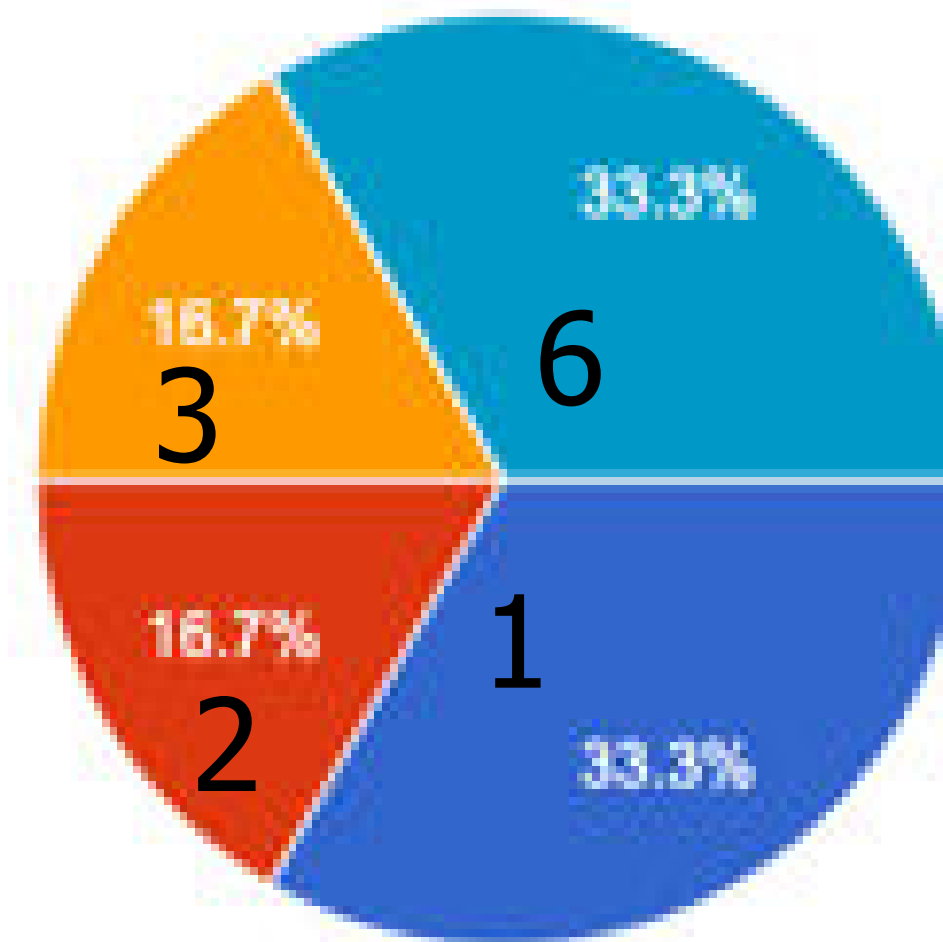
Question	Answer
Did the initiators of the case receive relevant content?	Yes
Did the number of participants meet the expectations of organizers?	No
Did the demographic profile of the participants meet the expectations of organizers?	No data
Did the initiator become more motivated to use the platform(s) further?	Yes Phase 2 platform
Was the case analyzed to consider the lessons learned?	Yes



# Preliminary results for pilot in Tallinn

## Perspective of participants

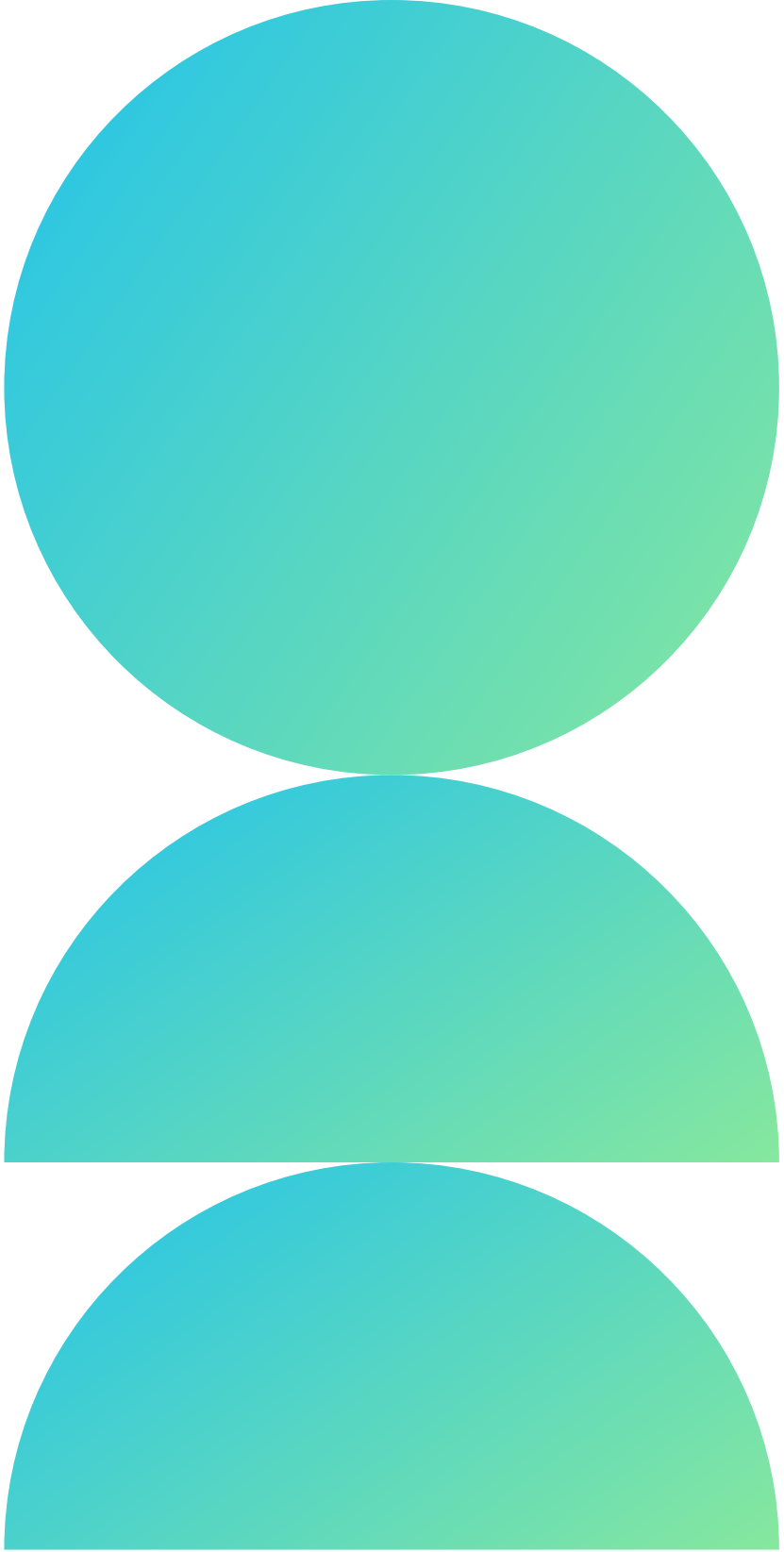
- What is your assessment of crowdsourcing? Does it:
  1. raises people's awareness of the problem
  2. increases people's motivation and skills to speak up
  3. provides important information to the initiator of crowdsourcing
  4. improves the quality of political decisions
  5. gives weight to decisions
  6. something else, what?
- Would you use the similar participation method in the future? **Yes**



# Assessment of the platforms

## Average rating

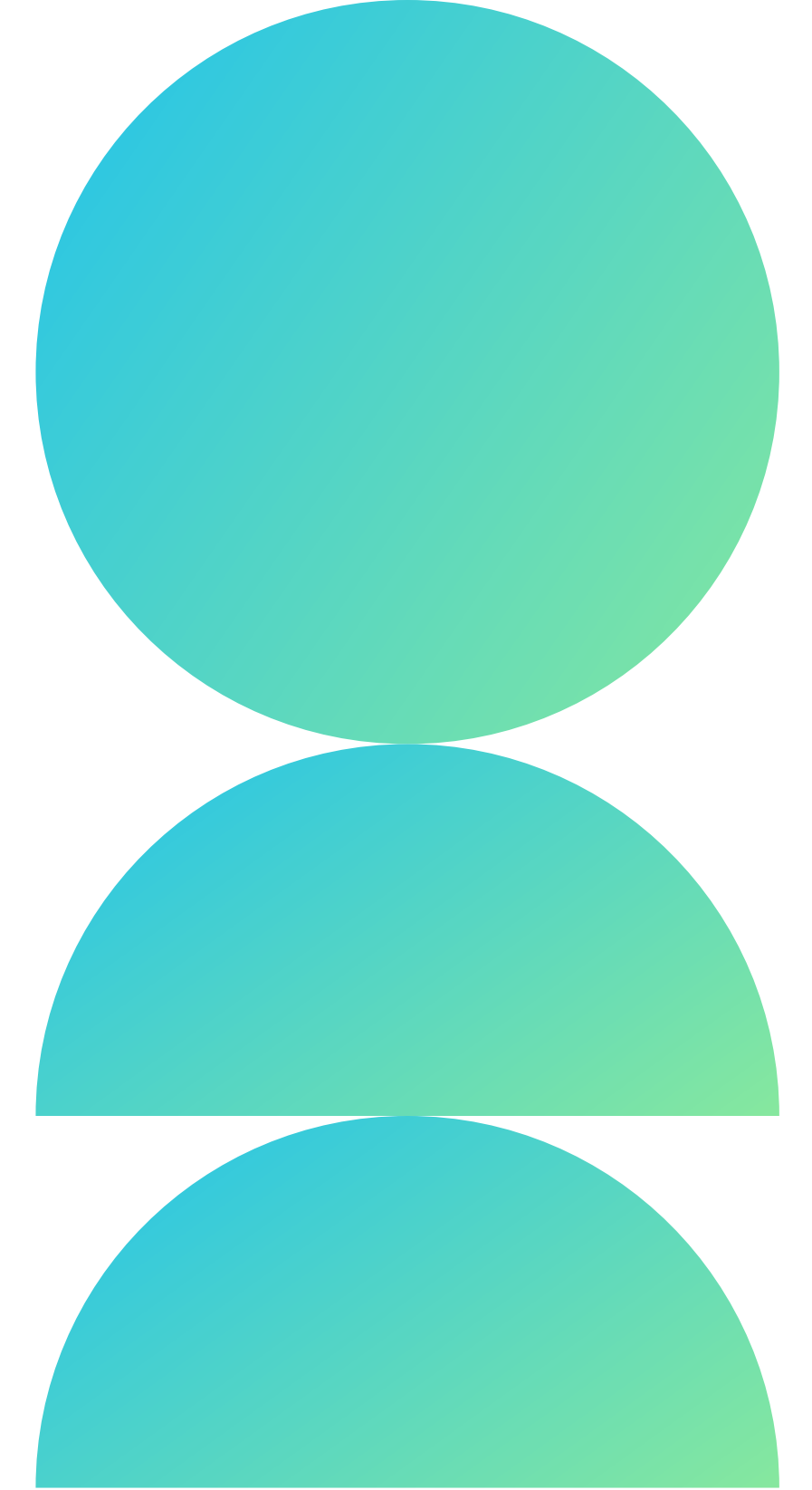
Platform	User friendliness	Content	Visual
1	3.2	3.8	3.2
2	4	4	4.4
3	3.2	3.4	3.6
4	2.4	2	2.4





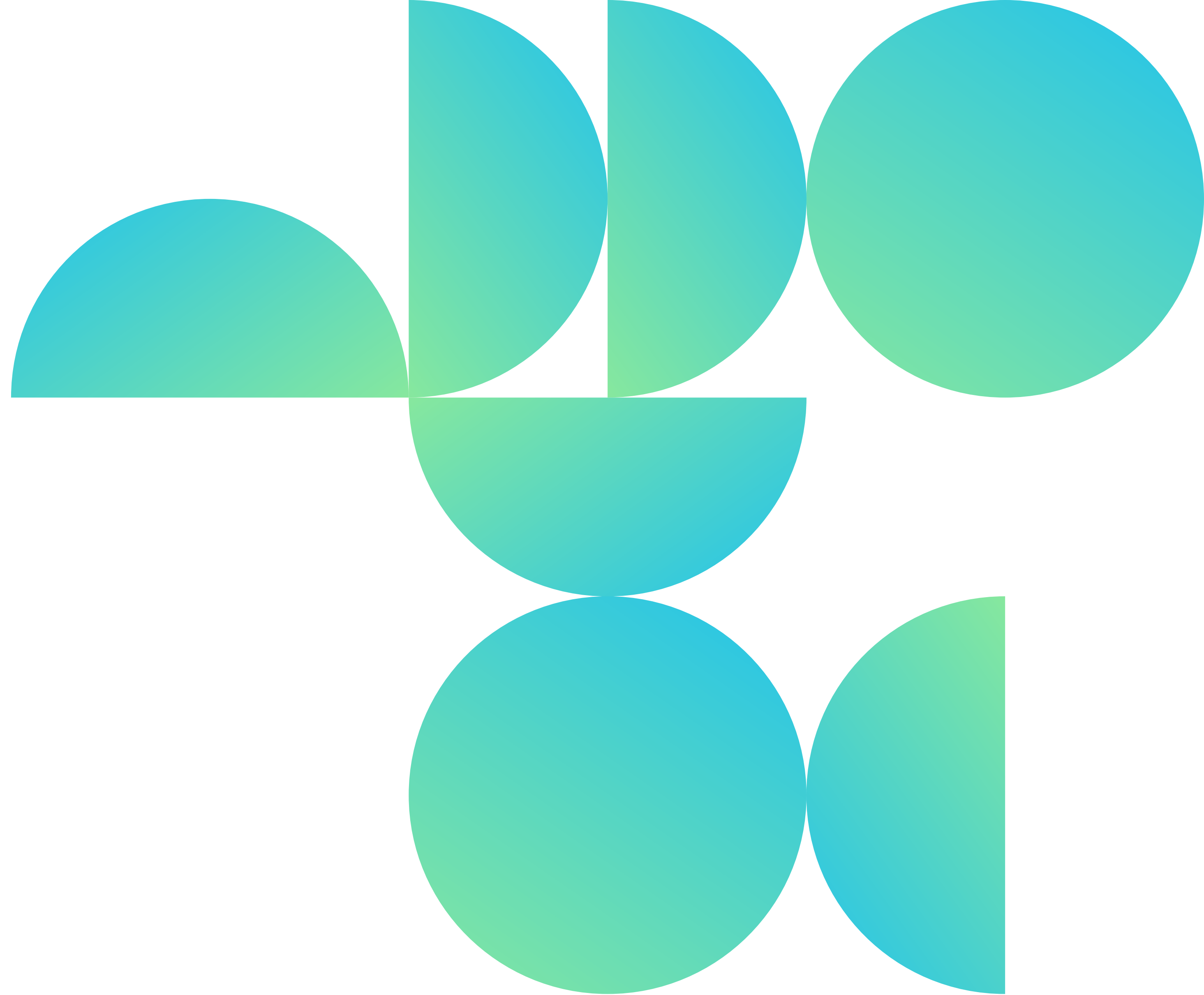
# Some lessons learned

- In order to involve people systematically, it is necessary that the engagement platform has the same domain name and combined functionality. If there is still a need to move between platforms, it is important to create an opportunity to use the data of all participants in the stages (assumes that permission has been requested). We lost a lot of potential respondents by moving across platforms.
- Engagement platform needs to be intuitive and easy to understand the logic of the platform. Task of the participant must be motivating and simply worded. We were supposed to carry out co-creation at the EU level, but in reality this was not clearly communicated to users at all stages.





Co-funded by the  
Europe for Citizens Programme  
of the European Union



# Thank you! Questions?

[liia.hanni@ega.ee](mailto:liia.hanni@ega.ee)

Follow us: **egovacademy**   

