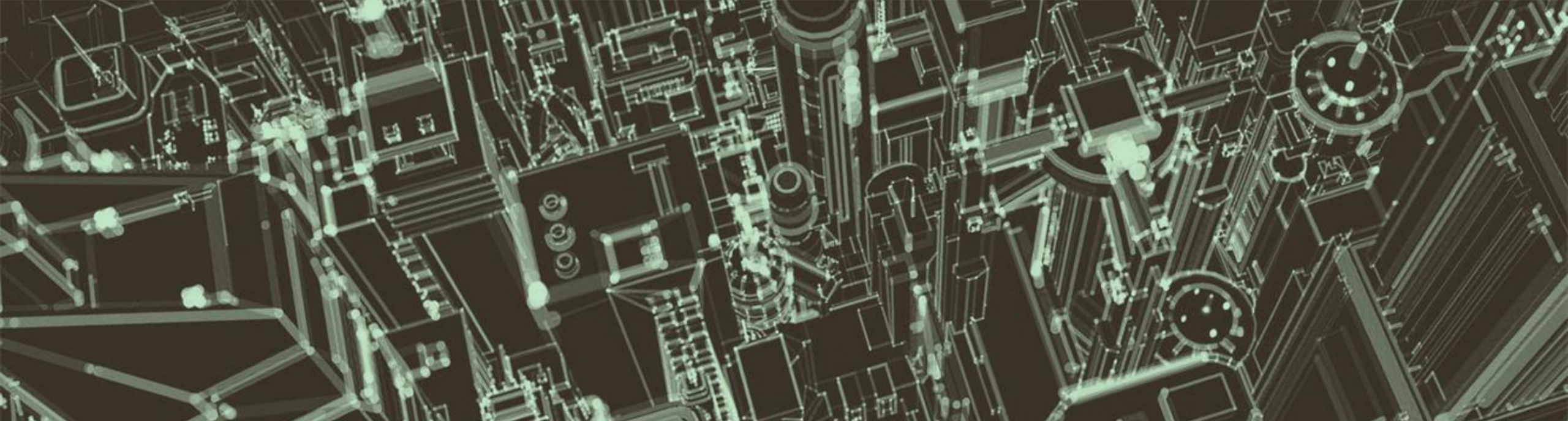


Does Digital Citizen participation allow a better taking into account of the needs of the Citizens ?

SCOUBEAU Chantal, DURIEUX Marianne, LAGO Noémie, POULEUR Jean-Alexandre, SIMOENS Pascal.



LE FONDS EUROPÉEN DE DÉVELOPPEMENT RÉGIONAL
ET LA WALLONIE INVESTISSENT DANS VOTRE AVENIR



The Wal-e-cities project



LE FONDS EUROPÉEN DE DÉVELOPPEMENT RÉGIONAL
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The Wal-e-cities Project :

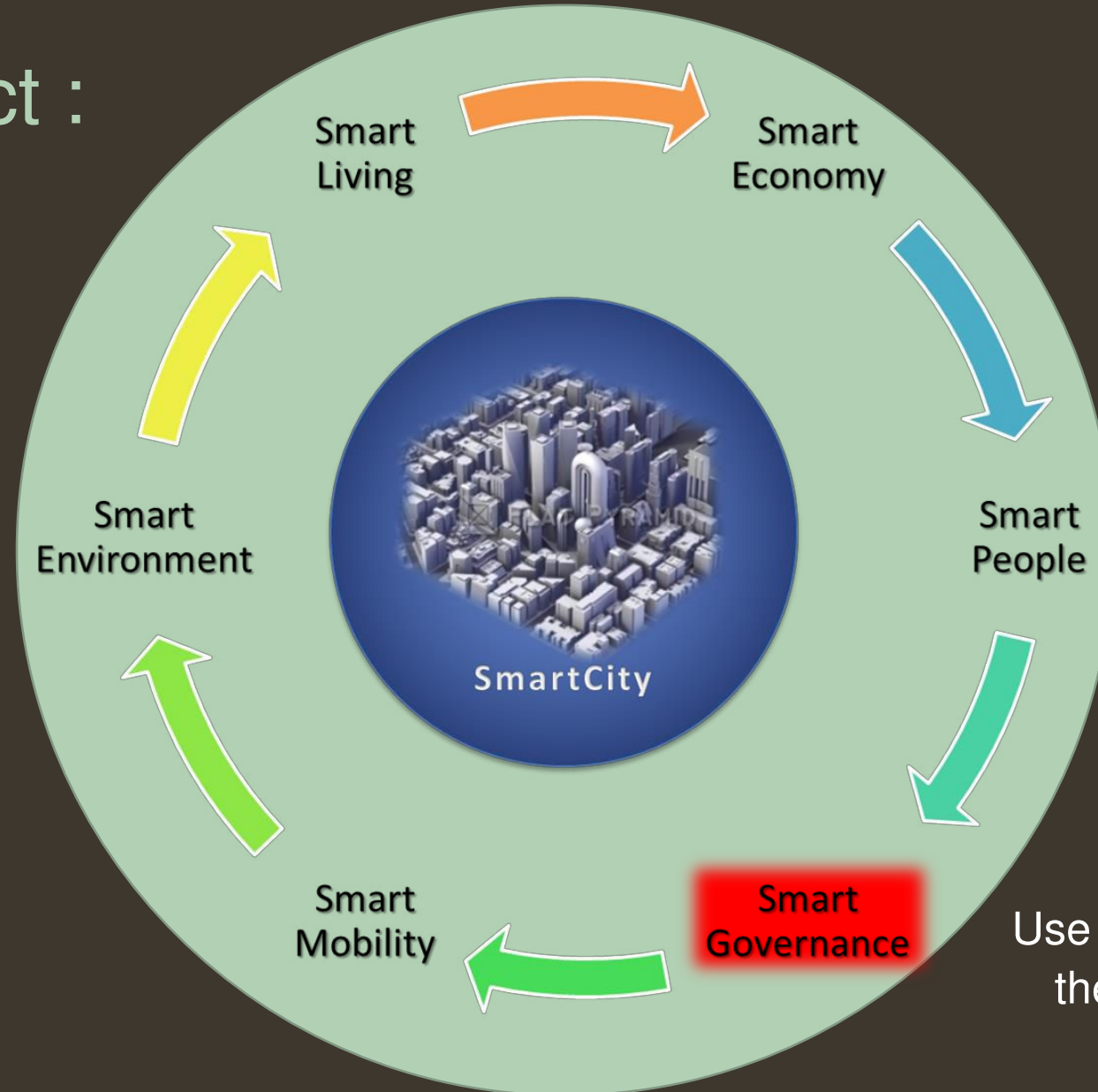
- **5 attractive cities** in a 200 km range with a similar strategy of development;
- Medium or small size cities at the European scale.



- 4 Research Centres,
5 Universities & 1 Institute
- Support from 50+ Companies
- 5 Research Topics
- ~ € 20 Million Budget
- 2016 - 2020



The Project :

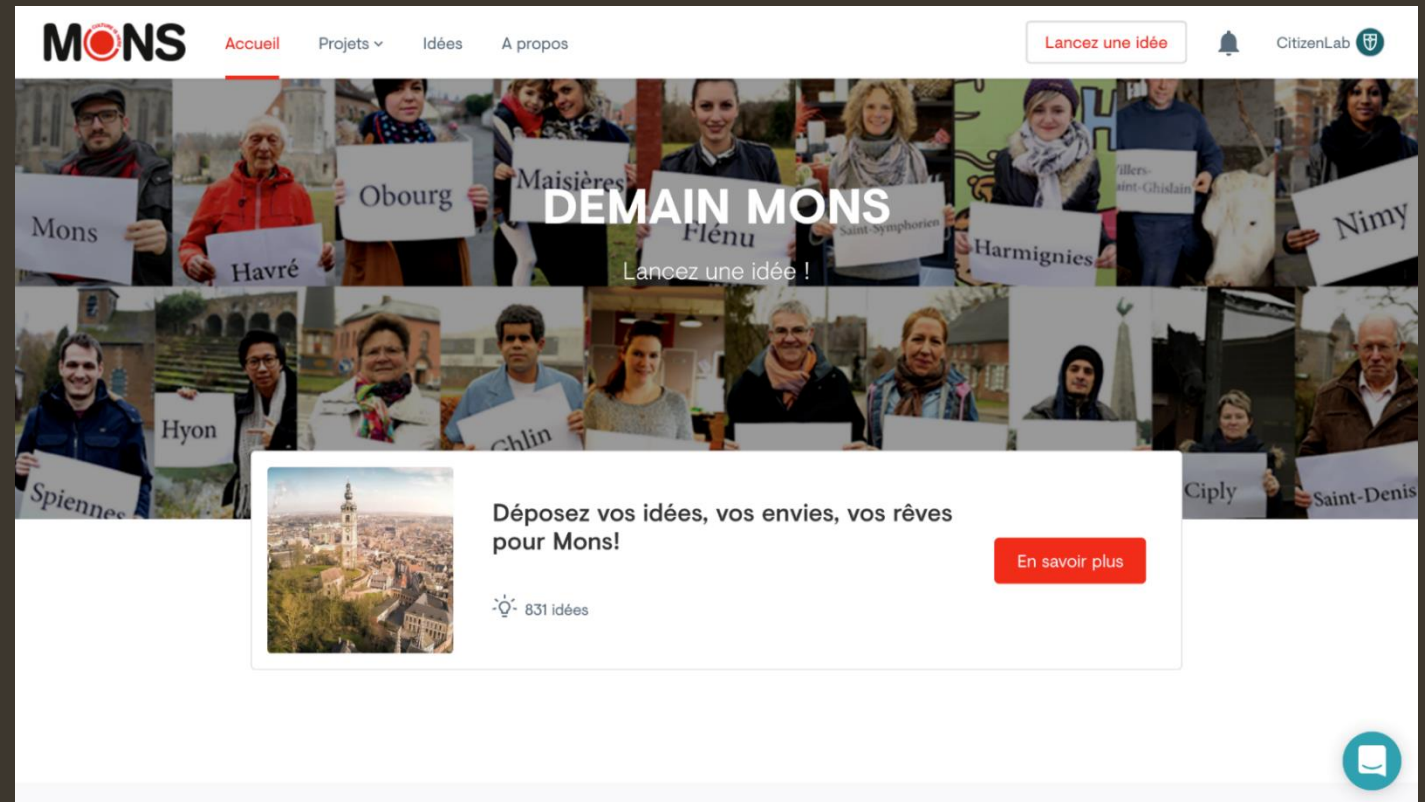


Use of technology **to improve**
the governance of the city

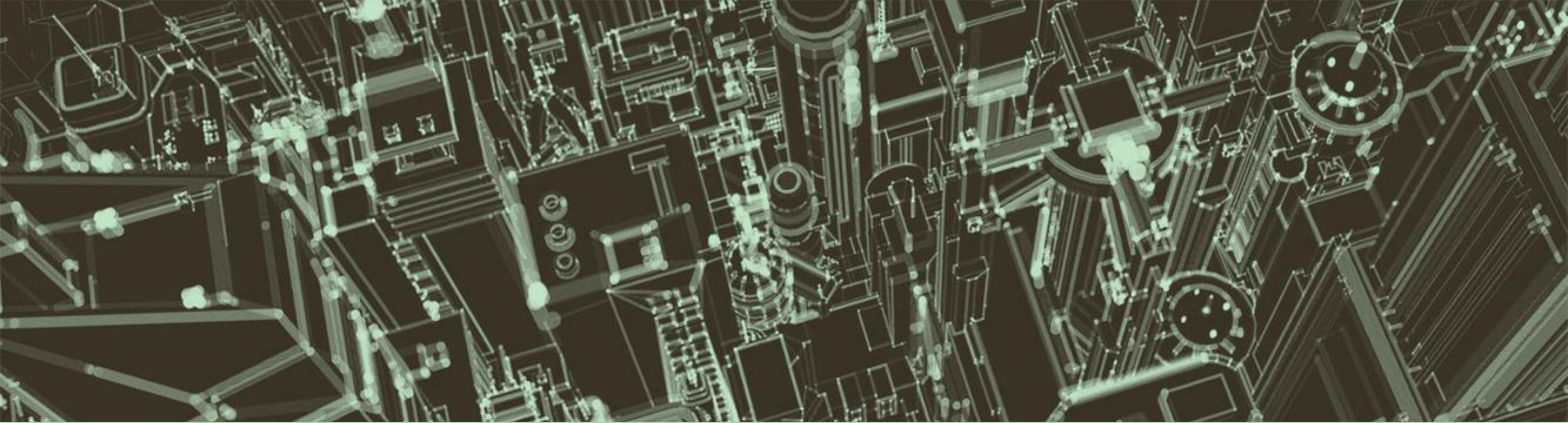
Why Mons ?

- Since the 70s Mons develops a high tradition of **citizen's participation**. The city has even received an awards from the european council in 1975.
- Lot of citizen's organisations have been developed in order **to protect the city** against real estate developers, to develop the use of the bike in the city,...
- In 2017 the city developed a **digital platform** to allow the citizen to give their advices about the city, to identify some problems, to propose some solutions,...

« Déposez vos idées, vos envies, vos rêves pour Mons ! »
« Quelles sont vos propositions pour votre commune et/ou le Grand Mons ? ».



Plateforme Demain, Mons (<http://www.demain.mons.be/> décembre 2017) développé par Civic Technology, CitizenLab (<https://www.citizenlab.co/>).



Analysis DemainMons.be



Sample :

	Global propositions	Mobility
« Citizens » via the platform	729 <i>Digital Data</i>	234
Paper documents	113 <i>Traditional Data</i>	32
Group discussions	45	9

Plateforme Demain, Mons (<http://www.demain.mons.be/> décembre 2017) développé par Civic Technology, CitizenLab (<https://www.citizenlab.co/>).

Methodology :

Our approach was divided into 3 parts :

1. A **qualitative analysis** made on QSR Nvivo 11 (thematic analysis);
2. A **quantitative analysis** related to the number of votes made by citizen regarding the various propositions;
3. A **second qualitative approach** analyzing the nature of the propositions (problem, solution, problem and solution, ...).

1. Qualitative analysis :

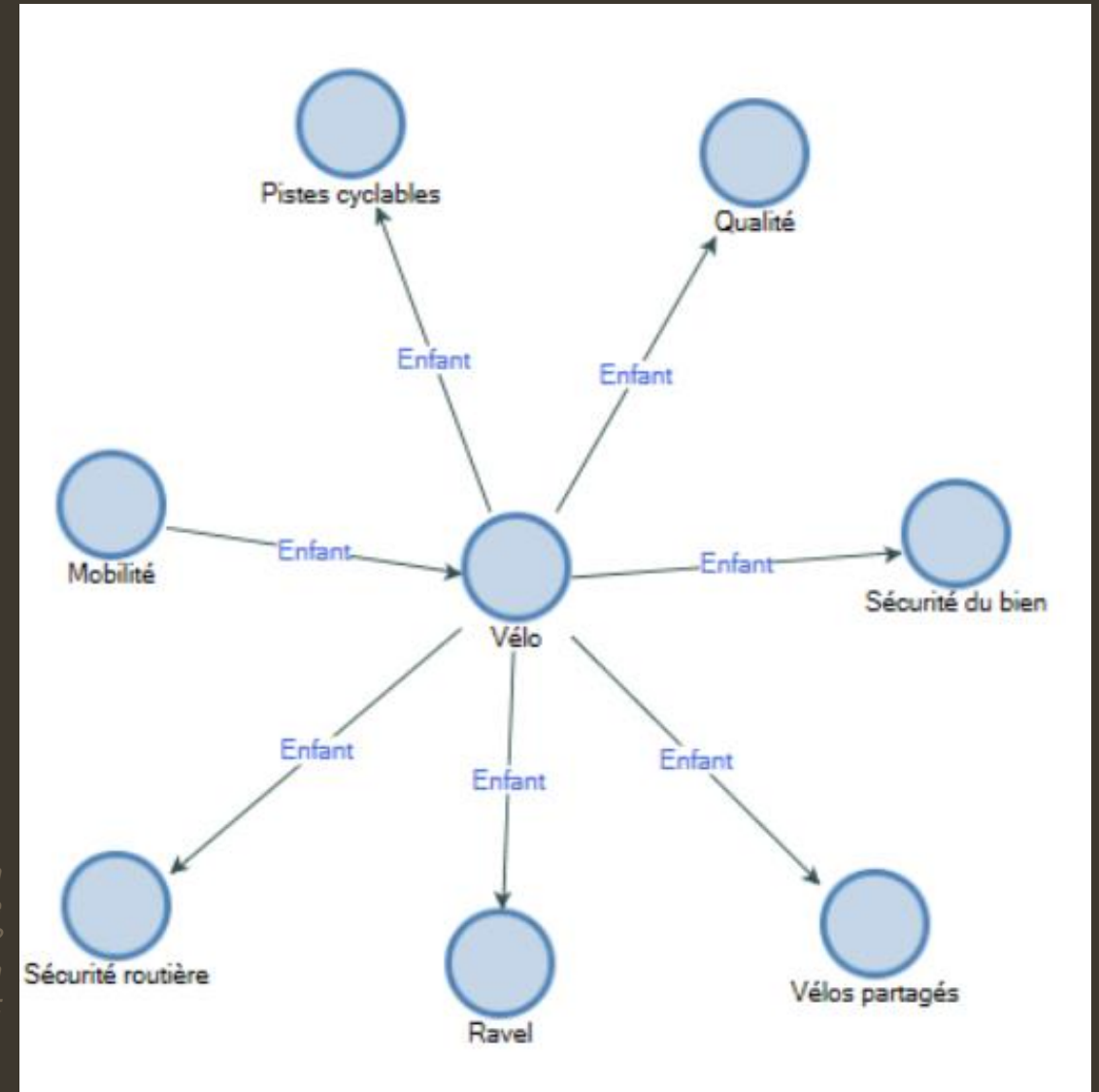
Analysis inspired by the « Grounded theory »
(Luckerhoff et Guillemette 2012).

Two main thematics :

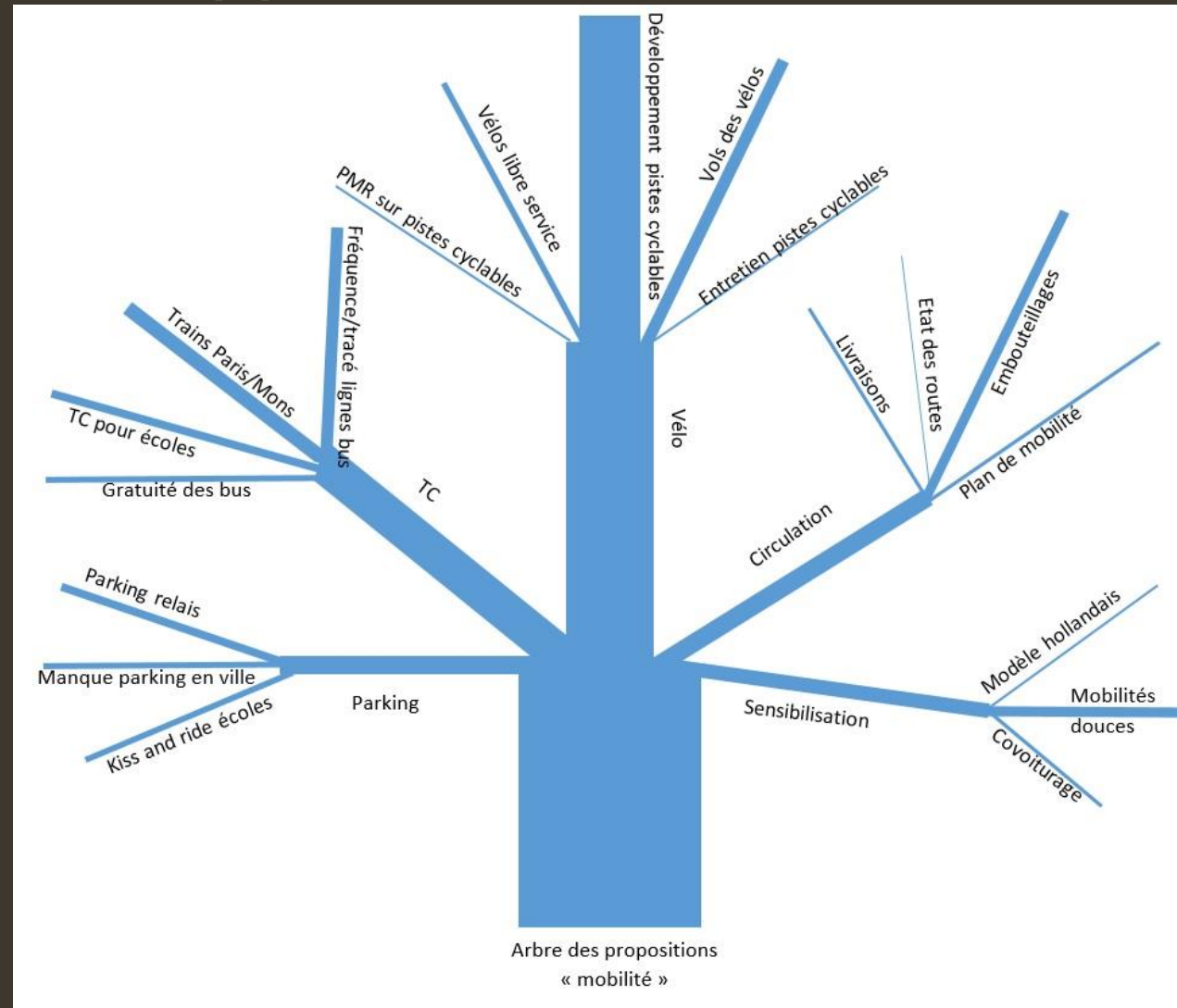
- Bike (18 sources)
- Mobility around the schools (17 sources)

=> Is it a link ?

Référence électronique: Pouleur, Lago, Scoubeau et Simoens, « La participation numérique en urbanisme, une simple amplification des processus existants ? », Terminal [En ligne], 122 | 2018, mis en ligne le 30 juin 2018. URL : <http://journals.openedition.org/terminal/2136> ; DOI : 10.4000/terminal.2136

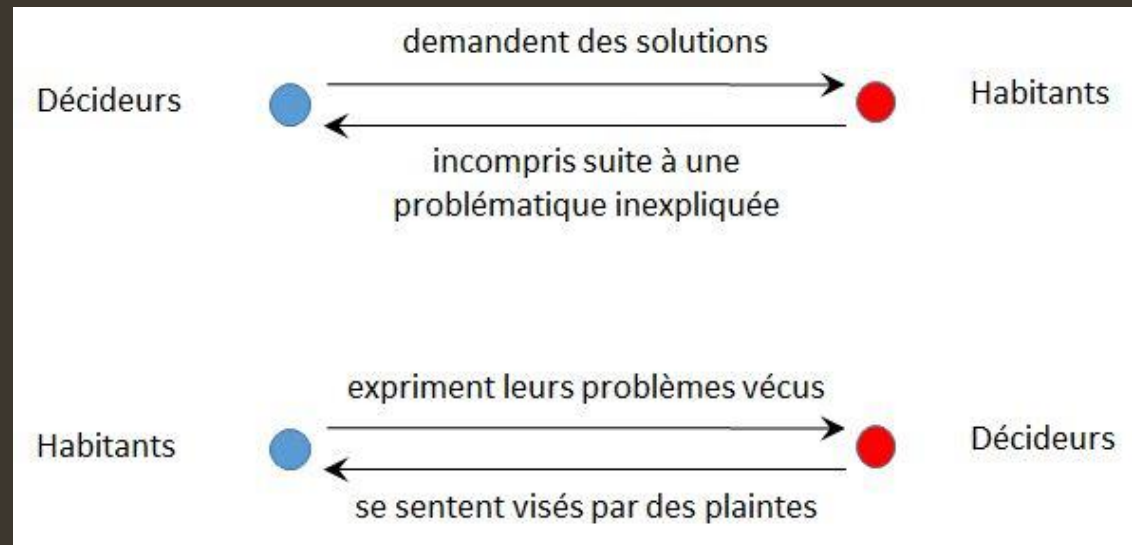


2. Quantitative approach :



3. Qualitative analysis (2) :

	104 Propositions	276 Propositions
PROBLEM	4	14
PROBLEM (and SOLUTION)	0	32
PROBLEM and SOLUTION	28	101
SOLUTION (and PROBLEM)	24	51
SOLUTION	47	78

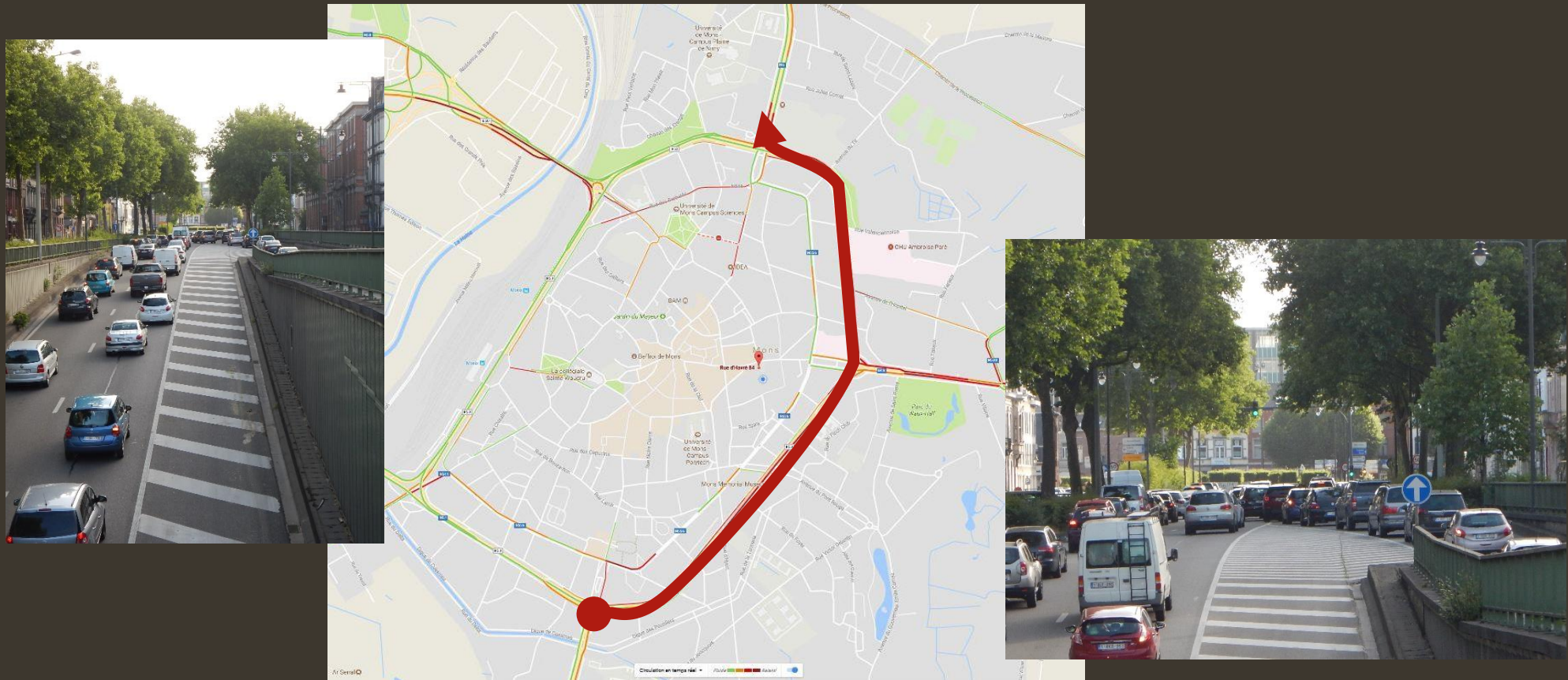


POULEUR, DURIEUX, 2019.

Référence électronique: Pouleur, Lago, Scoubeau et Simoens, « La participation numérique en urbanisme, une simple amplification des processus existants ? », *Terminal* [En ligne], 122 | 2018, mis en ligne le 30 juin 2018. URL : <http://journals.openedition.org/terminal/2136> ; DOI : 10.4000/terminal.2136

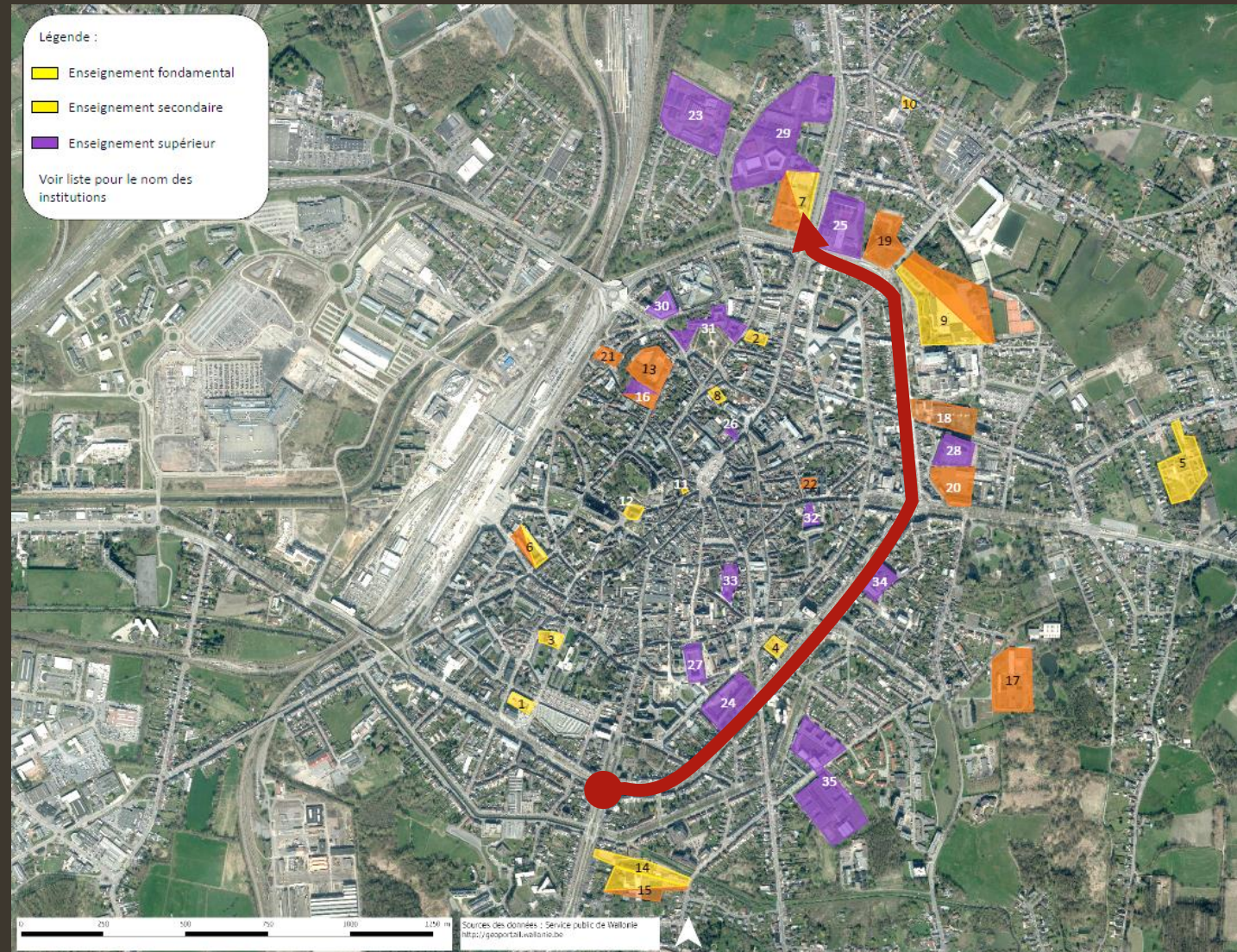
Reality :

After our analyses, we realized that lot of the propositions made by the citizens were linked to the **problem of mobility**. We thus realized a field observation.

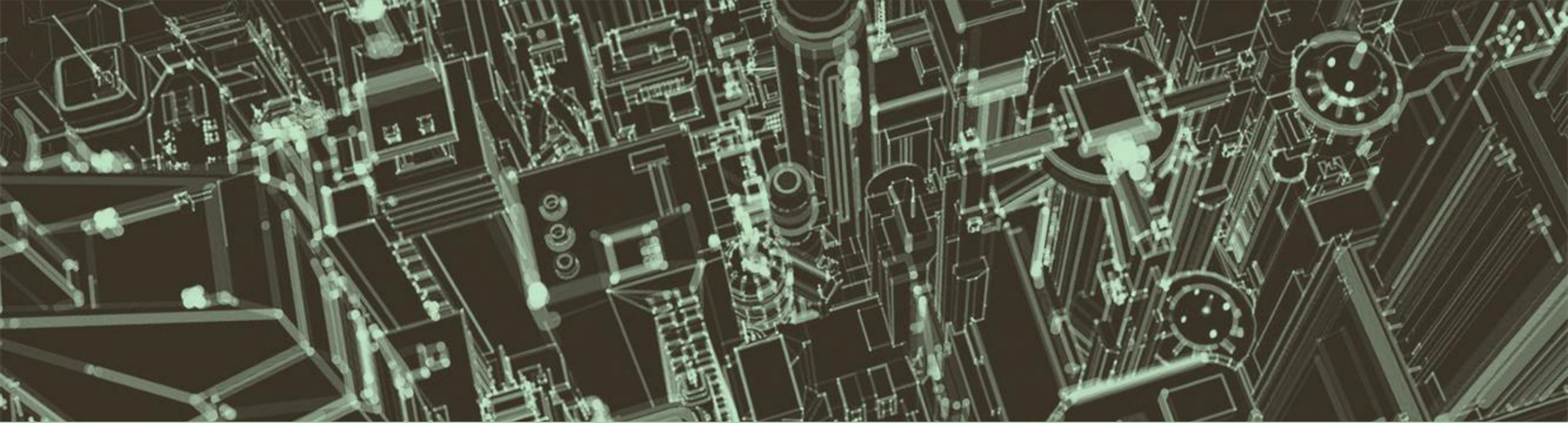


Capture d'écran de Google Trafic le 15 septembre 2017 à 8 h 25. Photo : 16.6.2017 par Pouleur

Reality :



LAGO, 2018.



Conclusions



Conclusions :

- Such a platform allows to increase the number of citizens able to participate. **Traditional participation and digital platform are thus complementary.**
- As seen, the platform has to be well organized in order **to clearly define the information** which will be usefull for the city. A deep reflection about the framework of the platform has thus to be done.
- A big problem for the cities is **to manage the obtained data via such platform.** The quantity and nature of the information implies to use specific methodologies. People have thus to be trained to those qualitative and quantitative approaches.
- One of our goals is thus to develop, with our partners, **a toolbox** which could be usefull for the cities. It could help to identify the various options which can be developed to analyse the data.