

# E-democracy 2.0

involving citizen anyway and  
anywhere in Emilia-Romagna (Italy)

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**teniamoci in contatto**

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# Contents

- e-democracy: ICT and participation policies in Emilia-Romagna
- *Partecipa.net*: the first Region Emilia-Romagna's steps on the road to e-democracy
- lessons learned with Partecipa.net
- *Io Partecipo*: a spin off to make e-democracy more regional, open source and 2.0
- from *Partecipa.net* to *Io Partecipo* and further: trying to reduce the gap between e-participation and e-democracy
- so much e-participation, but how much e-democracy?
- on the road to e-participation: if Mohammed doesn't go to the mountain...
- e-democracy 2.0: much more than a technological matter

## e-democracy: ICT and participation policies in Emilia-Romagna

for people, **Information Society** also means fostering the **use of new technologies to enable an increased and active participation for citizens, associations and civil society** at large on topics of general interest and public decision-making processes

starting from this understanding, **Emilia-Romagna Region has chosen to pay great attention to e-democracy**, within the framework of programmes and activities which have been planned and implemented **through its Telematic Plan**

## ***Partecipa.net*: the first Regione Emilia-Romagna's steps on the road to e-democracy**

following a specific national Call, **the commitment for e-democracy of the Region and local bodies and Authorities in Emilia-Romagna started in 2005, with the project *Partecipa.net* ([www.partecipa.net](http://www.partecipa.net))**

**21 Local Authorities participated, under the Region's coordination, for the promotion of new methodologies – technological as well as organisational – enabling the adoption of new digital and networking technologies in order to assure an increased participation by citizens and associations in the decision-making processes of Local Authorities**

the project started from September 1, 2005 and finished on October 31, 2007

## *Partecipa.net*: the first Regione Emilia-Romagna's steps on the road to e-democracy

Aims	Outputs
<ul style="list-style-type: none"><li>▪ to define and create participation processes in an integrated manner</li><li>▪ to promote participation within and outside the administrations</li><li>▪ to provide a tool usable by all level of PA</li><li>▪ to define, test and disseminate the methodology</li></ul>	<ul style="list-style-type: none"><li>▪ creation of a committed working community</li><li>▪ e-democracy portal: <a href="http://www.partecipa.net">www.partecipa.net</a></li><li>▪ implementation of the kit by the PAs partner of the project</li><li>▪ test of the kit through the realization of participation processes</li></ul>

# *Partecipa.net*: the first Regione Emilia-Romagna's steps on the road to e-democracy

## Criticalities

- project timing vs political/administrative timing
- involvements of decision-makers and citizens
- lack of communication: participation needs a lot of communication!!!
- difficulty to create a developer and user community to manage/evolve the tools

## Successes

- end of the project activities and extremely good feedbacks in the evaluation phase
- new ICT plan of the Emilia-Romagna Region '07-'09: e-participation included!!!
- new PAs users of the kit and new e-democracy processes from the "old" partners
- start of a new regional project: *Io Partecipo*

## lessons learned with Partecipa.net

e-democracy top down can give some good results, but sure *not the moon*, if:

- experiences have a real budget and are promoted with the right human resources
- contexts are already *trained* to participation experiences
- experiences are well communicated and promoted to citizens
- at the end of these experiences, institutions really listen what citizens have to say, and take their decisions taking into account their voices

# Partecipa.net

**PARTECIPA FERRARA**

Comune di FERRARA - [A] [A] [A]

home | guida all'uso | contatti | conoscere il progetto

**COSA puoi fare su Partecipa Ferrara**

☐ Ricevere informazioni via mail su:

- ☐ Vita amministrativa e politica
- ☐ Vita professionale
- ☐ Il mondo delle associazioni
- ☐ Arte, cultura e tempo libero

☐ Ricevere on-line risposte personalizzate

☐ Partecipare ai sondaggi

☐ Partecipare ai forum

**Se NON sei registrato**

☐ Registrati su Partecipa Ferrara

**Se SEI registrato**

Nome Utente:

Password:

Login...

Non ti ricordi la password?

**Partecipa Ferrara ti permette di:**

- ricevere le informazioni che desideri direttamente sul tuo indirizzo di posta elettronica
- ottenere on-line risposte personalizzate su argomenti di tuo interesse
- partecipare ai sondaggi di Partecipa Ferrara

Per accedere a questi servizi è necessario [essere registrati](#) su Partecipa Ferrara. Se invece sei già registrato [esegui il login](#).

**Le Newsletter di Partecipa Ferrara:**

- Vita amministrativa e politica**  
Comunicati stampa, bandi, scadenze amministrative e aggiornamenti sulle iniziative comunali. (circoscrizione gad - cronaca comune - educazione ambientale - informacitta - informanumeri - informascuola - promeco - retecivica - territorioinforma - )
- Vita professionale**  
Novità ed informazioni utili per i professionisti e il mondo del lavoro. (informaimpresa - serviziocivile - )
- Il mondo delle associazioni**  
Tutte le novità dal mondo delle associazioni (infodonna - scrittoriferraresi - )
- Arte, cultura e tempo libero**  
Appuntamenti, iniziative e manifestazioni cittadine, novità (areagiovani - bibliotecabassani - ferraramusica - ferrarasette - giovaniartisti - infogenitori - palazzodeidiamanti - promozionelettura - storianaturalenews - )

**Circoscrizione GAD**

Attiva la nuova newsletter della Circoscrizione Giardino - Arianuova - Doro

screenshot of the website for the Partecipa.net's local text realized by the Municipality of Ferrara



## ***Io Partecipo: a spin off to make e-democracy more regional, open source and 2.0***

the institutionalisation of e-democracy goals and activities within the framework of the Regional Telematic Plan led to the start-up of the project ***Io Partecipo***, the spin off of *Partecipa.net*, in 2008 with the goal of setting up a participation-based regional community

the heart of the project is the portal **[www.iopartecipo.net](http://www.iopartecipo.net)**, where the tools of the e-democracy kit are applied and used to foster processes of information and advice, the creation of shared knowledge and listening approaches, as well as the comparison within services, programmes and policies promoted by Emilia-Romagna Region

if therefore with *Partecipa.net* the Region, in its coordinating role, promoted participation and involvement of citizens and associations with respect of decision-making themes and processes pertaining to Local Authorities, **with *Io Partecipo* the focus of participation and involvement has been enlarged to a Regional scale:** in this case, in fact, citizens and associations are invited to approach directly, and learn first hand what is implemented and promoted by the Regional body, so that they can judge for themselves, comment on, and influence the process

# Io Partecipo

**IO PARTECIPo.NET**  
La comunità della partecipazione in Emilia-Romagna

Vai a [partecipa.net](#)

[il progetto](#) | [guida all'uso](#) | [contatti](#)

Nome Utente:  Password:  [Login...](#) [Se non sei registrato Registrati ora](#)

**Io partecipo, una nuova opportunità per i cittadini dell'Emilia-Romagna**  
Io partecipo è il nuovo progetto della Regione Emilia-Romagna per fornire ai cittadini servizi informativi, canali di ascolto e per promuoverne la partecipazione alla vita pubblica. Il canale principale di accesso è l'area web [www.iopartecipo.net](#) che utilizza il kit dell'e-democracy open source sviluppato e utilizzato da un consorzio di enti della regione, nell'ambito del progetto Partecipa.net. La Regione Emilia-Romagna, infatti, ha sviluppato negli scorsi anni un progetto di e-democracy, Partecipa.net, co-finanziato nell'ambito di un Avviso Nazionale, e realizzato assieme ad altre 21 amministrazioni del territorio.  
I cittadini possono trovare nel portale di Io Partecipo un "menù" di informazioni e servizi trasversali, tra i quali scegliere, con una auto-profilazione, quali sono di loro interesse. Un luogo unico dal quale avere una visione di insieme della attività della Regione Emilia-Romagna (a partire da una prima selezione ed a crescere nel tempo) anche ed in particolare rispetto ai temi, servizi, politiche, sui quali si attiveranno processi di ascolto e coinvolgimento.  
Per saperne di più vai alla sezione [il progetto](#), se vuoi contattare la redazione puoi scrivere a [iopartecipo@regione.emilia-romagna.it](mailto:iopartecipo@regione.emilia-romagna.it).

Cosa puoi fare su questo argomento

[Ricevi informazioni](#) [Fai una domanda](#) [Invia notizie](#)

**I servizi di Io partecipo**  
Il portale Io partecipo offre molteplici opportunità ai cittadini dell'Emilia-Romagna, com'è facilmente intuibile dal menù di informazione presente sulla destra della home page. Registrati e scegli a quali servizi accedere.  
La prima sezione riguarda il servizio di informazione attualmente organizzato in quattro macro aree: **Ambiente e territorio; Servizi per i cittadini; Scuola, formazione e lavoro; Tempo libero.**

**Puoi ricevere informazioni su:**

- Scuola, formazione, lavoro
- Tempo libero
- Ambiente e territorio
- Servizi per i cittadini

**Scegli quali notizie ricevere - [W]**

**Puoi inviare domande**  
Esperti delle redazioni ti risponderanno inviandoti una e-mail.  
Le domande e le relative risposte che verranno ritenute particolarmente significative saranno pubblicate come FAQ (Frequently asked questions) in forma anonima.

**Ottieni risposte alle tue domande - [A]**

**Puoi partecipare ai forum**  
Io Partecipo apre periodicamente dei forum on-line per discutere con i cittadini di servizi e politiche regionali e sollecitarli a partecipare attivamente.  
**Contribuisci ai forum - [F]** Al momento non ci sono Forum attivi.

**Puoi partecipare ai sondaggi**  
Io Partecipo realizza periodicamente sondaggi per registrare la tua opinione.  
**Rispondi ai sondaggi - [L]**

screenshot of the *Io Partecipo's* project website

## from *Partecipa.net* to *Io Partecipo* and further: trying to reduce the gap between e-participation and e-democracy

the e-democracy project *Io Partecipo* develops and enriches *Partecipanet's* functionalities trying to introduce and experiment some web 2.0 tools

the citizens can produce know-how and knowledge directly, by sending news, reports and articles to the editing board of the project

**the opportunity** offered net surfers to become news editors represents **the link between e-democracy as it was conceived and developed in the early years of promotion and dissemination of this practice, and the new approach to the Internet, more horizontal, participated and "bottom up", which has become more popular and central in recent years, under the conceptual umbrella of web 2.0**

# so much e-participation, but how much e-democracy?

"...if the explosion of blogs, social networks, peer to peer and web 2.0 in general really propelled the hopes for a more participative and horizontal web, at the same time the *e-democracy* concept - and with the term we mean here the direct use of the nets by the institutions to enrich and enlarge decisional processes, especially in the local contexts - is at the moment neither exactly "trendly" nor just simply expanding

it's obvious that where people work hard, and public institutions are really interested by the potential of *e-democracy*, some good results can be obtained (see the Partecipa.net experience)

at the same time anyway, **nobody can deny that the web 2.0 wave swamped the *e-democracy* little island, and that institutions seems now really unsettled about the role they can really play in an universe, the Net, that becomes everyday more open, horizontal and participative**

and it's really strange that the institutions, who are anyway the main warrantor of participation rights, are being overwhelmed by a so significant innovation: **the feeling is that in a world in which anyone takes part, or at least has the illusion to do it, the only ones who don't take part are exactly the institutions, which appear so even more distant and disconnected from common sense, than how they already appeared yesterday..."**

from: "So much e-participation.,but how much e.democracy?"

<http://pep-net.eu/wordpress/?p=404>

## on the road to e-participation: if Mohammed doesn't go to the mountain...

in the next months the **Regione Emilia-Romagna** will try to **reduce the gap between e-democracy (top down) and e-participation (bottom up)**, following, and mixing, three directions:

- **introducing some web 2.0 tools and functionalities in its e-democracy projects and experiences**
- **experimenting mixed models and tools between top down and bottom up**
- **giving more attention and stimulating bottom-up experiences**

# on the road to e-participation: if Mohammed doesn't go to the mountain...

"the web smells like life"

from Kevin Kelly's "Technophilia"

<http://www.kk.org/thetechnium/archives/2009/06/technophilia.php>

**in social networks and web 2.0 platforms**, people talk more and more about their problems, hopes and life. they are at the moment the places where, much more than elsewhere, **e-participation become real and concrete**

therefore, **institutions**, and among them **Regione Emilia-Romagna**, must be more present in these places, and know them better, to better listen and better act in the name of their citizens



# on the road to e-participation: if Mohammed doesn't go to the mountain...



**Pew Internet**  
Pew Internet & American Life Project

## **The Internet and Civic Engagement**

Just as in offline politics, the well-off and well-educated are especially likely to participate in online activities that mirror offline forms of engagement. But there are hints that social media may alter this pattern.

September 2009

## e-democracy 2.0: much more than a technological matter

the potential integration between institutional and spontaneous processes, supported and fostered also by new nets and new technologies (**shall we call it *e-democracy 2.0?***), could be an immense opportunity for a Public Administration that wishes to really meet citizens' needs wherever they are manifested or expressed

however, for this to happen, **it's absolutely necessary to accompany this revolution with another one, of the same dimensions, referred to organizations, cultural attitudes and decision-making processes**



**Thanks a lot for your attention :-)**

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