

Evaluation framework to assess eParticipation projects in Europe

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Agenda

- Intro to MOMENTUM and project evaluation
- MOMENTUM evaluation method
- Results of evaluation
- Recommendations from first evaluation
- Concluding remarks

objectives & approach

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1 de Octubre del 2009, Santiago de Chile

MOMENTUM aims to monitor the eParticipation projects funded under the eParticipation Preparatory Action of the European Commission (EC)

Overall, MOMENTUM

- Monitors, evaluates and consolidates projects' results
- Collects feedback, best practices and lessons learnt from the projects
- Assesses the eParticipation projects' overall impact
- Organises concertation meetings, workshops and demonstrations with the projects and with other stakeholders such as MEPs, EC representatives and other experts
- Supports in dissemination and disseminates results of the projects to wider audiences

Aims of eParticipation Project Evaluation

- Evaluate eParticipation project results
- Assess potential impact of project results
- Investigate dialogue between stakeholders and the public over time and its outcomes to assess whether projects are
 - Reaching out widely
 - Reaching sustainable interest
- Receive feedback from stakeholders interested in eParticipation results

Projects evaluated in the first round

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Projects of 2006



DALOS: Drafting Legislation with
Ontology – Based Support

<http://www.dalosproject.eu/>



Legese: Easing Participation in
Legislative Processes

<http://www.legese.org/>



LEX-IS: Enabling Participation of
the Youth in the Public Debate of
Legislation among Parliaments,
Citizens and Businesses in the
European Union

<http://www.lex-is.eu/>



LexiPation: An advanced ICT Tool
for enhancing Citizen's Participation
in the Legislative Process

<http://www.lexipation.eu/>



SEAL: Smart Environment for
Assisting Legislative Drafting

<http://www.onderzoekinformatie.nl/en>



TID+: Smart Environment for
Assisting the drafting and
debating of Legislation

<http://tidywork.pbwiki.com/>

Projects of 2007



CitizenScope: eParticipation in
Legislation Implementation

<http://www.citizenscope.wa.gov.au/>



Demos@work: Enable European-
wide discussion between elected
representatives and civil society



eCommittee



FEED: Federated eParticipation
Systems for Cross-Societal
Deliberation on Environmental
and Energy Issues

Ideal-EU

Ideal-EU: Integrating the Drivers
of e-Participation at Regional
Level in Europe



VEP: The Virtual European
Parliament



VOICE: Giving European People
a voice in EU-legislation

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eParticipation impact evaluation grounds

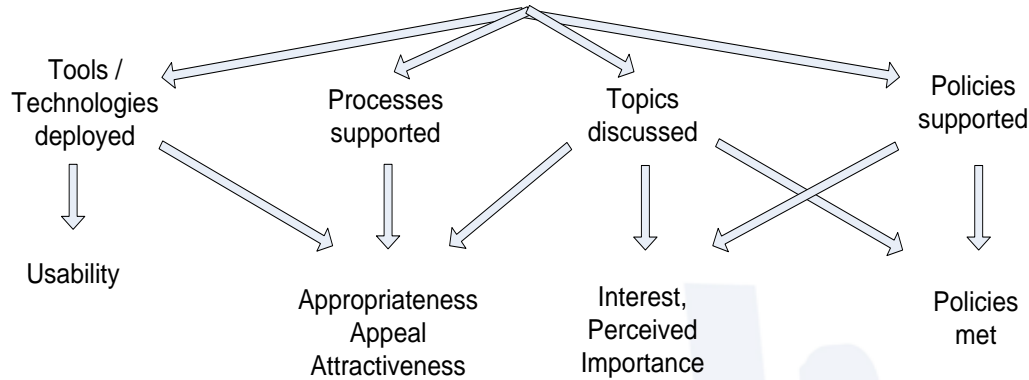
- Theoretical background and related work
 - Evaluation theories in general
 - E-government and e-participation project evaluation frameworks
 - Technology Acceptance Theories
 - Diffusion of innovation

eParticipation impact evaluation grounds

- Benchmarking, measurement indicators, and related cases of project evaluation
 - Most single issue evaluations focus on tools, neglecting processes, outputs and impacts
 - Comparative studies facilitate the identification of relevant benchmark and measurement indicators

Evaluation Methodology

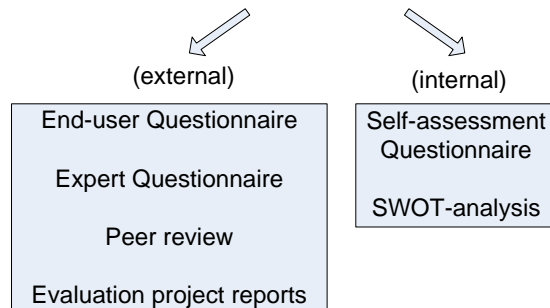
Platforms of eParticipation projects



Target groups



Evaluation approach



Point of departure

Assets to be assessed

What to evaluate?

Evaluation criteria

How to evaluate?

Main target of evaluation: impact towards target groups

Target goal

Approach:

How to perform the evaluation?

Instruments of evaluation

Different assets

- **Tools and Technology:**
ICT deployed and used for participation
- **Processes supported:**
different stages within the legislation process
- **Topic tackled:**
different topics addressed in the legislation process
- **Policies supported:**
strategic directions and policies addressed in the project

Coding Projects' Impact

Code	Description of the different levels of impact	Degree of impact achieved
0	The platform could neither attract sustainable interest nor reach the target group	NO
1	The platform could not attract sustainable interest but it reached the target group	MEDIUM
2	The target group could be reached and the platform could attract sustainable interest of the target group	HIGH

Two-sided data collection approach

Internal assessment		External assessment		
Self-assessment	Structured questionnaire	End user	Questionnaire	Structured
		Experts in the field		
	Semi-structured SWOT-analysis	Peer review	Reports	Unstructured
		Evaluation reports		

Evaluation tools: Examples

Example 1: [self-assessment questionnaire](#)

Example 2: [expert evaluation form](#)

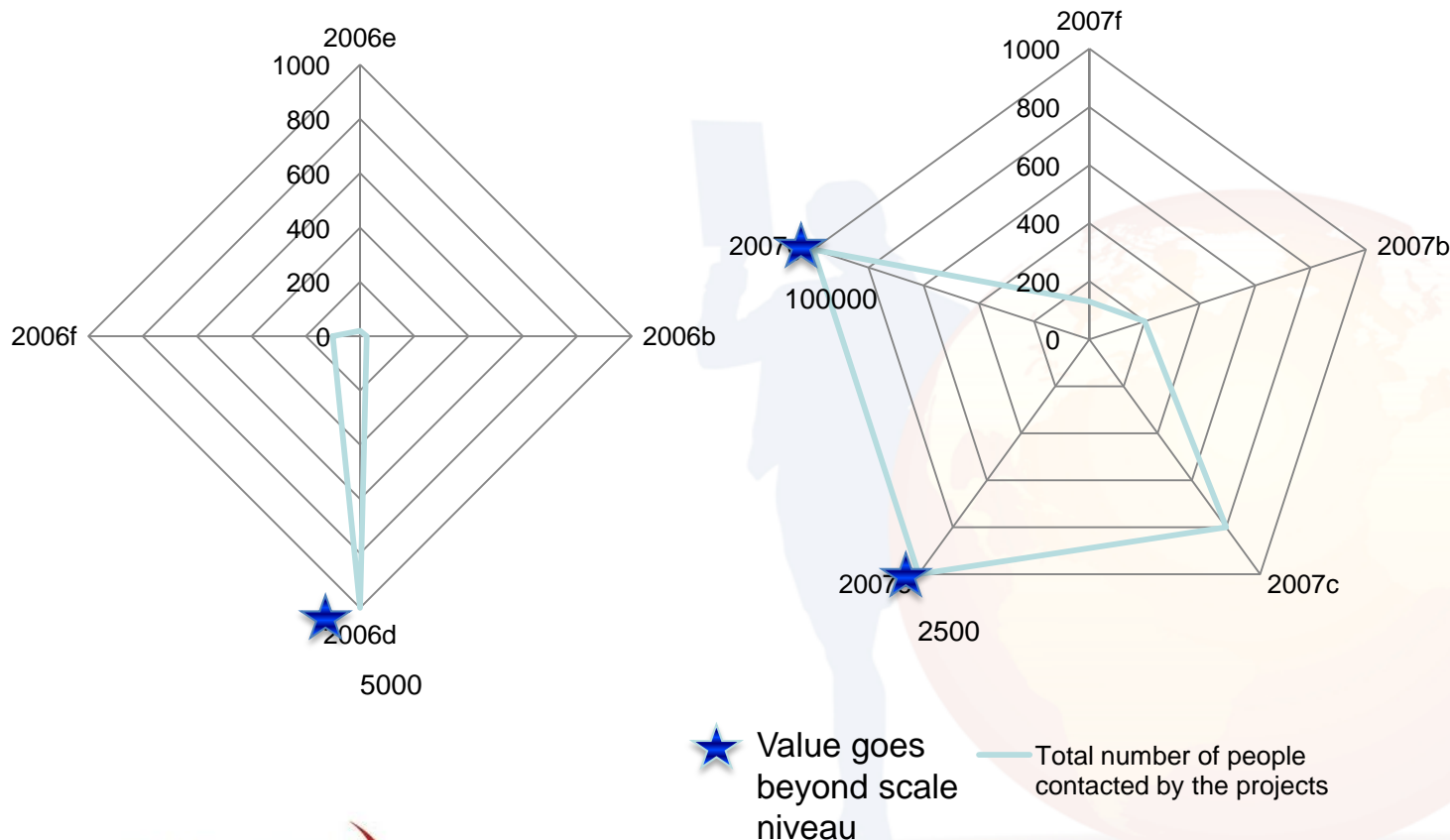
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Results of analysis: Level of impact

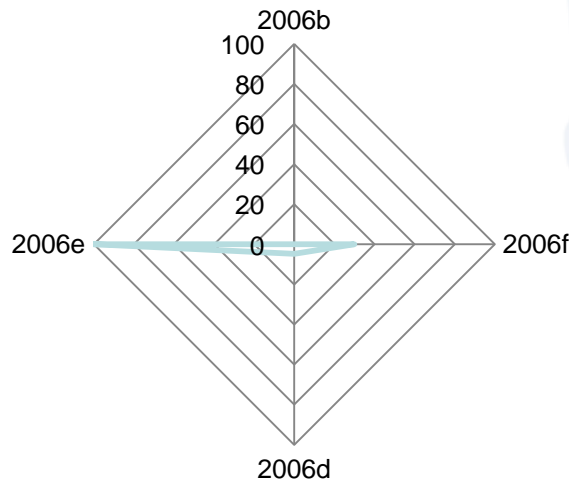
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Awareness raised by the 2006 and 2007 projects -
number of people contacted per project

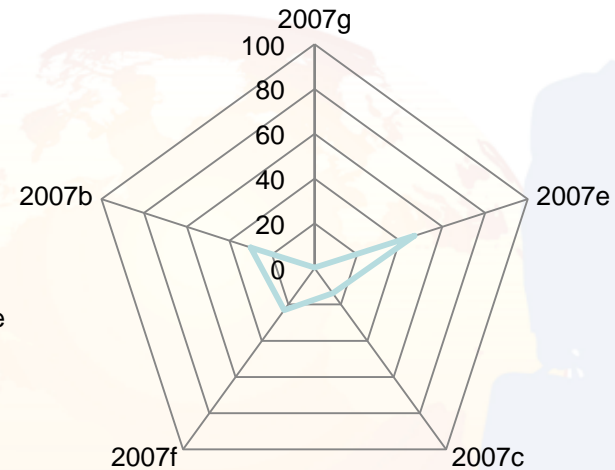


Results of analysis: Level of impact

People reached per project - Percentage of participants effectively contributing in relation to the people contacted

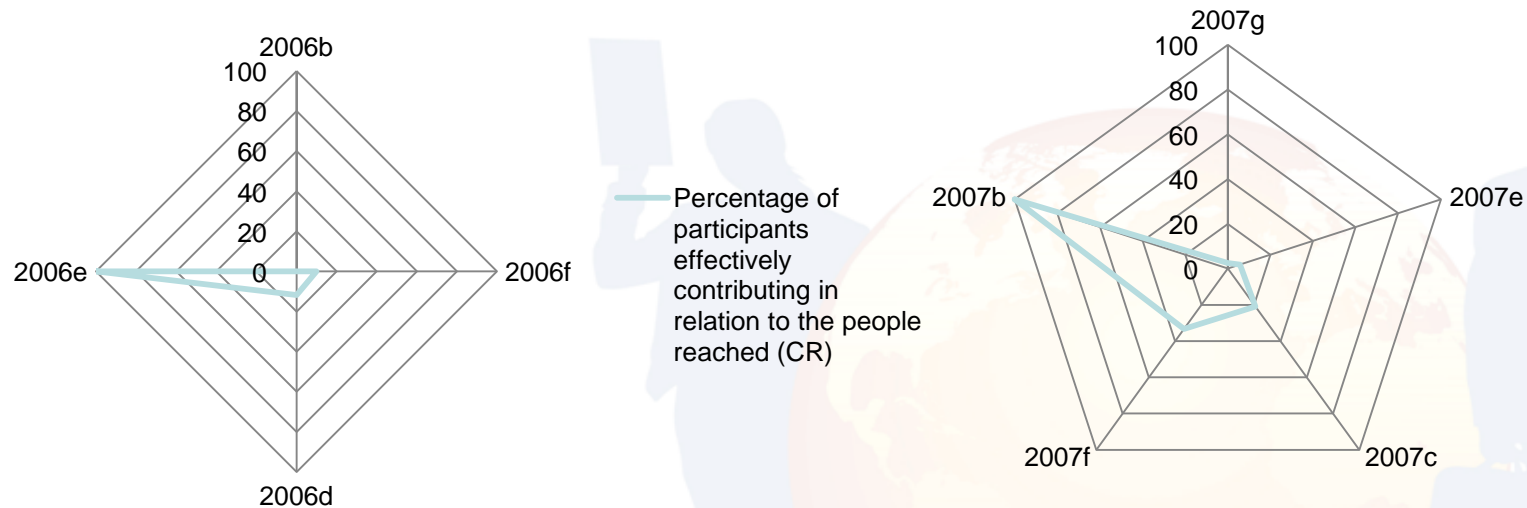


Percentage of participants effectively contributing in relation to the people contacted (CN)



Results of analysis: Level of impact

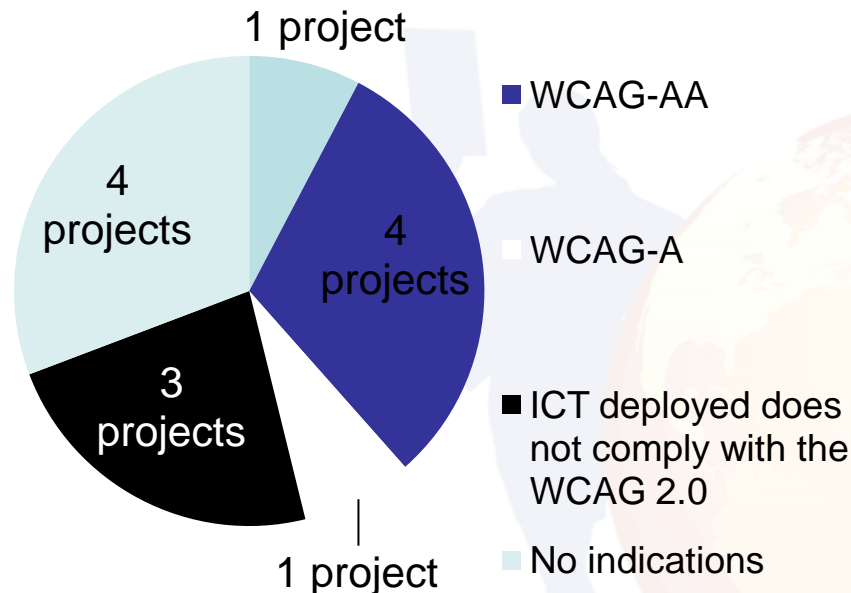
People reached per project - % of people effectively contributing in relation to the people reached



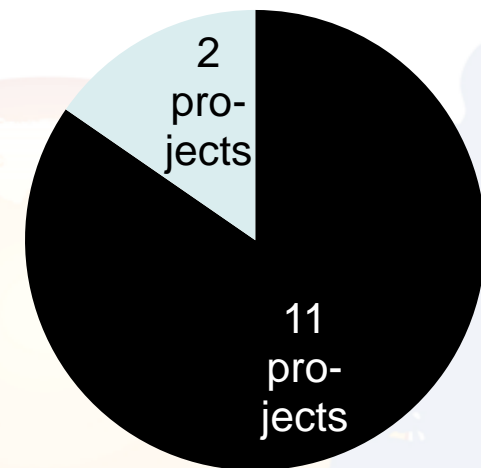
Results of analysis: Tools and technologies

From expert evaluation vs self-assessment :
Does ICT comply with the WCAG 2.0 standards?

Self-assessment

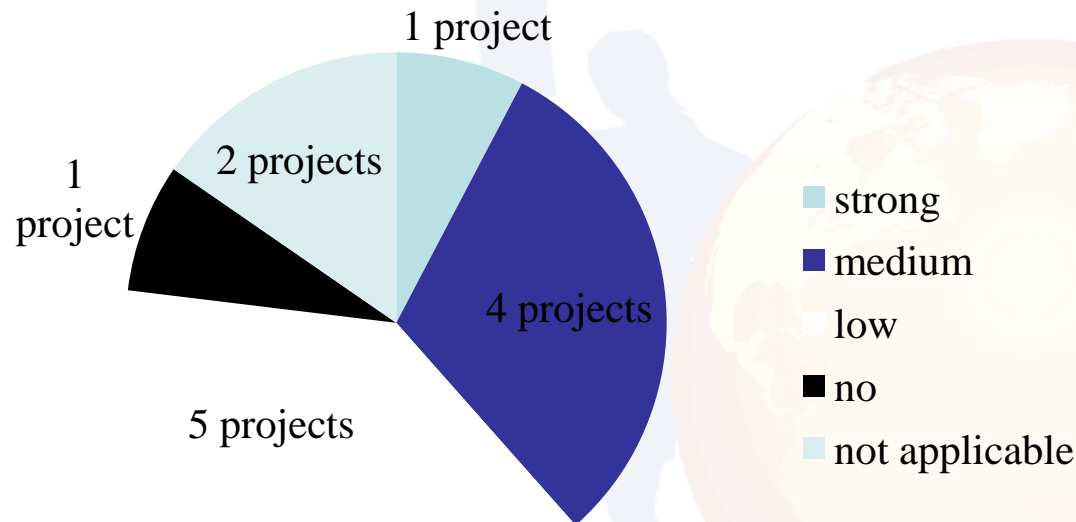


Expert evaluation



Results of analysis: Processes supported

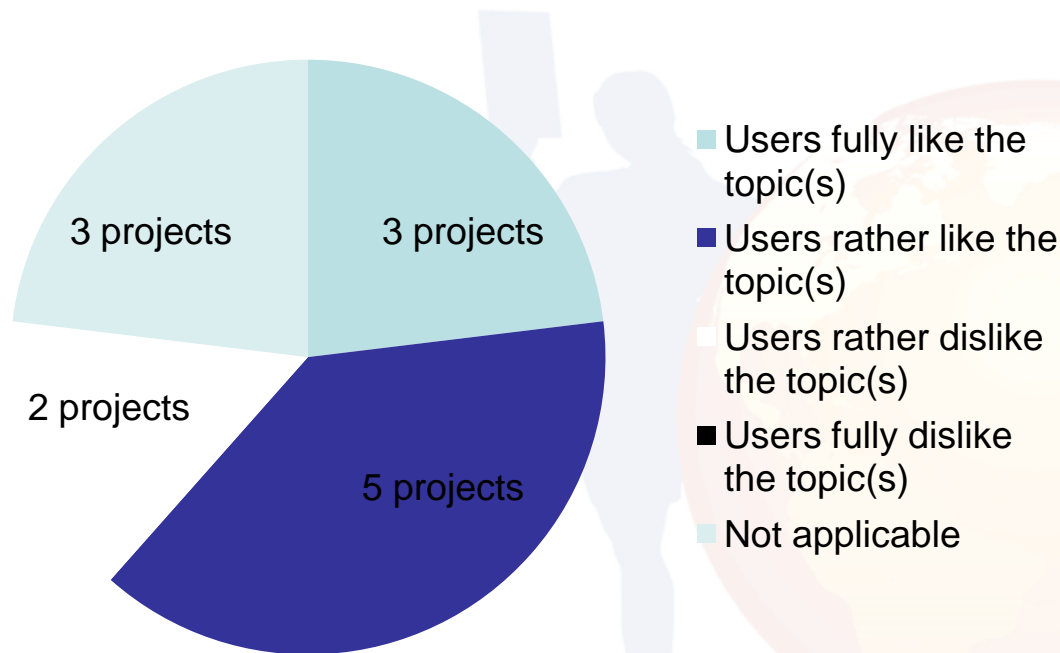
From self-assessment :
How would you judge the impact users have in the
process?



Results of analysis: Topic(s) discussed

From expert evaluation :

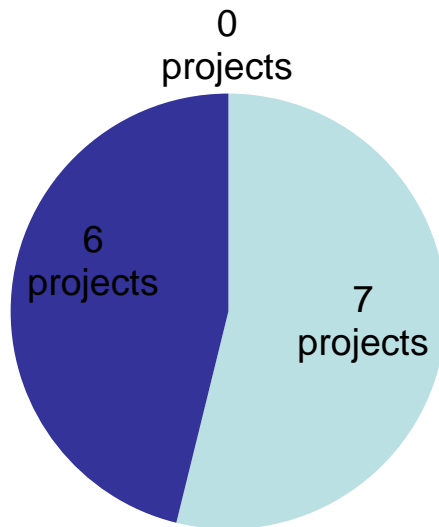
Assess whether users like or dislike the topic(s) under discussion at the platform?



Results of analysis: Policies supported

From expert evaluation:

Would you recommend any specific policy (or policies) to which the project should direct its efforts?



Yes

No

Not
applicable

- ✓ Transportation, environment, security, welfare, and migration policies
- ✓ Anti-smoking
- ✓ Innovative models, laws and regulations for SME energy producers
- ✓ The revision of the Lisbon strategy
- ✓ Accessibility in order to ensure inclusive eParticipation
- ✓ Harmonization of legal systems within EU

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First recommendations

- Sustainable motivation builds capacity and active citizenship
- Involvement and responsiveness of elected representatives
- Full-time, active moderation
- Maintenance to ensure dynamic web sites
- Having strong partners
- Personal contact

First recommendations

- Improve usability through user-centric and participatory design
- Accessibility
- Language barrier: diversity of languages
- The choice of the right topic
- The right combination of topics, processes and technologies
- Fun factor in participation

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Conclusions and Outlook

- eParticipation projects impact evaluation is methodological difficult, as
 - the trial projects start at different times and
 - last too short in time to allow for judgments on impact after the operating system has been established
- Debates concerning the earliest point in time to start making assessments of consequences

Conclusions and Outlook

- “Impact” implies change over time => iterative approach
- Next round of eParticipation projects evaluation in a few months
 - Preparations ongoing
 - Evaluations will cover projects of 2007 and 2008

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Thanks a lot for your attention!!!

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