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Digitisation & Participation

Defining Digital Democracy in Copenhagen Municipality

Sustainable Design, Master Thesis
Aalborg University Copenhagen
June 2018

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ABSTRACT

TLDR; This thesis is concerned with digitisation and democracy; specifically, transparency and civic participation in Copenhagen Municipality. The aim of the thesis is to develop a requirement specification for an online platform, that can aid citizens and authorities in the municipality with utilising their democratic rights. The perspective of democracy in Copenhagen Municipality varies depending on the actor observing it. We attempt to identify and create channels for participation that can be accessed by the actor in their preferred setting. To this end we explore democracy as a concept and in its historical context. This is supplemented with research on the effects of digitisation on society, so as to ascertain what challenges we face when translating democracy from analog to the digital world. Additionally, theories about participation, actor relations, and devices are utilised to frame our research in context of the thesis' stated intent. Information gathered during desk research is complemented with fieldwork aimed at understanding relevant actors in the municipality, and these actors' matters of concern with regards to the agency they are afforded as Copenhageners. The results of our fieldwork is collated in order to develop a requirement specification that reflects the identified matters of concern. We conclude on several features; relating to transparency, trust and communication, that can strengthen the individual's agency in Copenhagen, but do not develop a working prototype, as this is beyond the scope of this thesis.

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INTRODUCTION

The initial wonderment that sparked the idea for this thesis was as follows; the Danish mode of governance is based on the notion that representative democracy is the only viable democracy due to the impracticalities of direct democracy, and whether this notion still holds true in 2018. Our reasoning being that today, Danes are so connected that communication, that would previously have been arduous, can now be carried out in a matter of seconds due to the technological marvel that is The Internet. The questions that enthralled our minds thus became; *does this technological development invalidate the foundational argument for our reliance on representation in governance? Has communications technology delivered the means of creating a viable form of direct democracy unto society, and what would this entail?*

Considering today's political climate in Denmark, which is characterized by low trust in political leaders across the spectrum, and a seemingly endless saturation of corruption and mismanagement scandals in the media, we propose that there is a demand for transitioning the organization of governance in order to rebuild trust and confidence, not just in our leadership, but in our society.

Throughout the latter half of the 20th century and still ongoing today, technological and societal development has made the individual continuously less dependent on communities and more self-sufficient. We generally consider this a positive move, but it has deeply affected the way in which citizens construe their political affiliation, as where you put your vote on election day has become less about which community or organisation you associate with and more a manifestation of your personal identity and values.

Political power in Denmark has become increasingly centralized. Within Denmark's borders, the 2007 merging of municipalities and the movement of decision making capacities towards higher levels of authority has situated politics that determine the premises of everyday life further and further away from citizens. Geographic and societal iso-

lation of the government and the governed leads to a discrepancy in their perceived realities, which in turn causes citizens to experience politicians as out of touch, causing distrust.

This mistrust is emphasised by the fact that, contrary to what one might have expected given the massive breakthroughs in mass media over the past few decades, political decision making is so complicated and opaque to the layperson that it is practically impossible for them to understand it on their own. The complex systems of interactions between authorities, shrouded in legalese language, require great effort to comprehend – an effort that can not be expected from the average person. This means that the populace can be quite easily manipulated, as they themselves are often not able to analyse a political situation deeply enough to accurately determine how a given decision will affect them or those, with whom they feel solidarity, let alone where to place their vote at elections.

To many people, their concept of democratic participation is that they vote in elections – they are largely unaware of the broader scope of their democratic rights. But the meaning and value ascribed to voting is depreciated in cases where there is a lack of transparency and mistrust to-

wards the politicians. Citizens who vote, but experience that their vote is meaningless or that they are being manipulated are likely to feel left out and powerless towards the system and society. This is especially true for those who have fewer resources and will not pursue other means, and thus become marginalised. We consider this deeply problematic, and contrary to the perception of Denmark as a democratic society.

Democracy is a very ambiguous term, and disparate systems around the globe all identify themselves as democratic. The rule of the people is commonly interpreted as the rule of the many, as decisions are made by election with the majority vote winning. This is democracy purely as a judicial principle, which can be practical for forcing a determinate decision from a disagreeing group. Whether or not this process can be considered truly democratic is debatable. For this project, we will consider it one extreme of a spectrum of democracy in which it is opposed to deliberative democracy, which is predicated on a consensus reached through honest argumentation. The ideal of the deliberative democracy is to give as much room as possible for participation and exertion of influence to each interested party, be it a citizen or an organisation.

As the success of any form of government is dependent on the competence of the people who hold the capacity to make political decisions, so is the success of democracy – meaning that as power is decentralised and citizens are given influence on politics, society becomes dependent on citizens being competent at understanding societal issues and the ramifications of their choices, as well as voluntarily participating in societal initiatives. This means that a key condition for the success of a genuine democracy is the education of its citizens in their role as political actors, which requires that they can meet and participate in deliberation.

In the fields of design and policy, there has been an ongoing development towards continuously higher levels of participation in decision making, in part based on democratic values, and in part in the quality and value that comes from mobilising localised knowledge. There exist myriad methods for inclusion, ranging from consultation over participation to collaboration between the designer and the user, both in a real world context but also online.

While information has been flowing to people at a high rate since the introduction of mass media to society, until fairly recently, that was exclusively a one-way street. With the instant speed of The Internet, and especially with the omnipresence it has gained with the introduction of portable devices, most notably smartphones, this has changed. People are now able to give feedback and choose the information that they consume very directly and explicitly, in addition to being able to meet, organise and form communities without the constraints of physical proximity. The opportunities of the digital age have opened whole new realms of participation to be explored, which has motivated our thesis.

The breadth of democratic tribulations on a national scale, as has been illuminated in this introduction, is out of the scope of our thesis. Thus, we elect a more local focus, centered around our immediate geographical context. From our perspective, as situated in Copenhagen, we observe the intent and efforts of municipal authorities to include citizens in policy initiatives. The tribulations of democracy as mentioned earlier are recognizable in the challenges that municipal authorities face in these efforts. Attempts at democratic inclusion of citizens in deliberation about municipal initiatives is limited by the centralization of political decision-making capacity and accompanying illegitimate assumptions about local

matters. The efforts towards inclusivity, while definitely admirable, fall short of the truly meaningful contributions to politics that we consider achievable due to the immediate proximity of citizens as a result of digitisation. Finally, our thoughts and deliberations on matters of political transparency,

the digital age, and civic participation led us to the following problem statement:

In which ways can an online platform contribute to more transparency and participation in Copenhagen democracy?

STRATEGY

In order to answer the research question we have discussed an appropriate way of examining and engaging aforementioned fields of interest; democracy, digitisation and participation. That discussion resulted in a research strategy, functioning as a roadmap for the work needed to complete this master thesis, and is explained in the following section.

In preparation for the majority of work centering around this project, we conducted a literature review on democracy; in a historical context, specific to Denmark, and as a concept of governance in general. The aim of examining democracy from these perspectives, prior to other research, was to gain a base understanding that supports us in our efforts to learn about functioning democracy when interviewing relevant actors in Copenhagen Municipality. Additionally, this base understanding was intended to focus research on digitisation and participation so that tensions between these and democratic theory are recognized, mapped and explored further, when needed.

The initial research was conducted as a literature review, through which the fields of interest were illuminated. This literature review was focused on widely referenced sources within each field, as well as articles that document state of the art research. The exploration of these fields then led to a discussion of the consequences of different theoretical views on the subjects as they pertain to this project. This constituted an understanding of democracy and technology, on which fieldwork and analysis were to be based.

Further research in this field was performed as a series of interviews with relevant actors in local and municipal governance to understand the specific issues of democracy in Copenhagen Municipality. Furthermore, we identified and interviewed experts with specialized knowledge in the intersections of democracy and communications technologies.

Based on this research, the actors and procedures that constitute democracy at work in the municipality of Copenhagen were mapped. This mapping served as a foundation for identifying and characterising the communication channels that allow municipal and citizen actors to emerge into the world of planning and policy at the different levels of governance to manifest their interests through democratic engagement. The channels that allow citizens to exert influence are of particular interest, as the concept of civic participation is key to this project; wherein, a considerable part of the goal is further development in this area.

Citizens are considered a target group and key recipient of this thesis. Research into citizen's relationships and experiences with the system of

governance is an important part of understanding the mechanisms that can mobilize citizens to participation, in case fieldwork showed this to be desirable. These subjects were touched upon in interviews with experts and the authorities within governance, but to obtain a nuanced understanding, it was also considered necessary to examine the experiences and reasoning of the governed. We aimed to understand the barriers and challenges that discourage participation. This was done by creating a survey focused on citizens' views on authorities, and the ability of authorities to understand and act upon the interests and wishes of the populace, as well as citizens' own experiences with participation and interaction with authorities.

With regards to digitisation, we have examined relevant digital trends that pertain to civic participation, and which have had noticeable societal impact. The former is directly linked to one of the major themes in this thesis; whereas the latter has a profound impact on the robustness of the end solution. These trends were explored by researching contemporary articles within the fields, focusing on development and concerns about the future of digitisation.

Examination of experiments with digital tools in the performance of democratic functions, both in Denmark and abroad, are important, first to learn from the experiences of those who have researched the field before us and second to avoid replicating existent studies and solutions. Especially, current concerns about the effects of digitisation on an individual's privacy and security were addressed, as these are both prevalent for the individual citizen and increasingly discussed in mass media. Furthermore, research into online interactions between people, and between citizens and authorities, contributed to an understanding of the design of online public spaces, and the role of online social- and news media in developing and

influencing public debate and opinions.

Prior municipal attempts at ameliorating the negative effects of misdirected participatory efforts are explored using theory from Participatory Design Theory. Knowledge gained from this field, that addresses the values and challenges of democratic inclusion, were illuminated to convert the accompanying conclusions about analog themes and insights into a digital format.

Furthermore, this design theory is utilized to understand how and when to include citizens in civic participation. The basis of this understanding is documented by researchers that have experimented with civic participation on different levels and at different stages in planning- and policy-making processes. The stage of development at which participants are able to participate is considered to be essential to a fruitful outcome for the project developer.

Finally, we synthesize a requirement specification, based on the mapping of Copenhagen democracy, as well as the matters of concern of actors as identified through interviews and surveys. The foundation of the specification is rooted in user scenarios that are based on information given by survey respondents. The infrastructure of the platform is developed by mapping these user scenarios and categorizing intersections between scenarios pertaining to an online platform and functioning democracy outside of the digital world.

The requirement specification developed in this thesis will be tested in a workshop setting. This will prove whether the product of this thesis is a viable option for addressing the research question. Interviewees and survey respondents that consent to contribute further to this project, as well as new citizen participants are invited to engage in the workshop and interact with proposed features for the end solution. It is important to

invite previous contributors in order for them to qualify the analysis of their input. Moreover, novel participants are able to address that which we and prior contributors might have overlooked because of our collective recollection and understanding of previous interactions.

CHOICE OF THEORETICAL FRAMEWORK

The aforementioned methods of information gathering are aimed at creating a requirement specification for an online platform that will support more transparency and civic participation in Copenhagen Municipality. In order to frame the relevant information and the insights gathered, that are required to make this change towards a more open and inclusive democracy, a theoretical framework was applied. We weighed each possible framework with regards to its contextual application to this thesis. They are further explored in the Theoretical Framework chapter of this thesis.

Participatory Design

We focused on theories that relate to transparency and civic participation with regards to describing the democratic values and the ways in which they are realized in a functioning democracy. In this regard, Participatory Design was chosen as the most relevant theory as it specifically pertains to these two qualities. The theory was utilized both with respect to theoretical concepts while interviewing informants; as a knowledge-base for discussion, and also as a practical guide for developing a workshop format to test our requirement specification.

Actor Network Theory

In the transition from one regime; such as the current form of civic participation in society, to another, several theories could be utilized to describe this endeavour. For this report the four stages of translation; problematization, interessement, enrollment and mobilisation, as described

in Actor Network Theory, are used as a theoretical framework to describe the inter-relational agency of actors; thereby, identifying opportunities for changing the current constellation of democratic society.

Boundary Objects & Interessement Devices

Considering that the product we are creating is supposed to reach a varied audience, it is necessary that it is broad enough that it can bridge the gap between actors at different knowledge boundaries (Carlile, 2002). To this end, theories about boundary objects and interessement devices are especially relevant. Theory about interessement devices is used to describe how devices can aid in this phase of translation, whereas theory about boundary objects is used to describe devices that can be understood and utilized by actors with different backgrounds; at different knowledge boundaries. Consequently, the product in this report is intended to be either a boundary object; promoting transparency, or an interessement device; used in civic participation.

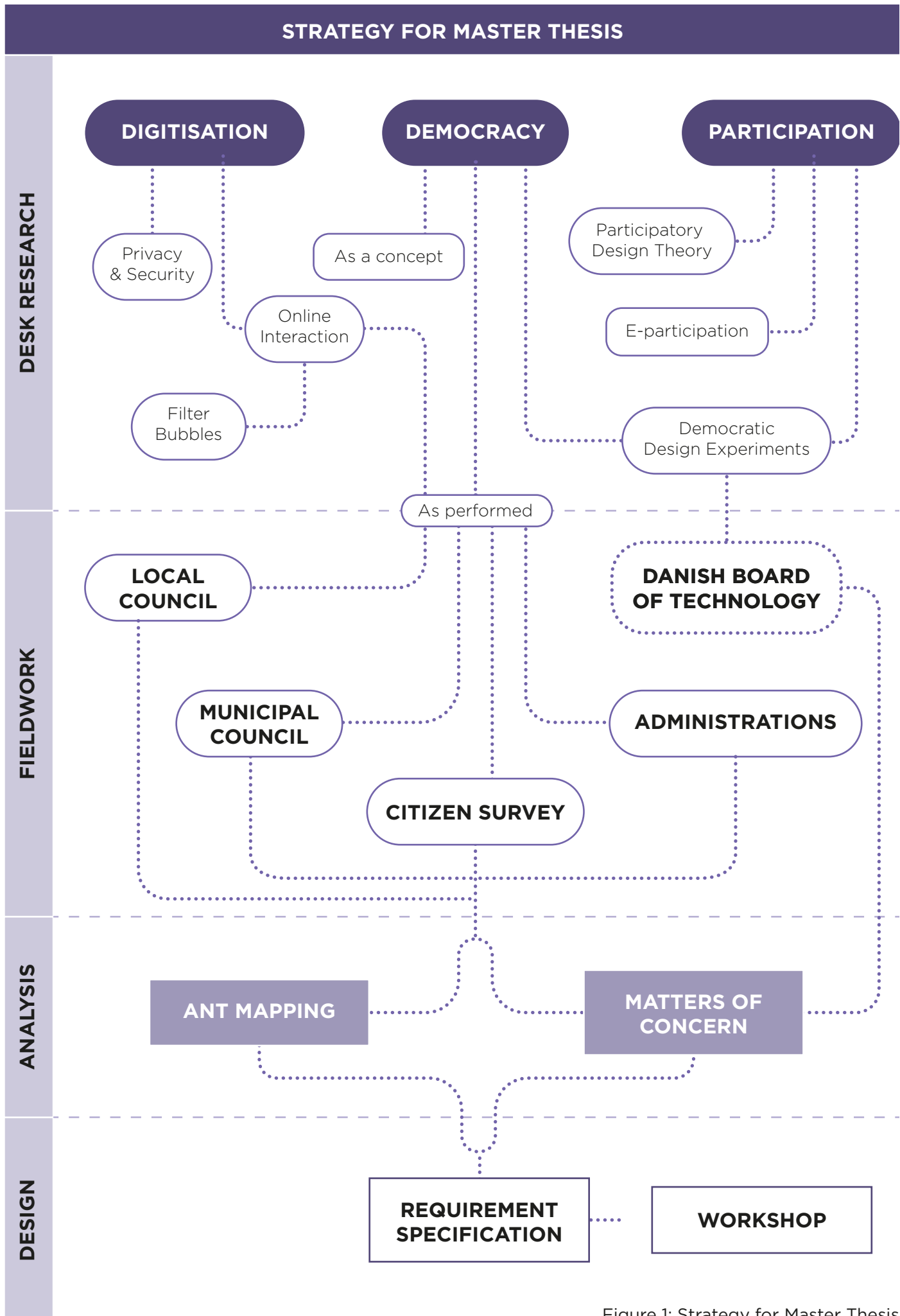


Figure 1: Strategy for Master Thesis

METHODOLOGY

In this chapter we examine the methods we have utilised in gathering and understanding information and insights throughout our thesis. . What follows is a continuation of the previous chapter focused on strategy; *What will we do? Why will we do it? In this chapter, the question How will we do it?* is answered.

DESIGN STRATEGY

Our design strategy is based on an agile approach. We intend to involve actors in our strategic considerations of which issues are relevant to approach in order to answer the research question of this

thesis, and again to qualify our interpretation of these issues and contribute their preferences regarding their relation to the solution.

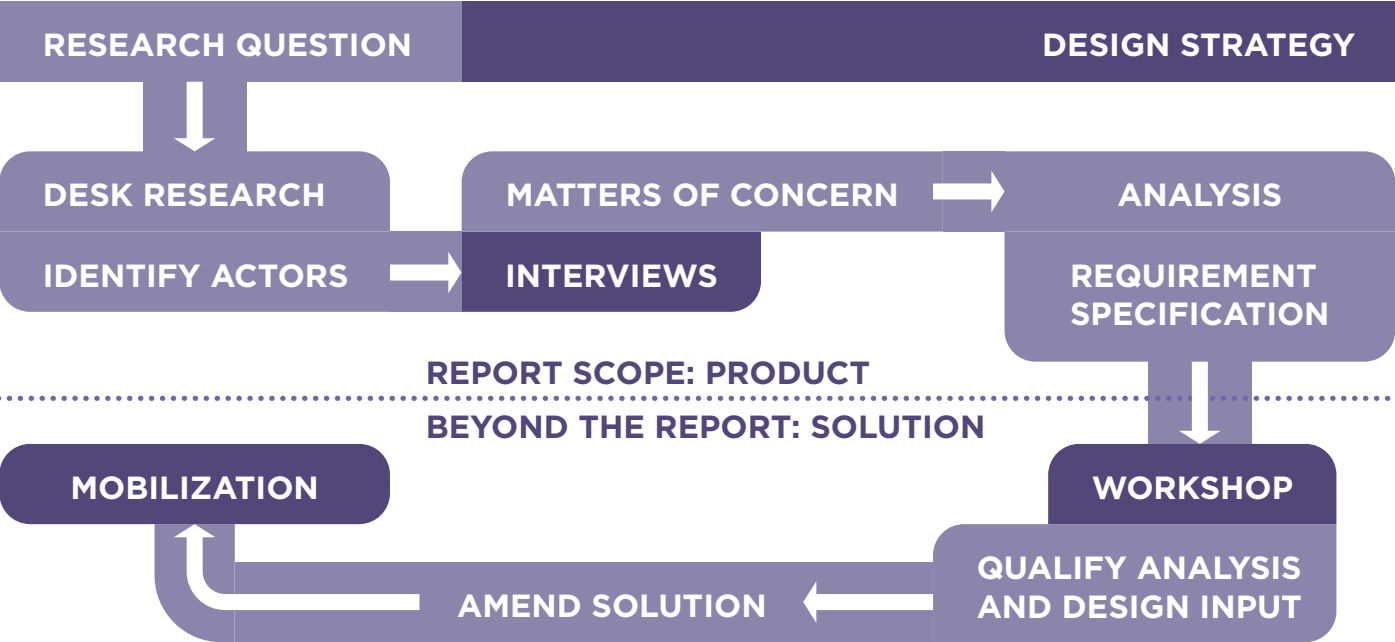


Figure 2: Design Strategy

Desk Research

The preliminary search for relevant knowledge was explored using desk research methodology. We made use of internet search engines; such as Google Scholar, as well as Aalborg University's library; <http://aub.aau.dk>. Furthermore, relevant books and articles that we are familiar with from our prior studies were included. For each field, different search criteria were entered into the search engines and amended in the event that results did not answer the intended objective, were outdated or non-existent. Additionally, we consulted with

our thesis supervisor, and on one occasion an associate professor from Aalborg University Copenhagen specializing in participatory theory and methods. Table 1 summarizes intended objectives, search criteria, and reasons for the criteria.

These searches returned an abundance of results in the form of articles and scientific papers. The relevance of each article with respect to the research question was assessed, and the most relevant articles included in our research.

CRITERIA FOR LITERATURE SEARCH		
FIELD (OBJECTIVE)	SEARCH CRITERIA EXAMPLES	REASONING
Theoretical understanding of democracy and its historical development	Democracy, sociocracy, holacracy, governance	A basic understanding of democracy is necessary to proceed with the thesis
Participation and Participatory Design	Participation, citizen involvement, public participation, civic participation	An essential element of democracy is civic participation at different times and on different levels
Digitisation, social media and online fora	Digitisation, social media, filter bubble, algorithm online-, internet-, deliberation, debate, politics, privacy, security	Certain aspects of digitisation complement democracy; whereas, others are in conflict with it
Cases: Experiments and initiatives in the field of e-democracy.	E-democracy, democratic experiments, online participation, electronic voting	Theoretical knowledge can illuminate certain ideas, but practical examples are more relevant because they are tangible

Table 1: Criteria for Literature Search

Fieldwork & Data Collection

If one wants to be able to understand, analyse, and criticise democratic governance as it is performed in the specific context of the Municipality of Copenhagen, building a general understanding of the concepts of democracy and the philosophy behind it is insufficient. It is a necessity to build a deeper understanding of the democratic institutions and governance mechanisms at work in this region. An empirical foundation is needed to undertake the endeavour of mapping democracy in Copenhagen Municipality, and its context. A series of fieldwork methods were selected as a practical way of gathering empirical data on the subject, to build a knowledge foundation that was comprehensive enough to develop a model of the systemic democratic participation or lack thereof in the municipality. Based on this model, it was then possible to identify shortcomings in the system as a contribution to the requirement specification for our design solution. The primary methods of fieldwork that have contributed to this thesis are interviews with expert informants and an online survey attempting to reach the widest possible audience.

Interviews

It is important to extract data about the experiences and concerns of actors within the network of planning and policymaking in the municipality to build a holistic image of the participation and democracy that is performed by these actors. Working towards this end, we initially identified the different types of institutional actors that are involved in relevant processes of participation and governance. A series of interviews with representatives of these actors was then used to obtain the aforementioned empirical data. These interviews were performed in a semi-structured manner, based on script in the form of a loosely defined interview guide (Appendix 1) ensuring that each interview touched upon key themes, while remaining open to exploration of tangential information and providing opportunity to identify unexpected ways of perceiving the subject. This form of interview allowed us to utilize the theoretical knowledge gained through desk research and provided sets of comparable qualitative data. (Kvale, 2014)

OVERVIEW OF INFORMANTS AND THEIR AFFILIATION	
AFFILIATION	INFORMANT
Local Council	Member (from association), Brønshøj-Husum Local Council [LCM1] Secretary, Kgs. Enghave Local Council [LCM2] Member (from political party), Kgs. Enghave Local Council [LCM3] Chairman (from association), Amager East Local Council [LCM4] Member (from association), Vanløse Local Council [LCM5]
Municipal Council	Politician, The Socialist People's Party [MCM1] Politician, The Social-Liberal Party [MCM2] Politician, The Social Democrat Party [MCM3]
Municipal Administration	Official, Culture and Leisure Administration [AO1] Official, Culture- and Leisure Administration [AO2] Official, Technological- and Environmental Administration [AO3]
Nonprofit Foundation	Head of the Danish Board of Technology [DBT1]

Table 2: Overview of Informants and Their Affiliation

Each of the twelve semi-structured interviews were conducted at the home or workplace of the informant at a time selected by them. For each actor, the basic interview guide was amended with some specific questions depending on which actor the informant represents. Each interview was conducted by an interviewer and a note taker and were subsequently coded as a method for finding overarching themes within the interview data.

The authorities and other organisations from which representatives are chosen for interviews, and the reasons for choosing them are presented in the following sections.

Local Councils

Copenhagen Municipality has twelve local councils distributed in as many districts throughout the municipality. Local councils maintain different responsibilities to the municipality as well as to the citizens of their respective districts. The local councils also have the responsibility of representing local interests in hearings and discussions with municipal authorities and contribute insights based on their special knowledge of local affairs. These councils are the closest democratic insti-

tution to the citizens, and as such are considered an important link between citizens and municipal authorities. For these reasons, they are able to contribute valuable knowledge of the relationship between citizens and the system of governance and provide reliable data to our thesis.

Municipal Council

Copenhagen's municipal council is the highest authority of municipal governance. It's members are appointed by political parties based on election results. The municipal council is divided into a series of standing committees from different sectors of governance. The council is responsible for policy- and decision making as well as deciding the overall strategy for the development of Copenhagen. They have an agenda that guides them, and it relates back to challenges faced in each administration. This agenda can be amended if and when enough citizens raise concern regarding an issue that isn't on the agenda.

Data from interviews with all council members willing to participate made the knowledge foundation for our understanding of the practices of planning and policymaking on the highest level, as

well as the channels through which the concerns of citizens can reach politicians' ears and influence policy.

Municipal Administrations

The administrative branches of municipal governance are responsible for developing planning and policy suggestions, expediting casework, doing research and maintaining day to day operations of the city. Copenhagen has seven administrations, each with a responsibility within a certain sector (e.g. technical- and environmental administration, culture- and leisure administration etc.).

Officials within these administrations are responsible for organizing the mandatory public hearings concerning new planning and policy proposals and also perform other functions in the realm of public participation. The administrations are also responsible for conducting case work and ensuring that plans and policies are adhered to in the development of the city. For these reasons they are included in our mapping of the municipality.

The Danish Board of Technology

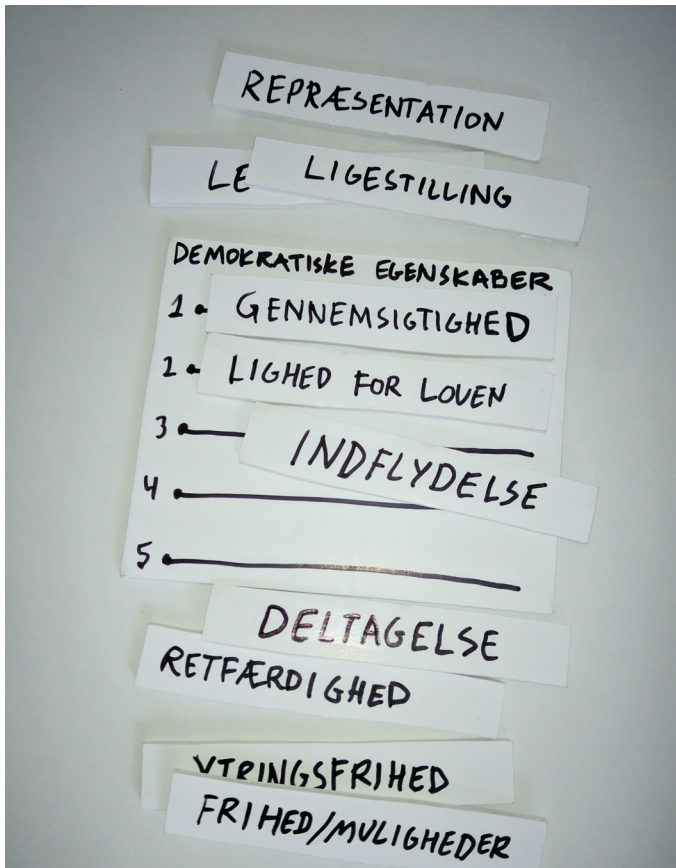
The Danish Board of Technology is originally a public organisation which was privatized in 2011 as a non-profit foundation. The foundation's purpose is to assess new technology and its applications. The board is heavily focused on processes of participation and Participatory Design, and has developed an extensive catalogue of methods for such. The board has been active since 1995 and has decades of experience in the intersection of the fields of democracy and technology. Thus, they possess a unique knowledge and experience, that is considered valuable to include in this thesis. It is important to note that this informant differs from others in this thesis in the regard that this informant has expert knowledge on both technology and participation.

Design Game

We developed a low-fidelity design game (Brandt, 2007) aimed at creating a baseline for each informant's understanding of the most important properties inherent in a healthy democratic society. The aim of this design game was to map the varying prioritisation of democratic properties, at different levels of governance in the municipality, to assess the actors' expectations towards what democracy can offer them. The assumption being that each level is focused on certain aspects as a result of their responsibilities and level of influence. We isolated ten properties that we perceive to be commonly used to describe democracy and left spaces open to afford the informant the opportunity to answer outside the suggested options. Many of the ten are open to interpretation and some even overlap, depending on interpretation. This is intentional as these properties are also intended to spark debate with each informant about the multiplicity of the definition of democratic society, the challenges that arise as a result, and collate their responses to create a more precise democratic understanding. Or as Brandt (2007) articulates, *"In order to design the designer therefore has to engage in a reflective conversation with the problem; one can't solve problems by asking questions alone but constantly choose and work with a possible solution and let it "talk back" to you."* The ten democratic properties are, in no particular order; *Legitimacy, Representation, Transparency, Participation, Influence, Equality Before the Law, Equal Opportunity, General Equality, Liberty and Freedom of Speech.*

The physical design game consists of ten elongated plates, approximately 12 x 2 cm in size, each with one of the ten properties written on it with a marker pen. The plates are placed on a square plate of the same material, large enough to fit five of the ten property-plates on it. The square plate also has the numbers one through five written on

the left side of the plate, as well as lines dividing the plate to aid with placement; also written with a marker pen. Informants are asked to prioritise the five properties that they perceive to be the most important in a healthy democratic society.



Picture 1: Design Game

The reasons for choosing to explore the nature of democratic understanding at each level of governance in the municipality with a ‘hand-drawn’ design game was two-fold. Firstly, the format is not intimidating due to the low-fidelity construction of both game and materials; “*structuring the universe through the game*” (Brandt et al, 2008). Brandt (2007) associates low-fidelity mockups to open dialogue with many comments, whereas high-fidelity mockups focus communication with fewer comments. Secondly, a physical object begs for interaction in ways that a digital mockup or spoken words don’t. Digital mockups are especially rigid in that they take time to redesign (Brandt, 2007). Furthermore, each informant can easily follow their progression by looking at the square and

property-plates to distinguish where in the process they are (Brandt et al, 2008). Finally, we could also follow the process closely, and engage the informant playing the game when necessary, without much effort, considering that it is a physical object placed between us and the informant.

Online Survey

After interviewing democratic gatekeepers in Copenhagen Municipality, we created a survey for the general public, to supplement information gathered from authorities. This survey was intended to map ordinary citizens’ perspective on their democratic manoeuvrability in the municipality. This mapping served as part of a foundation for a requirement specification for the final design solution. With results and mapping in hand we became aware of which democratic channels citizens use, and which are less used or unknown. Consequently, matters of concern that regard democracy in the municipality can be identified.

Our survey was created with help from the guidelines for this method as presented in Ib Andersens book *Skinbarlig Virkelighed* (Andersen, 2008, p. 175-183). It functions as a standardised, qualitative interview. The method of online distribution and self-reported answers was chosen primarily due to the time- and resource constraints on the thesis.

The survey was divided into three parts, not counting formalia or indexing. Formalia was presented to create a baseline for the entire survey and included general traits; such as, gender, age, nationality, Danish postal code, education and occupation. Additionally, each respondent was presented with an introduction explaining the reasons for the survey and use of intended outcome before they started answering it. Once a draft for the survey had been created we discussed improvements with our thesis supervisor. An English and Danish version of the survey were created to reach

both native and international residents in the city. The final survey was sent out to actors in our network via Facebook and shared through Aalborg University Copenhagen's secretariat. The aim was to reach as broad an audience as possible so that respondents would correspond representatively to the population of Copenhagen Municipality. However, we were aware of the limitations of our networks as they are likely biased towards younger respondents who are either students or have a degree from a university. Despite this, the survey yielded a wide variety of respondents, yet was not representative when compared to overall statistics from Copenhagen Municipality.

Part one focused on each individual's experience with participating in democratic processes in Copenhagen. The aim here was to gauge if each respondent had any experience with participation in the city and whether or not this experience had been positive. To supplement the general trends of participation and satisfaction, part one also asked respondents to choose where they had gotten their information from, and which kinds of interaction with public authorities they had engaged in. Respondents who answered that they had personal experience with public authorities were also asked which specific authorities they had interacted with. Results from part one were intended to give us a clear understanding of where respondents get their information about Copenhagen Municipality from, as well as mapping democratic channels and methods of interaction.

Part two continued to build on the answers from part one by examining respondents' wishes for influence on society. The aim of part two was to understand how each individual wants to engage policy-making and planning in their local society and; consequently, also which democratic channels should be focused on in the requirement specification. The first question functioned as a baseline

for the rest of the section, and asked respondents whether they were satisfied with their current opportunities for participation or not. Following this question, preferred forums for participating in local, democratic processes were presented. Respondents who chose 'organising with other citizens' as a preferred way of engaging policy-making and planning were directed to a separate question focused on highlighting which ways they can imagine doing so. Finally, part two asked the respondents about the main reasons for not participating, in the cases where this was relevant for them. Results from part two were intended to map respondents preferred channels for participation; with authorities as well as other citizens, and their reasons for not participating.

Part three was the final part of the survey. It focused on functioning democracy and the many different ways this is perceived by the citizens that live in a democratic society. The aim of part three was to examine the breadth of respondents' understanding of what democracy entails, as well as creating a bridge between their understanding and the understanding gathered from prior interviews with authorities. It began with a selection of true/false statements that were formulated in ways that were somewhat provocative or polarised. This was because we wanted to explore the extremes of democratic definitions so that a spectrum could take form. The following question asked respondents about the qualities that are inherent to a good democratic citizen. This was intended to help gauge the democratic needs for a solution, as is the end goal for this thesis.

After answering the survey, respondents were asked if they had any additional comments, as well as whether or not we were allowed to contact them with regards to their answers and participation in the workshop, intended to qualify our end solution.

Seminar

We have participated in a one-day seminar; *'Democracy and Technology Café,'* which invited expert guest speakers to talk about the threats to democracy brought on by the technological development of digital infrastructure. The main themes from the seminar are recognized and adapted to the thesis, so long as they are focused on the individual citizens' plight and not national interests whose purview is too imposing for the uninitiated individual. Furthermore, contact with relevant actors, that could be of interest to this master thesis, was established with the purpose of interviewing them at a relevant time.

NETWORK BASED REQUIREMENT SPECIFICATION

Our requirement specification will be the framework for our solution and is grounded in all the work that has been conducted as part of this thesis. The specification will contain design requirements developed as technical-, functional- and scenario based (Lutters et al, 2014). Functional specifications are associated with a description of future product behaviour. Technical specifications; easily quantifiable demands that are complete and unequivocal to the design (ibid.). Development of scenario-based requirement specification will depart from our relevant actors' identified matters of concern, as presented in our Analysis, and are expressed in the development of the requirement specification. The reasons for developing the specification as the final step of our thesis is grounded in the observation that *"overspecified [requirements, red.] may inadvertently bias decision-making or conceal auspicious solution directions for unclear reasons"* when developed early in the process (Lutters et al, 2014).

WORKSHOP

The product developed in this report is a series of proposed features, which will have to be evaluated to assess its viability and ascertain whether or not it answers the research question. The chosen method for evaluation is a workshop wherein panels of representatives for stakeholders are confronted with proposed features for our solution, developed in the Requirement Specification chapter of this report. The intention with the workshop is, as per Participatory Design practice, to allow the recipients of the solution to contribute to, and qualify, the design based on their knowledge about and insight into how the solution will relate to the interests of their organisation or their interactions with other actors. Considering, workshops promote active participation, in contrast to passive participation, the format works well with regards to the intention of this thesis. Furthermore, we will be able to closely follow the progression of activities by participants as they engage in the workshop. This also allows for immediate feedback on information and activities presented to participants and; consequently, the proximity of actors in a workshop creates a space for deliberation. We will also be able to visually assess participants' ability to engage the material they are presented, assisting with any misunderstandings that may arise due to unintended complexity of material. This is not preferable; however, the format allows for improvements and redirection in cases where it is necessary, which would not be possible without close, physical proximity. Finally, a workshop enables us to tap into vast amounts of different knowledge within a short period of time, deliberating with participants from varying parts of society; both public as well as civilian.

Participants will be invited to the workshops from the groups that have already contributed knowledge to the thesis in order to qualify the interpretation of their matters of concern and assess

the solution's ability to address these. Ideally, every involved actor should be represented in the evaluation panels in order to obtain feedback that is both nuanced and holistic. To complement the common understanding, developed throughout this thesis, between informants and design team, novel participants are invited as well. These participants are intended to force us and prior informants beyond our co-created comfort zone. Furthermore, if participants are to be divided into groups during the workshop, these groups should also not exceed manageability to secure a respectful atmosphere for participants and fruitful outcome of interaction between groups and design team.

A workshop space is selected based on its location and pertinence to the theme of the workshop. The specific workshop for the evaluation of the end solution is intended to be held at Aalborg University Copenhagen. This selection is predominantly due to location and availability, but also includes the consideration that there are facilities available that offer ideal conditions for the exchange of knowledge and experience, that universities are generally considered a neutral zone and it has sufficient space to host the workshop.

The beginning of the workshop consists of a small introduction to the agenda followed by an introduction to relevant findings from our thesis. The participants that have contributed to the thesis a priori will qualify the presented information to ensure it reflects their interpretation. Novel participants can inform us about erroneously presupposed conceptions of the results, that prior participants may not be able to. The manner in which feedback is collected will be with a design game. The design game will include reflections on the validity of insights gathered during the thesis as well as purposeful misinterpretations to act as contrast. The participants will be informed of this to ensure they are attentive and actively investigating the presented information. Following the first game participants and design team will discuss whether the gathered information and insights are reflective of their interpretation of matters of concern. After this participants will be presented with a brief introduction to proposed features. This is intended to prepare participants for the next game. Participants are divided into groups where they will refine features based on their needs and interests. This game will aid us in understanding the applicability of the prototype.

We want to inform the reader that the results from the workshop are not included in this report as it has not been held by the time the report is handed in.

LITERATURE REVIEW

This chapter begins with a description of democracy as a concept and relates it to the specific context of the concept in Denmark. This endeavour is undertaken to develop a knowledge foundation required to understand the societal context of empirical insights in this thesis. Following this, relevant aspects of digitisation that pertain to this thesis are explored; especially, digital phenomena that relate to transparency and civic participation.

DEMOCRACY AS A CONCEPT

Democracy is a timeworn political concept, derived in modernity from Greek meaning ‘rule of the people.’ The concept of democracy is an accepted form of governance in most contemporary societies. Currently, approximately 66 pct. of countries on the planet, excluding micro states, utilize some form of democracy to govern their nation (The Economist Intelligence Unit, 2017). The way the concept is expressed varies greatly depending on what country is focused on. However, one can place all historic and contemporary democratic societies within a spectrum ranging from democracy as a judicial concept to democracy as a deliberative concept.

Democracy as a judicial concept solely concerns itself with the writing of laws and the act of voting (Koch, 1945). This conceptualisation of democracy exists in all societies that claim they are democratic. It is essentially the basis of any democracy; however, it is possible to have a society that is considered undemocratic and still adheres to voting with regards to policy-making and elections. Regimes where the same political leader consistently wins elections with an abnormally high percentage of the votes are not considered democratic by global society, though they claim to be, and theoretically adhere to tenants of democracy as a judicial concept; open elections are held; a winner is chosen (Zatepilina, 2010).

Democracy as a deliberative concept concerns itself with free and open debate. In contrast to the previous conceptualisation of democracy, deliberative democracy cannot exist without, at the very least, freedom of speech and -press. The deliberative democratic ideal places agonistic debate at the forefront of societal governance at all levels. This thesis aims at strengthening deliberation in the current Danish democratic model.

Koch (1945) is critical of democracy as a concept; especially, as a judicial principle. He compares voting at its foundation as an act of war; two sides meet and one side wins. He believes democracy stands and falls with freedom of speech and -press, and that it is a way of life; a mindset, and not merely a societal structure; that deliberation is democratic, and voting per se is not. At the same time he criticises deliberation as meritless if not performed by citizens that have experienced *‘the human awakening, enlightenment, and upbringing.’* That citizens’ education is vital for the survival of a democracy. That begs the question, is democracy vital for the survival of society?

DEMOCRACY AS A PREFERABLE ALTERNATIVE

Democracy is, as mentioned previously, one of the most adhered to forms of governance. It is so popular that it is seldom criticised; contrarily, governments are often criticised for not being democratic enough. Koch argues that democracies are alternatives to forms of governance where might is right; power is just. He states that claiming causality between might and righteousness, or power and justice, is as nonsensical as claiming that the heaviest or tallest amongst citizens are the most righteous. Both might, height and weight are equally disconnected from what is right or just, according to Koch. One can conclude from what Koch describes, that he thinks alternatives to democracy are based on ideas about power and that these ideas aren't causally linked to what is right. In contrast democracies at the very least make an attempt at righteousness. However, democracies are still imperfect and not the be-all and end-all of societal governance.

“No one pretends that democracy is perfect or all-wise. Indeed it has been said that democracy is the worst form of government except for all those other forms that have been tried from time to time.”

Winston Churchill

Leader of The Opposition, England 1947

One of the main points of criticism raised by Koch is that democracies are controlled by the majority, and the majority is seldom intelligent or just. He claims that democracies propagate the unintelligent masses whose representatives resort to propaganda as they are lacking in virtue and moral. This appears as a prejudiced opinion and differs depending on where in society the individual finds themselves. Furthermore, democracies aren't actually controlled by the people but by individuals, who have amassed power through round table groups;

elections are decided by political parties who are ruled by a few demagogues. As a result of this, democratic control is exerted by dilettantes, personal ambitions, hunger for power, and irresponsible demagoguery (Koch, 1945). Although some of these accusations will be true for individual, ambitious politicians, it isn't necessarily true of all elected officials who hold onto power. An example of this could be politicians that attempt to introduce civic participation in governance; thereby sharing some of their capacity for political decision-making.

Koch contrasts his critique with antithetic observations. Firstly, the least educated citizens typically don't vote. Those that vote usually do so because they, at the very least, understand the folly of neglecting to do so. Furthermore, Koch (1945) argues that parliamentary decisions are qualified by experts before being implemented in policy or planning. This might have been true in the decades following the Second World War. However, there has been a developing trend of reduction of the influence of experts in Danish politics, as exemplified by the 2001 campaign of the then-candidate for prime minister Anders Fogh Rasmussen to end the tyranny of experts.

“There are tendencies towards a tyranny of experts which is at risk of oppressing free and popular (of the people) debate. The people should not put up with pointed fingers from so-called experts who think they know best. Experts can be adequate at conveying factual knowledge. But when we have to make personal choices, we are all experts.” (Translated)

Anders Fogh Rasmussen

Prime Minister of Denmark, 2002

Moreover, it is important to note that Koch (1945) is campaigning for democracy, and more specifically for deliberative democracy, which can be

construed from the way he describes democracy in a positive light, even when the form isn't to his liking. Additionally, Koch (1945) claims that the openness of debate ensures honest deliberation, as political opponents will use character flaws to oust one another as not being electable or trustworthy. Whether the current debate is open or not is a matter of perspective. However, contemporary research projects conclude that those in power have a higher tendency towards moral hypocrisy than an average person (Lammers et. al., 2010), which does not support the idea of honest deliberation. Finally, Koch (1945) argues that propaganda is not unique to democracies, nor is it more easily promulgated in a democratic society. Political immaturity will always be prevalent in society. Whether or not this is true is of little importance to Koch. What is important is that something be done about it (ibid.).

DEMOCRATIC MODELS

Although democracy is an accepted concept, it is not a uniform one. There are many interpretations of what constitutes a healthy democracy. Christiansen and Nørgaard (2006) define six different democratic models: direct-, indirect- or representative-, competitive-, participatory-, judicial-, and discourse- or deliberative democracy. The latter two are explained previously as they create the framework for a functioning democracy.

Direct democracy is a form of governance where democracy is ensured because political decision-making lies with those who are affected by the decisions.

Indirect- or representative democracy is a form of governance where the citizenry elects officials and these elected officials make the decisions, ensuring democracy as a result.

Competitive democracy is a form of governance where democracy is ensured by political elites competing for the citizens' votes. The citizens' democratic rights are confined to voting at elections.

Participatory democracy is a form of governance where all citizens are expected to participate in political decision-making processes. The participation of citizens is spread across different sectors and fields.

There are several other interpretations of democratic society that have been theorised and attempted. Many of the interpretations overlap and the only commonality between them is that they adhere to the principle that citizens should be allowed to participate in governance in some form. These include holistic-, liberal-, parliamentary-, consensus-, and ethnic democracies to name a few.

There is also a distinction between formal- and informal democracy that we were introduced to by the head of the Danish Board of Technology. According to this informant, formal democracy is represented by democratic authorities and is guided by strict regulation, whereas informal democracy is found in the negotiations that take place in citizens' private lives and is guided by cultural and social norms. In this context, civic participation takes place ad hoc; between formal and informal democracy; where citizens' private matters of concern are able to influence formal decisions made by authorities.

DEMOCRACY IN DENMARK

The current model of formal democracy in Denmark is an indirect- or representative democracy, and this overarching mode of national governance sets the framing for the more local municipal democracy. Since the 1970s, political culture

amongst citizens in Denmark has undergone many changes that have led to this model. Following the individualisation of society, citizens' partisanship has gone from being primarily defined by their social status to being associated with the individual citizens' identity (Andersen & Torpe, 1994). Simultaneously, the Danish welfare state has grown larger and the role of citizens has moved from political actor to user, customer, and client of the state apparatus. Political decision-making processes have become entangled in a net of negotiation- and decision-making networks that are too complex for most citizens to comprehend, effectively allowing the special interests of incumbent and resourceful actors to skew democracy in their favour (ibid.).

Democratic Legitimacy in Denmark

Communities and communal membership play a continuously smaller role in the crafting of opinions and political fealty of individuals. The individual's need to manifest him- or herself in postmodern Denmark has taken over as the guiding force in the citizens' relationship with the political system, and partisanship has become a part of the individual's quest for identity. Torpe (1994) identifies a development among citizens that is defined by a feeling of political impotence and a decline in trust of politicians, and calls for an in-depth study of the nature of Danish democratic society. His writings are about problems surrounding the idea of 'legitimacy' in democracy.

Legitimacy in a political regime is determined by whether or not it is recognised as such. Power is legitimate if the population considers it legitimate - that is, the regime is legitimate if its actions reflect the will and wishes of the population. (Translated) (ibid.)

This definition is questioned by Torpe (1994) because it does not take democratic ideals into account; participation is not a prerequisite for

legitimacy, but is in a democracy. He instead wants to bind the concept of legitimacy to governing bodies' authority and their ability to make binding political decisions. Therefore, the legitimacy of political power must be decided in several ways. It can be justified either legally; the exercise of power is legal, or ethically; the exercise of power is in accordance with a universal perception of what is good and evil. None of these definitions are useful as the first one is too narrow in scope and the latter is undefined; at best a matter of opinion. Therefore, they must only be included as elements of decision-making, taking both into account, on the condition that the legal as well as the ethical justifications are continuously verified by the population, thus forming a moral guideline in constant development. The key point is that principles for how to exercise power can only be determined by mutual consultation between interested parties.

The model of democracy that is most focused on mutual consultation is discourse- or deliberative democracy. Torpe (1994) places discourse democracy between Rousseau's communitarian principles of the common good and utilitarianism. Discourse democracy is based on mutual argumentation where political decisions are made on the basis of party consultation and where all political decisions are considered '*a common good*' that is open to debate at all times. Majority decisions can be considered legitimate if debate surrounding them has reached a point in the process where a decision cannot be postponed any further. Decisions in discourse democracy are only legitimate on the condition that anyone interested in being heard also genuinely has the opportunity to participate in public debate. In addition, this opportunity for participation must be equal for everyone. These two conditions are practically unattainable, but should be pursued to the extent it is possible.

Danish society has at once embraced principles of discourse democracy and rejected them. Political decisions in Denmark are commonly made by deliberation and negotiation, but both take place between representatives; elected representatives, and representatives of special interest groups or professional organisations, and the like. Civic participation in Danish democracy has largely been reduced to elections and spectating. Furthermore, modern political processes and -negotiations have become too complicated and unclear for the general citizenry. Therefore, the Danish people feel a lack of power over the state apparatus and its decisions, which contributes to a declining trust in politicians and their legitimacy.

It is a fundamental issue in Danish representative democracy that voters are forced to choose from a limited selection. Consequently, it isn't possible to recognise whether a poll is 'the best choice' or 'the least bad choice'. It is also a problem that election participation can be interpreted as acceptance of the election; the power structure contains procedures through which it reproduces itself and virtually eliminates any challenges to it. In elections it is difficult to distinguish between citizens' adherence to the current government, the type of political governance, or the community. To change the system, one must become part of it, regardless of adherence.

According to Torpe (1994) 'overlapping consensus' is at the core of democracy. It is the rights and conditions on which democratic society should be built and determines the degree of liberalism and communitarianism in society. The liberal idea that individual rights come before the common good is in opposition with utilitarianism. Torpe (1994) pleads for a middle ground where public debate determines which decisions should be left to individual preference.

Through statistical analyses of a number of questionnaires, Torpe (1994) concludes that, in Denmark there is a relative overlap of consensus amongst voters and parties on a number of dimensions or obligations in democracy: participation, lawfulness, tolerance, solidarity, and political interest, despite the fact that some, mostly on the political right, deviate in terms of tolerance. Torpe's (1994) analyses also show that there is a significantly weaker connection to democratic obligations amongst marginalised groups; such as, those outside the labor market as well as socially isolated groups or individuals. Those citizens who lack resources and are marginalised also feel the most dismay towards politicians. They feel poorly represented, and with little chance of influencing society and its development. His analyses conclude that there is not necessarily a correlation between democratic commitment to society in general and support towards the form of governance or sitting government in the country. Even though there are groups that do not agree with the form of governance they are subject to, they still feel an obligation to their fellow citizens. Furthermore, he concludes that it is the combination of distrust in government and dismay towards politicians that dissolves the connection to- and obligations towards society. Those who experience one of the two, but not the other, can still be expected to support society. Torpe (1994) identifies a constant polarisation between a knowledgeable elite who engage in politics, in stark contrast to the masses of citizens who can't comprehend the political discourse and as a result feel powerless and have no desire to participate.

The Danish Welfare State

The welfare state in Denmark is a natural consequence of the development of citizenship, which started with legal citizenship; equality before the law, and developed into political citizenship; the right to co-determination, and is currently at social

citizenship; everyone should be able to maintain a high standard of living. While the first two types of citizenship have become institutionalised principles, practically beyond reproach, the latter is still debated and criticised. The emancipation of a set of rights doesn't lead to satisfaction, but instead a quest for more rights. Economic citizenship; such as, Universal Basic Income, is anticipated as the next step if social citizenship is institutionalised in line with legal and political (Nielsen, 1994).

The welfare state is criticised from three principal points of view:

- * It is too expensive (the cost of maintaining a standard of living for everybody is a burden on taxpayers that is unjustifiable)
- * It deprives the individual of incentive and initiative (when everything is free there is no incentive to work or do anything)
- * It is open to rampant abuse (the cost of unnecessary use of health care or the ease at which one can claim unwarranted financial support)

It is also criticised from a market economy perspective, where it is regarded as a prisoner's dilemma; an idea from game theory. It states that two completely rational people might not cooperate, even if it is in their best interest to do so. The rational choice in a welfare state, from this perspective, would be to freeload, as it has maximum turnover compared to work or effort; however, if everyone does this nothing is produced. Based on answers from a citizenship survey; *Medborgerskabsundersøgelsen*, Nielsen (1994) concludes that most people either do not regard society as a prisoner's dilemma, or agree to follow a non-rational strategy for the benefit of society.

The explanation for this is that, in game theory what is considered 'simpleton goodness'; spending resources on unproductive members of society, in reality covers *'good morality'*. That is, the majority

of citizens don't pursue the 'dominant rational strategy' because they have a moral compass, and other needs, that make them against exploiting their fellow citizens. It is thus solidarity as a norm in society, and awareness of the value of working together towards a shared good, that maintains the welfare state. According to *Medborgerskabsundersøgelsen* the vast majority of the Danish population support the welfare state's funding of health care, education and child services. This despite widespread skepticism towards the administration of public funds, and a commonly held view that the spending on misuse of public services is too high (ibid.).

DIGITISATION

As touched upon in the introduction, the internet and the technologies that accompany it are rapidly changing society, and have been doing so for a few decades. A recent study shows that internet access is virtually ubiquitous in 2017's Denmark, as 97 pct. of the population use the internet, and most of internet access happens from a mobile phone or other mobile device. (Danmarks Statistik, 2017)

Omnipresent access to instantaneous telecommunication is reshaping society and social interaction in radical ways. The purpose of this thesis is to explore the possibilities that this transition offers to the field of governance. Thus, it is necessary to do some research into the ways in which new communications technologies, new types of media, and new opportunities for social interactions can be used to develop and improve the processes of democratic governance.

In this section will be presented findings from a series of articles within the field of e-democracy and the effects of the internet, namely social media, on politics and public debate.

E-participation

The research and development of online democracy has progressed over the past two or three decades. In 2002, the British Government published *“In the service of democracy – a consultation paper on a policy for electronic democracy”* (HM Government, 2002), taking some of the first steps towards integrating modern communications and media technologies into governance. Further research into the area was led by Professor Ann Macintosh, who authored a number of articles within the field. Characterizing E-participation in policy (2004) is based on the study of the aforementioned policy consultation, as well as some cases of e-participation experiments within the United Kingdom. In this article, Macintosh sets up a useful terminology for discussing issues of e-participation, which this report will rely on.

The analytical framework presented in (Macintosh, 2004) is based on the following four overarching objectives for e-democracy:

- 1, Reach a wider audience to enable broader participation.
- 2, Support participation through a range of technologies to cater for the diverse technical and communicative skills of citizens.
- 3, Provide relevant information in a format that is both more accessible and more understandable to the target audience to enable more informed contributions.
- 4, Engage with a wider audience to enable deeper contribution and support deliberative debate.

These objectives resonate well with the goal stated in the problem formulation for this thesis.

Macintosh makes an important distinction between e-participation and e-voting (Macintosh, 2004), and thus precludes the misconception that online democracy is synonymous with online

voting or voting via machine instead of a paper ballot. That misconception has been found to be somewhat common in the research for this thesis. While the two areas are obviously related, the issues pertaining to each of them are very different in nature. E-voting is dismissed as a purely technological problem on the basis that it is merely a substitution of the technology used to perform a certain function. E-participation, on the other hand, is a much more complex issue due to the multiplicity of participation.

Macintosh defines a framework for characterising and evaluating experiments and initiatives within the field of e-democracy based on these ten key dimensions (ibid.);

1. LEVEL OF PARTICIPATION
2. STAGE IN DECISION-MAKING
3. ACTORS
4. TECHNOLOGIES USED
5. RULES OF ENGAGEMENT
6. DURATION AND SUSTAINABILITY
7. ACCESSIBILITY
8. RESOURCES AND PROMOTION
9. OUTCOMES
10. CRITICAL FACTORS OF SUCCESS

Table 3: Key Dimensions of E-participation

For this section, it is considered unnecessary to explain each dimension in detail as they vary in relevance and some are mostly geared towards evaluations. Instead follows a discussion of a selection of dimensions and how this thesis relates to them.

The level of participation ranges from e-enabling over e-engaging to e-empowering, depending on what the solution offers to the user. E-enabling

initiatives mostly revolve around making digital participation available for citizens who tend to be alienated by such technologies, e.g. projects that cater to ‘non-digital citizens’ like the elderly or disabled. E-engaging initiatives are top-down driven consultation of citizens wherein an internet solution is used to poll or survey a group of people in order for a government or parliament to learn something about that group. Finally, e-empowering initiatives are those that seek to empower citizens to emerge on the stage of politics through bottom-up policymaking. (ibid.)

E-ENABLEMENT
Availability and understanding of digital technology
E-ENGAGEMENT
Audience reach and interaction with digital technology
E-EMPOWERMENT
Participation and strategic influence through digital technology

Table 4: Levels of E-participation

For this thesis, it is the intention to design a requirement specification for e-participation, as it will later be argued that a high level of participation is conducive to high quality decisions. Since this thesis project aims to use inclusion and participation to combat distrust towards government as well as the experiences of powerlessness and alienation towards the system of governance, it is critical that the product is able to offer users on all levels of e-participation opportunities for knowing about- and interacting with the political developments in society.

The stage in decision-making-dimension considers the timing of participation. Macintosh divides the life cycle of a policy into five stages; agenda setting, analysis, policy creation, implementation

and monitoring. (ibid.) In crafting an intervention, it is important to remain mindful not only of what participation offers to the participant, but also what knowledge and competence is required from the participant. The former stages generally offer more influence by putting matters of concern on the policy agenda, yet this may not always be an option. Participation in analysis and policy creation may be too challenging for laymen, as these stages are typically performed by officials and involve navigating negotiations, bureaucracy and legalism. These considerations are also important when selecting which actors and technologies should be involved, both in designing the intervention and carrying it out.

1. AGENDA SETTING
Establishing needs and defining concerns
2. ANALYSIS
Defining concerns and opportunities for policy
3. CREATING POLICY
Making a productive and useful policy document
4. IMPLEMENTATION PLAN
Developing legislation, regulation, guidance plans
5. MONITORING
Evaluation, review, and the option to iterate

Table 5: The 5 High-level Stages of Policy Life-cycle

Filter Bubbles and Online Deliberation
 As mentioned previously, deliberation is an essential component of democracy as seen within the frame of this thesis. Since there is an enormous amount of public debate happening online, it is important to consider the consequences of hosting deliberation within such a forum. This is exactly the theme of *Breaking the filter bubble* by Engin Bozdag, who introduced us to the term cyberbalkanization – a term that describes online segregation of people into political communities

with extremely narrow views and values. (Bozdag et al, 2015)

Cyberbalkanization creates online communities that perpetuate narrow worldviews through the sharing of content and debate between exclusively like-minded individuals, and in which confrontation with contrasting viewpoints becomes a rare occurrence. While it may be considered normal for humans to aggregate in like-minded communities, cyberbalkanization is, according to Bozdag (2015), amplified by the algorithms employed by most or all of the most prominent tech companies with millions of users online daily.

These algorithms are in place to personalise the users' experiences with a media by presenting each user with selected content based on that users stated preferences as well as preferences gleaned through analysis of the user's prior online behaviour. Thus, these media platforms filter the information that is given to their users based on a prediction of what each user would like, hence the term 'filter bubble' for the metaphorical bubble within which the user lives his or her online life, protected from information and content that would clash with the views of said user. It is important to the understanding of this concept to note that these things mostly happen unbeknownst to the user, who may very well be under the impression that online information is presented the same way to all users (ibid.) The filter bubble reinforces the biases of the user and ensures that these go unchallenged, which causes the epistemic quality and diversity of information to suffer. In turn, this lack of nuanced deliberation causes a polarization of opinions, as people seek out like-minded communities and filter out any opposing views, causing them to never consider other perspectives. (ibid.)

Independent of your understanding of the concept of democracy, filter bubbles are contrary to the

values of democracy. The bubbles strip away the free choice of information, diminish the quality and diversity of available information, make it difficult to contest political decisions, and undermine the arena for open debate and alienate minorities by making it more difficult to reach out with their matters of concern.

For a digital democratic participation platform to actually achieve the goals set by the problem formulation for this thesis, it is imperative in the design to take proactive measures to avoid the pitfalls of cyberbalkanization and filter bubbles, as these are detrimental to the democratic value of the solution. The segregation of citizens and polarization of public deliberation caused by these cyberbalkanization is directly contrary to the ideals of open and agonistic debate about policy and planning. Performing these activities in a space that is shielded from biased algorithms will allow for a more nuanced and open deliberation, which can not only limit biases and polarisation of opinion but also allow for political decisions to be made on more informed foundation.

Privacy and Security by Design

As evidenced by recent developments in EU legislation for online privacy and security (EU Data Protection Reform, 2018), ethical data management is currently up for debate on a grand scale. Numerous scandals in both the private and public sector regarding data security and privacy have made it a hot topic, and one that must be managed if an online solution is to become successful. Privacy and security by design (PSD) is a movement towards having privacy and security be integral parts of any digital solutions that handle sensitive data about their users. It is a reaction to the experience that data security is too complex an issue for the less tech-savvy citizens, who tend to use technology that they do not fully understand and thus put themselves at risk of exploitation.

In the article *Privacy by Design* by Peter Schaar, Schaar (2010) presents six key requirements that should be met in order for a solution to meet modern privacy standards;

- 1, Data sovereignty; the user has extensive control of his or her data. Data can only be used with express consent from the user.
- 2, Voluntary basis; data are only stored voluntarily, at the discretion of the user. No preferential or discriminatory treatment can be allowed based on the user's choice to allow or deny access.

- 3, Extent of data; the user is able to decide which data are included and when they are deleted.
- 4, Data access; the user can decide on a case by case basis which actors are allowed access to their data.
- 5, Right to information; the user retains the right to be informed about all stored information and any processes that include that data.
- 6, Ability to check; the user has access to information about how and when his or her data has been accessed and by whom.

(P. Schaar, 2010)

THEORETICAL FRAMEWORK

This thesis utilizes several theories to frame the concepts and ideas that are analysed later in this report. We begin with a brief description of Participatory Design Theory, its guiding principles, and the unsolved problems that persist in the theory. Then Actor Network Theory is introduced as the basic foundation for analysis of the real world context of the issues raised in the problem statement for this thesis, as this context is grounded in a system of actors and relations. Finally, boundary objects and interessement devices are included as part of the theoretical framework, as these concepts will give meaning to the product and intervention that are the culmination of this thesis.

PARTICIPATORY DESIGN

Participatory Design Theory is a part of the socio-technical sciences, although it *'emerged as a political critique of the socio-technical perspective'* (Bannon & Ehn, 2013). It started in Scandinavia in the 1970s as a result of growing tensions between trade unions and the application of data processing systems in work settings, where systems researchers attempted to help union members cope with the *'fast-paced automation that was emerging on their shop floor'* (Kensing & Greenbaum, 2013). It is the result of a time, where several western nations were experiencing social unrest; generally, as a result of management strategies utilised to automate tasks and deskill workers; consequently,

citizen collaboration was undertaken to ameliorate the negative consequences of management strategies on workers (ibid.). This compares with contemporary challenges of digitisation, where citizens are experiencing a diminishing trust in factual evidence because of the information processing systems that dominate digital media; e.g., 24hr news cycle, filter bubbles, fake news, etc.

Participatory Design Principles

Although the theory has its roots in the matters of concern of unions, it has developed past this domain, to include a set of guiding principles for anyone interested in the active involvement of

users in design; policy-making and planning, in the case of this thesis.

The underlying principle of Participatory Design is to give voice to those who remain unheard in '*organisational power structures*' (ibid.). The aforementioned example of workers combatting management theories is one example; whereas, this thesis is concerned with digitisation and civic participation in a democracy; giving voice to those that are unable to navigate democratic society to their benefit. This is in direct correlation with the next principle.

Participatory Design is heavily focused on democratic practices. Kensing and Greenbaum (2013) articulate that where matters of concern in the 1970s are ameliorated with the education of workers in technical jargon, democracy is not equally concrete. Therefore, it requires attentive observation. Additionally, those actors involved in a particular activity (users) are best suited to understand that activity (Robertson & Wagner, 2013). The idea being that involvement of users in design will yield better results. This principle is also focused on the ethical observation of individual expertise and the individual's democratic right to self-representation (ibid.).

Furthermore, users are observed and engaged in their work setting; in '*situation-based actions*' (Kensing & Greenbaum, 2013.). This is done to ensure that practices remain authentic, so researchers gain the most objective and pragmatic version of practices and concerns.

To amend differences in understanding between user, designer and manager a mutual sharing of knowledge is also one of Participatory Design's guiding principles (ibid.). When each actor engages the other and listens to their matters of concern a shared language and understanding emerges.

This understanding is especially necessary to bring forth emancipatory change.

Finally, Participatory Design is also a set of evolving methods. Equipping designers and participators with well-defined processes and tools enables them to share and learn from one another; e.g., mockups, prototypes, workshops, etc.

All guiding principles are useful and complement the themes and purpose of this thesis. Similar to Participatory Design's underlying principle, this thesis too is focused on engaging and activating those whose voices are not heard; who are unable or unwilling to participate in democratic decisions that affect society. The correlation between the thesis and the democratic ideals of the theory does not need elaboration. However, meeting users in their preferred setting does, and has been central in the information gathering phase, where we have engaged users at a location they specified; generally the location where they perform their duties as civil servant. Furthermore, a shared syntactic and semantic understanding of the language that governs democracy, that is used in governance in general, as well as civic participation have been key when meeting informants. This language is adopted to appear knowledgeable so that informants are willing to share knowledge, that they otherwise might have perceived as too technical. Despite the usefulness of the guiding principles of the theory, there are still unsolved problems, that we have to consider when involving informants in the intervention phase of the thesis.

Community-based Participatory Design

A distinctive field exists within Participatory Design that is focused on participation in communities. Communities are understood to be social constructs that go beyond normal work-settings, that are usually the focus of STS research. Community-based Participatory Design is divided into

three areas of focus: new forms of politics, publics, and infrastructuring (DiSalvo et al, 2013).

New forms of politics concerns itself with political relations between actors and how these unfold. Agonistic, democratic values and participation are considered ‘*new*’ in the political sphere (DiSalvo et al, 2013; Munthe-Kaas, 2015 A). The novelty arises from the notion that ‘*contestation, not consensus, is the basis for democracy*’ (DiSalvo et al, 2013) This understanding acts as an umbrella for interpreting the next two focus areas.

Publics is the partitioning of the concept of ‘*the public*’, which is considered to be a vague concept that does not acknowledge inherent values in groups. Therefore, the idea of several publics is presented in Community-based Participatory Design. Understanding which public one is addressing aids in good participatory experimentation. (ibid.)

Infrastructuring (DiSalvo et al, 2013; Bødker et al, 2017) is the activities that create connections between social and technological structures. It is usually invisible, acting as a condition for localised agency. Additionally, it is a change in standards that bring about longevity of the infrastructure or breaks it down; making it visible. (DiSalvo et al, 2013) Generally, it is the attempt at creating underlying infrastructure to support specific matters of concern, which is ostensibly the aim of this thesis.

Unsolved Problems within Participatory Design Theory

There are issues within Participatory Design that remain unsolved. Although it is an established theory its applicability is broad enough that it can not be mapped in its entirety. The unsolved problems can be summed up to; who is engaged, how are they engaged, how are they represented, and what can they be offered, (Robertson & Wagner, 2013)

as well as issues with tailoring off-the-shelf solutions to specific circumstances (Bannon & Ehn, 2013; Hansen & Clausen, 2017).

Who is engaged, is an extremely pertinent issue. It is the foundation of fruitful participatory efforts to include the most relevant informants. If these are not invited to participate then the outcome cannot be expected to reflect any useful matters of concern, nor solve them. Robertson and Wagner (2013) argue that this is not an issue unless the setting is complex and involves many participants that have multiple dependencies. They stress that the complexity, and challenge of who to invite, grows as internal and external stakeholders are involved. They also state that especially the involvement of ‘*normal citizens*’ in a municipal setting can be particularly difficult to negotiate, as they represent an authoritarian fear of receiving and; consequently, having to include critical views. This could be a case of ignoring instead of accepting, that critical views remain, whether one chooses to acknowledge them or not.

How they are engaged is equally as important as the aforementioned issue, as both are interconnected in the successful application of Participatory Design efforts. Facilitators of Participatory Design projects have to take into account several factors ranging from personal to institutional. Each informant has matters of concern that relate to their personal identity; such as, educational level, pride in their work, or a disability. Additionally, hierarchy is important to understand in the specific organisational setting. Managers and other high level executives put an effort into climbing an institutional hierarchy and expect some form of recognition for this. In order to obtain productive participation on part of the informants ‘*informed consent*’ must be achieved (Robertson & Wagner, 2013).

How they are represented, is closely linked with the previous issue. As facilitator, one must be attentive of allowing the informants' self-representation. In cases where the facilitator expresses ideas about informants' work or identity that don't correspond to the informants' own interpretation they risk alienating the informant, and slowing or stopping the participatory process. At the same time, the facilitator must know enough about the informants to frame a productive space for participation, tailoring it to their specific matters of concern. Making concerns visible is essential in representation; however, as facilitator one must take care not to '*normalise*' practices, as well as attending to '*residual categories*'(ibid.). The issues surrounding the act of representation are about attentiveness to the specific matters of concern, while not normalising practices to the mundane, and ensuring that residual categories are not central to the informants' matters of concern.

What they can be offered, centres around the reward for participation. This reward can be continued correspondence-, ownership-, knowledge-, collaborators-, or a product as a result of participation, and more. The offer is the basis for continued participation on part of the participant and that they view their participation in a positive light. If participants do not find participation to be beneficial, the act itself is without merit, and facilitators should not expect continued enthusiasm on part of the participants. The offer should be known by facilitators before engaging informants, so that it can be tailored to fit the matters of concern of participants as participation takes place. The issue with rewarding participants is related to the individuality of concerns and how these can be solved or ameliorated. At the very least facilitators can update participants on the outcome of participation and continue to do so when relevant.

Timely Participatory Design in Copenhagen

In Denmark, the government has an increased focus on the concept of '*liveability*' in regards to planning that contrasts with former practices (Munthe-Kaas, 2015 B). Munthe-Kaas (2015 B) argues that controversy is created when change is attempted and that this act '*makes it possible to see and challenge current practices*'(ibid.) This complements his claim that a central problem in Participatory Design is that planning expertise supersedes the amount of control given to participants (Munthe-Kaas, 2015 A). He has observed and participated in twelve different participatory experiments with municipal authorities and citizens in Copenhagen, aimed at bridging the gap between dominant planning and civic participation. Three of these cases are examined in Munthe-Kaas (2015 A). These examples of participatory inclusion vary in regards to when in the process citizens are included, and to what extent they are included. We argue that, making it possible to see and challenge current practices is secondary to acknowledging the importance of timely inclusion; which, when taken into consideration yields better results for both facilitators and participants. This will be elaborated on in the Discussion chapter of this report.

ACTOR NETWORK THEORY

Actor network theory is based around the exploration of networks made up of human and non-human actors, and places emphasis on the power relations and interactions between these actors in order to describe and provide a holistic understanding of a subject, and the context within which it is situated. Actor network theory has been chosen as part of the methodology for this thesis because it is well suited for analysis of the actor network that constitutes a system of civic participation in planning and policy-making. This is a field of many interrelated actors driven by different interests

and with a very complex power structure. Analysis based in actor network theory will help identify relevant actors and their interests, and align the goals of the thesis with these interests. Actor network theory will be useful in describing the effects of an intervention and the desired transition, and help us understand the necessary measures for enrolling different actors to partake in the solution. In Callon's presentation of the theory, four stages of translation are identified that are instrumental to a successful translation from an actual network situation to a desired one. They are *problematization*, *interessement*, *enrolment* and *mobilization*. (Callon, 1986)

Problematization is characterized by the identification of key actors and framing the problem in a way that resonates with the interests of important actors.

Interessement revolves around identifying relationships and devices that can align actors with the problem and keeping actors interested in changing a network or establishing a new network to solve a common problem.

Enrolment is identifying a spokesperson for the translation who will champion the cause based on their own interests, and the negotiation with actors for them to commit to the alliances that have been determined to be crucial to the transition.

Mobilization is the engagement of the spokesperson in driving the translation and stabilizing the new network, having each actor commit to their new roles or responsibilities.

ANT for Designers

Storni proposes two different views on actor network theory, dependent on whether it is applied for research in science and technology studies

(STS) or in work with collaborative and participatory design (C&PD). From the perspective of the STS researcher, ANT functions as a descriptive tool which can be used to create models of social constructs in reality, allowing researchers to better comprehend complex patterns of interaction and relations, and to illustrate a state of affairs in reality as compared to a desired outcome, describing the changes and effects within a translation process.

Within the realm of Participatory Design, however, ANT can be applied as a creative instrument that contributes an element of democracy to a design process by using it to assemble social constructs as networks surrounding a '*design thing*.' By making the actor network visible, the designer opens up new channels for the interests of actors within the context, that would not have been included in the creative process otherwise. (Storni, 2015)

This duality is interesting in the context of this thesis, as ANT can play an active role in both the research and design stages. Storni further argues that, once the design process is finished, there is a tendency for it to be presented in a way that glosses over and ignores any controversies. By black-boxing design decisions, the design becomes proprietary and thus inherently undemocratic, yet the final product is still presented as though it originates in a democratic process. Storni calls for countering this tendency for black-boxed design decisions by the ANT practice of mapping controversies and opening the design process in ways that make it genuinely democratic and collaborative. A democratic design is what Storni calls a design thing, as opposed to the more proprietary design object. This terminology draws on the etymology of the word thing, which originally means something that is agreed upon – with a design thing, the process is open to contestation and perspectivation is encouraged. Design things imply continuous dialogue that reshape the design

and its actor network context, in contrast to the linear process of design objects, which progress through the prototype stage to a final product that is no longer subject to change or contestation. (ibid.)

A key point for a democratic design is that actors are not defined by their prior characteristics as they emerge into the actor network, but by their relations within the network. The network is dynamic, as actors may have temporary involvement or shift roles during the process. Another crucial prerequisite for democracy in design is the sharing of knowledge between actors in the network – mapping and documenting decisions and reasoning is crucial in ensuring that all actors understand what they are thinging. (ibid.)

Finally, the role of the design engineer in a democratic actor network design process is redefined. The designers relationship to a design object is that of the *‘Machiavellian Prince’*, scheming to achieve a predefined set of goals for the design process. In the process of design thinging, the designer is the *‘Agnostic Prometheus’* whose role it is to empower actors within the network to define their own goals, and draw the conclusions as to whether a given change is to be considered an improvement by themselves. (ibid.)

BOUNDARY OBJECTS & INTERESSEMENT DEVICES

Boundary objects are devices that entice actors to achieve a shared understanding by interacting with the object. These kinds of objects are said to exist at the boundaries of knowledge between social worlds and create a bridge between them. As explained by Star and Griesemer (1989) a boundary object is characterised by being *“plastic enough to adapt to local needs”* and *“robust enough to maintain a common identity across sites.”* Carlile (2002) describes three approaches to knowledge at

the boundary; syntactic, semantic, and pragmatic. These relate to the way knowledge is transmitted, where syntax is about a shared language, semantics is about a shared definition of language, and pragmatics is about using the previous two to actually do something. Considering a complex constellation of actors, such as a municipality, a host of different knowledge boundaries exist. Therefore, the creation of a device that can function as a boundary object can bring people together through a shared understanding; e.g., the product that is the focus of this thesis.

An interessement device is a non-human element that is circulated by key actors in order to inspire interessement in other actors (Hansen & Clausen, 2017), as one of the four stages of translation according to ANT. This kind of device must necessarily frame problematization in a way that it relates to the relevant actors one wants to include in translation. This definition is ambiguous by design, as an interessement device can take many forms, so long as it frames a problem in a way that encourages the recipient to engage and participate.

It is important in this context to note the fact that a boundary object can be, but is not by definition, an interessement device, and vice versa. In determining whether an object is one, the other, or both, a defining characteristic of the boundary object is that it must be immediately interpretable to any of its recipients. The boundary object does not necessarily promote change. Regarding interessement devices, comprehension is less critical, as the purpose of the interessement device is, like the term implies, to align interests and aid a transition.

The product of this thesis is intended to be an interessement device in the translation of society towards a more transparent and inclusive democratic model. Simultaneously it is intended to engage

citizens with varying backgrounds. Therefore, to be successful, it must also function as a boundary object; a digital space for citizens to meet and

collectively voice their matters of concern so that they may be ameliorated.

ANALYSIS

The results of our data collection is presented and analysed in this chapter. First, relevant actors are characterized and mapped, based on information gained from informants through different channels of communication; interviews, phone calls and email. Following this, the concept of democracy, as understood by the actors, is mapped and analysed.

RELEVANT ACTORS

In this section the relevant actors, as well as matters of concern of an expert informant, are mapped. Their ‘democratic agency’ is defined by the strength of their relations to other actors in the network of municipal democracy. Generally, democracy can be described as a formal distribution of agency. Therefore, democratic agency relates to the ability to be included in relevant deliberations with relevant actors to influence translations. Additionally, for each actor, we collate their matters of concern as a way of characterising their relationship in the network context of civic participation, and to contribute to the requirement specification for a design solution.

Municipal Council Member [MCM]

Municipal council members are the subdivision of politicians that have been elected or appointed to hold a seat on the municipal council. They are further divided into a group of mayors; each governing one of the municipal sectors, where the Lord Mayor also acts as Mayor of The Economic Administration, and a group of representatives who hold positions within the different sectoral committees. Their democratic agency includes participation in the municipal council and their respective committees, where members decide

strategies for the development of Copenhagen. These decisions are made based on deliberation within the committees and a final vote. The agendas for council and committee meetings are based on the matters of concern raised by the political parties or citizens, if the concerns of citizens are voiced and deemed pertinent.

We want to inform the reader, that there are 55 members of the Municipal Council and we were only able to reach 3 of them for interviews. Furthermore, they were all representatives of left-leaning parties. Right-leaning didn't bother to answer, except for one politician: "Exciting. Unfortunately I have to decline." Therefore, their answers, although informative, are not representative of the entire council. However, we attempt to understand whether their hierarchical position affects their view on democracy, mentioned in the appropriate section of this chapter.

Municipal council members' matters of concern are about understanding citizen concerns so that the council's work lives up to the expectations of the citizenry. A member of the municipal council, MCM₃, has expressed a wish for inclusivity particularly towards marginalised citizens, whose

concerns can be overlooked if no special effort is made to reach them.

“We create the best Copenhagen by involving Copenhageners and making decisions together”
(Translated)

MCM3, 23rd of April 2018 (Appendix 2)

Timely civic participation equates to meaningful participation. According to the aforementioned informant, in cases where citizens are invited to participate, but are practically unable to influence the agenda because it has already been set, the participation is meaningless. This leads to distrust between council members and citizens, who feel disrespected that they were invited on false pretenses; that they could actually influence policy. Furthermore, this creates a difficult atmosphere for council members who are interested in civic participation and citizen feedback.

Another member of the council, MCM2, voices concerns about ‘political lingo’ creating a divide between democratic authorities and citizens. Furthermore, this member stresses that political work in Copenhagen is not communicated to the

population in a manner that is as beneficial for the recipients as it could be. Continuing in this vein the member emphasises that bad communication does not properly inform citizens, and that an informed citizenry is a premise for a healthy democracy. Inequality of access to information skews the democratic relation between actors in the city, as well as democracy as a whole.

“Practically no one has a complete overview of the system - especially not the citizens.”
(Translated)

MCM2, 19th April 2018 (Appendix 2)

MCM1 points to the challenges- and expectations of acting on an issue while it is pertinent, and at the same time being able to listen to the concerns of citizens. This member adds that decentralized political decision-making can alleviate some of the vexations associated with aforementioned challenges.

“Influence can be delegated without actually relinquishing any power.”
(Translated)

MCM1, 17th April 2018 (Appendix 2)

MATTERS OF CONCERN MUNICIPAL COUNCIL MEMBERS
Exclusion of marginalised citizens, who won't be heard otherwise.
Clear communication from authorities so as to inform citizens.
Centralization of power creates tensions and divides between citizens and authorities.
Participation must be conducted in a manner such that the efforts of citizens are respected and able to translate into meaningful impact.
Conflict of simultaneously acting promptly and including a broad representation of citizen concerns.

Table 6: Matters of Concern - Municipal Council

Local Council Member [LCM]

Local council members are members of one of twelve local councils in Copenhagen Municipality. They can either be members of a political party or an association that is active in the council's district. Citizens that are not affiliated with a political party or an association can not be a member. However, an association need only consist of two members, so this is no insurmountable barrier. According to local council bylaws the total amount of members has to be 23; 14 association members, and 9 politicians. The local council is a connector between citizens and municipality. Like the municipal council, each local council is divided into a number of committees, that vary in name and scope, decided by the specific local council. The local council members are delegated a seat on these committees and their democratic agency lies in the responsibility of answering citizens' concerns that purvey to their committee's focus and communicating these concerns to the municipal council or administrations.

“We try to be the link between overall politics in the City Hall and the little politics in the districts. We must be a link between the two parties. It succeeded along the way. It is based on respect from City Hall that we are chosen by the citizens.”

(Translated)

LCM2, 8th April 2018 (Appendix 2)

A matter of concern that has been expressed unanimously by informants from local councils regards inclusion of citizens that do not participate of their own accord. One informant, LCM5, explains that the local council is aware of ostracized citizens, especially young people, who do not seek out the formal channels for participation, and never become aware of their opportunities to be heard. This is seconded by informant LCM4; that the inclusion of marginalised groups is important for

local council work. Another informant, LCM1, elaborates that their local council is not well-known by the local citizenry, and as a result citizens seldom contact the council. According to LCM4, the reason for citizens not contacting the council could be due to the municipality being ‘a colossus’ and; thereby, very intimidating to approach.

The same informant mentions that their local council has spent years building the experience and syntax necessary to navigate the municipal bureaucracy. Informant, LCM5, seconds this and elaborates, that effective membership on the local council is about diplomacy and navigation of the political system: *“The more you disagree with someone, the nicer you should speak to them.”* This learning curve correlates with the council's ability to influence political decisions. Another informant, LCM2, describes the council's relationship with municipal authorities as being determined by the local council's ability to be ‘aware of their visiting hours’; that contact to the authorities will only be acknowledged if the issues that are raised have some political traction beforehand. If they ‘speak out of turn’ they risk landing in bad standing, impacting their opportunity for future influence. This is in agreement with LCM4's view that local councils should be constructed so they build on previously acquired knowledge and political etiquette.

Another matter of concern, that is shared by several of the informants from local councils, is that of transparency. LCM4 shares the importance of open deliberation as it creates a nuanced picture of a situation and fosters a healthy environment for collaborators. Additionally, it is essential in a democracy that societal distribution of taxes is transparent for the individual citizen. Processes must be as transparent as possible so citizens can see where, and on what, money is being spent. Local councils should respect that citizens have

worked hard for the money they oversee. LCM5 explains that, in the current state of democratic society in the municipality, it is too easy for politicians to gain support by manipulating public sentiment with charisma and populist slogans. Politicians can gain power from the votes of people who do not fully understand their policy. This is also the sentiment of LCM4:

“In order for the (political) parties to continue to legitimize themselves, they have to manipulate and create problems that they have the power to solve. The parties manipulate people into believing they are different and represent different interests, but the real differences in their policies are very small.” (Translated)

LCM4, 14th April 2018 (Appendix 2)

Issues with transparency are worsened because centralized authorities restrain the influence of bottom up initiatives with the manner in which they frame their agenda. LCM5 mentions that centralized power is a problem, as those highest up lose touch with the local contexts of those they serve. Citizens lose trust in politicians who appear to have lost their connection to society. LCM3 notes that the municipal council does not listen to the local council as much as they would like. LCM5 adds that the *‘tyranny of budgetary concerns’* causes values that are difficult to quantify to be lost in the processes of politics, when politics are based on an agenda characterised by *‘spread-sheet decision making.’* This kind of agenda, focused on quantitative- instead of qualitative data, distances authorities from the citizen perspective.

Furthermore, the rigid agenda causes civic participation to be meaningless, as citizens are invited to qualify municipal decisions, that they may or may not be in agreement with. They are not invited to deliberate strategy. LCM1 notes that civic participation could be complemented with *‘municipal participation’*; that municipal authorities attempt to participate from a citizen perspective, instead of asking citizens to adopt a municipal perspective that serves their agenda. The centralization of power and rigid agendas are further elaborated on by LCM4 who considers local councils undemocratic in their constitution; constituted by municipal authorities according to § 65 d (Lov om Kommunernes Styrelse, 2017). Citizens don’t have direct influence on the council. It is a small number of local associations that send representatives to sit on the council and more direct participation is yet to manifest.

Finally, informants have expressed concerns about the slow pace at which municipal authorities decide and execute change. Citizens are unable to recognize their ability to influence change because it happens over a prolonged period of time. Maintaining interest in tedious, procedural governance is disparaging for citizens. LCM4 explains, it is a problem for democracy that citizens do not get feedback when they create or contribute to a case - the citizen’s interest dies out when they do not get a response to their contribution. LCM5 seconds this; the slow pace of change in a complex political system causes a risk that those who participate lose faith in the system, because their focus will have shifted before the time their participation impacts reality.

MATTERS OF CONCERN LOCAL COUNCIL MEMBERS
There exists a need to enable non-participators and marginalised citizens.
Many citizens are unaware of their opportunities for influence.
Contact from citizens seldom happens unprompted.
Citizens are invited to qualify municipal decisions and not to define strategy. The municipal authorities make assumptions about interests instead of exploring them.
Centralization of power causes dissonance between authorities and local realities.
Transparency in political deliberation and decision making is important to maintain trust between actors and ensure that political decisions are legitimate.
The inertia and slow pace of the system of governance in deciding and executing change is difficult for citizens to follow and understand. Change happens too slowly for citizens to recognize their influence in it, disparaging the interest.
Effectively navigating the politics of governance requires extensive experience, which has taken local councils years to obtain.
The influence of bottom up initiatives is restrained because it is framed by the agenda of centralized authorities.

Table 7: Matters of Concern - Local Council

Administrative Official [AO]

The administrations are the executive branch of municipal government, and those employed within them are municipal officials. Their functions are unaffiliated with the politics of the parliamentary branch (the Municipal Council). Each administration is responsible for the city's operations within that administration's particular sector, carrying out the strategic and administrative decisions made by the council and its committees and prosecuting casework for citizens. Each administration is overseen by its corresponding committee and also supplies information and proposals to the municipal council. Municipal officials are often tasked with investigating the wishes of citizens, and towards this end, organizes citizen participation interventions. Additionally, conducting the mandatory hearings for all planning and policy proposals falls within the responsibility of the administrations.

Their democratic agency lies with their ability to affect the utility of the city for its citizens and include these in deliberation about best practice, as a result of citizens' wanting to engage with them.

We want to inform the reader, that the questions posed to municipal officials were focused on administrative duties, and digital and analog participation, and not directly on matters of concern. Matters of concern were still voiced when applicable to the question. Furthermore, two of seven administrations responded. Fortunately, these administrations have experience with civic participation.

Municipal officials already engage in civic participatory efforts. Their main matters of concern regard management and executive layers' wishes for more inclusion of citizens, without these layers

having a clear agenda set as to how this should be done. AO1 explains that the specific administration they work in uses many different participatory methods, but that digital civic participation is limited to the use of online surveys.

“I know our political committee requests data about the citizen’s wishes and behaviors to a greater extent than we currently are able to deliver, and I am of the opinion that they are very interested in basing their prioritisation on evidence.” (Translated)

AO1, 16th May 2018 (Appendix 2)

This is confirmed by AO3 who states that guideline for the use of digital tools and methods are nonexistent. Both informants state that their respective administrations are not equipped with the resources needed to work with large amounts of citizen input.

“The administration lacks the resources that are necessary to engage in comprehensive civic participation.” (Translated)

AO3, 15th May 2018 (Appendix 2)

“I expect that we are going to be challenged by the ‘organisational silo-structure’ that characterizes our administration when we invite citizens to participate digitally on a grand scale.” (Translated)

AO1, 16th May 2018 (Appendix 2)

This leads to the next matter of concern; one that is echoed throughout the administrations in the municipality. Generally, there is a difficulty in collaborating across sectors between the municipality’s administrations. AO1 expresses a concern that the administrations face a challenge in processing large amounts of data from citizens due to the division of administrations into sectors. According

to AO3, this challenge is reinforced by a lack of resources dedicated to gathering and analysing this data.

Municipal officials echo the concern of local councils that the complexity of the organizational structure of the municipality is too much for citizens, and remark that it is a common occurrence that citizens contact officials whose responsibilities do not match the contact matter. This issue is not isolated to citizens, but also regards the officials themselves, who are sometimes unsure of how best to help citizens.

“When the name of your department is just ‘mobility’ it is difficult for people to know what you do - the names of departments are undecipherable; therefore, many inquiries are directed to the wrong place.” (Translated)

AO3, 15th May 2018 (Appendix 2)

“The administration’s website is a jungle.”
(Translated)

AO3, 15th May 2018 (Appendix 2)

Finally, officials at the administrations that responded to our questions all state challenges related to creating legitimacy, influence and ownership in civic participation. AO1 mentions that they see an increase in focus on creating these three qualities in their interactions with citizens, and that citizens’ decisions when participating are used to qualify ‘A’ instead of ‘B.’ AO2 adds to this: *“It is important to define the framing of what citizens can influence,”* regarding the execution of meaningful participation.

“Working with input from citizens is time consuming work. Once you have asked citizens, you have an obligation towards them.” (Translated)

AO3, 15th May 2018 (Appendix 2)

AO3 elaborates on this concern with a comparison to frameworks governing transparency and ownership in material delivered to politicians and local councils. They expect that their contribution to any project is clearly laid out for them to see. This courtesy is not extended to citizens that have contributed. Furthermore, AO3 mentions issues regarding citizen inclusion by proxy; interpreting data, interviewing NGOs, because there is a con-

cern within administration management that they do not want to ‘bombard’ citizens with inquiries. AO3 makes the point that input from citizens holds a high value to the administrations, as many officials are too burdened by their other responsibilities to actually inspect the state of affairs in the city, and thus the local knowledge from citizens gives them a clear image that they would not otherwise have.

MATTERS OF CONCERN ADMINISTRATIVE OFFICIALS
Officials recognize a challenge within the municipality regarding cooperation across sectors.
The organizational structure of the municipality is confusing for citizens, who do not know who to reach out to with their different concerns. The same is also true for officials, to some extent.
Demands from management for more participation don't match the administration's current capacity to process the input.
Creating legitimacy, influence and ownership in civic participation for involved citizens.

Table 8: Matters of Concern - Administrative Official

Association Member

Associations are a cornerstone of informal democracy in Danish society and -social life. There are more than 101.000 registered volunteer organisations in Denmark (Boje et. al., 2006) being used by approximately 42 pct. of the population in 2014 alone (Frivilligrapport, 2014). If the scope is broadened to include the five years prior to 2014 the percent of citizens involved in volunteer work rises to 70 pct (ibid.). Of these organisations, 80 pct. account for associations (Boje et. al., 2006). They are characterised by being hobbyist- and volunteer-based and their existence is a result of citizens wanting to congregate around a certain area of interest. According to a governmental charter from 2001, associations in Denmark are viewed as ‘vital to a vibrant democracy’because they ‘promote the interests of the common good’(ibid.). Their democratic agency lies within the informal democracy

and is characterised by volunteer participation. For the purpose of this thesis, their matters of concern are limited to their involvement in local councils, as representatives of local matters as well as their specific administration’s needs.

Citizen

In the context of this thesis, citizens are those human actors that are not defined by their association with any of the previously mentioned actor definitions. They are, quite simply, the people of Copenhagen. Their democratic agency includes voting, answering hearings and otherwise participating, and voicing matters of concern to politicians and officials. They are also the proprietors of informal democracy and have agency here as well.

Citizens can not be considered a homogenous group, and thus can hardly be considered a single

actor. Ideally, each citizen of Copenhagen would be included as individual actors. This, however, is impractical. Based on our survey, it has been possible to identify matters of concern that a substantial amount of respondents agree on. These matters of concern thus characterize the opinions of citizens on governance and democratic participation in the municipality for the purpose of analysis.

The survey sent out to citizens had 95 complete responses and 101 partial ones. The majority of respondents were Danes currently residing in Copenhagen, with 11 pct. of foreign nationality, also living in the city. The respondents were primarily highly educated, with 32 pct. having completed a master thesis and 43 pct. a bachelor's degree. The remainder were evenly divided between having a PhD, vocational training, and high school diploma. (Appendix 3) This is not representative of the general population in Copenhagen where 21 pct. have completed a master's degree and the same percentage a bachelor's (Appendix 4). However, representativity is not a primary concern, since the results of the survey are analysed as a series of standardised qualitative interviews rather than a quantitative dataset, as the respondents are informing on their personal experiences with participation.

The survey has given us an idea of how our respondents characterise the values and benefits of being citizens of a democracy, and how well they know the machinations of Copenhagen Municipality, particularly their opportunities for participation. A comparative analysis of responses has enabled us to identify a series of matters of concern that respondents generally agree on, and which should be considered in a design solution that has citizens as part of its target demographic.

One of the very first questions on the survey simply asked respondents whether they find it important, that citizens are afforded opportunities to influence the local and municipal politics. Remarkably, of the 173 respondents who answered the question, 168 replied yes and the remaining five declared that they did not have an opinion, while nobody answered no. Our conclusion that respondents value the influence of civic participation is further supported by the responses to a question regarding the importance of inclusive debate in governance, and regarding contributions from citizens to policymaking, and the fact that respondents generally consider it a characteristic of a *'good democratic citizen'* that the person contributes and participates in society.

A clear majority of respondents rank concerns about transparency in political decision making higher than any other property of democratic governance, when compared to other properties such as liberty, justice and equality. Additionally, all respondents consider it somewhat or very characteristic of a *'good democratic citizen'* that the person keeps informed about current events and developments in society.

When it comes to assessing the ability of the municipality to include and take into account the concerns and interests of its citizens, it becomes clear that there are some issues to be managed. When queried about their satisfaction with their opportunities for participation, the majority answers negatively or doubtful, rather than positively. The reason that many are doubtful becomes apparent when these responses are seen in the light that these respondents do not have any personal experience with participation, as those who have are in the minority. These respondents also declare that a reason for not participating is that they are unaware of how or when they are able to do so, though many also give the reason that they

do not have the time. It is apparent that the form of participation that most people are familiar with is voting, as this is something that respondents do, and ascribe value to.

When queried as to how they want to participate, the people who have already participated to some degree state that they have participated in hearings and workshops, in addition to e-mail and social media contact to officials, and these people are generally satisfied with these options. The people who have not participated in any way, on the other hand, express that some of the methods they would prefer, should they begin to participate, would be online hearings, social media and even apps. This is hardly surprising, considering the overall statistics for internet use in Denmark. 94 pct. of Danes use the internet on a daily basis, with 81 pct. of these being online several times a day, with nine out of 10 accessing the internet

from mobile devices (Danmarks Statistik, 2017). The reasons for not participating are mostly split between not knowing how, and lacking the time to do so. Most of the respondents who do know their options consider themselves too busy to take advantage of them, while some also think that they're a waste of time. In their open answers, some commend the local councils as a viable way to make your concerns heard, and state that engaging locally in your community is a preferable way to be democratic.

Citizens' democratic agency lies both in their active participation in society and also as electors, in that they vote for politicians to be spokespersons for their matters of concern. The democratic agency of citizens is in no way uniform; however, we view their agency through what opportunities they are afforded in society and not whether they seize these opportunities.

MATTERS OF CONCERN CITIZEN RESPONDENTS
Clear communication and feedback on involvement is a prerequisite for voluntary participation.
Lack of awareness about opportunities for participation, besides elections, is a significant barrier for citizens to exert influence.
The existent opportunities for participation are too demanding considering the benefit of participation.
Transparency in governance is the most important quality in a democracy. The organizational structure of the municipality is complex to the point that it is incomprehensible to uninitiated citizens.
It is important for democracy that citizens are afforded the opportunity to assert influence on policy in their municipality or local area.

Table 9: Matters of Concern - Citizen Respondents

Authoritative Nomenclature

Laws and regulations play an important role in public participation, as hearings are a mandatory element of making a proposal for a policy or plan (§ 24, Lov om planlægning, 2018). This law mandates an eight week hearing period during which any concerned actors are given the opportunity to have their concerns heard, and the authority behind the proposal is obligated to take concerns into consideration. Upon completion of the hearing period, a white paper is published along with the revised proposals, containing responses to citizens' voiced concerns. However, the language that is used by authorities in the municipality; both the formal declaration of laws and local plans as well as the rhetoric used by politicians, does not correspond with colloquial Danish. This creates an unnecessary, communicative barrier for citizens that are interested in participating. The agency of authoritative nomenclature is related to its ability to intimidate and exclude actors that are unfamiliar with the language.

Plans and Strategies

Material is published through the online portal blivhoert.kk.dk, where it is also possible to upload replies. Some hearings also have a physical component, typically in form of a public meeting. The plan and strategy publications themselves can also be considered a non-human actor, as they contain and communicate the information that forms the foundation of common understanding upon which other actors are able to base and discuss their concerns with the content and hypothetical consequences of its approval. Rather than considering publications as purely a manifestation of the agency of their sender, they are considered an actor in themselves, as once they are published, they are no longer under the control of the sender, but free to be circulated and interpreted by other actors in the network, and thus gain their own agency by influencing the actions of others.

Social Media Platforms

Social media offers an easily accessible platform for the sharing of content, and deliberation, and invites users to participate on these platforms. Social media enables its users to interact, and is open to such participation for all of the human actors presented in this chapter. By these properties, social media influences the agency of other actors, manipulating the range of their influence within their arena of interaction. For the purpose of this thesis, social media platforms are those actors whose democratic agency lies in their ability to attract users to their platform and allow for online deliberation.

Social Media Algorithms

In deciding who is confronted with what and allowed to participate in which online deliberation, social media algorithms limit or enable the ability for actors to engage with one another, and obtain information. As presented in the Literature Review section of this report, the algorithms cause people to be presented biased and sometimes even false information, resulting in polarisation of public deliberation and suppression of agonistic debate. Their democratic agency lies in their ability to manipulate perceptions, presenting biased information without the user being aware of the bias.

Expert Informant from

The Danish Board of Technology [DBT]

The design team interviewed the head of the Danish Board of Technology about the board's experiences with participation in design. For the purpose of this thesis they represent the intersections of democracy and communications technologies, and are thus able to inform on matters of concern pertaining to interaction between actors in the network. The Danish Board of Technology is a private, nonprofit organisation that specializes in facilitating technological assessments aimed at

uncovering how a certain technology is understood and impacts citizens and society. They also engage in civic participation; however, this is secondary to their main goal of understanding technology and its societal impact. The head of the board explains how difficult it is to engage in ad hoc democracy with municipal administrations. It is the informant's opinion that mayors are interested in civic participation, but the immediate layer of managers are less inclined. Despite this, inclusion of citizens on a municipal level is more developed than on a regional- or national level.

“Already while defining ‘the big picture’ - that’s when we should ask people.” (Translated)
 DBT1, 18th April 2018

The informant emphasizes that initiatives on a municipal level are particularly improved through inclusion of citizens in the development of political strategy; earlier than they are included now. On a national level everything can be improved. The informant explains that inclusion at an earlier stage can guide a process on to the right track and hinder sabotage of local plans that citizens are unsatisfied with. As an example, the main street of a district is being renovated, but the authorities haven't considered, nor asked, whether renovating the main street is what the citizens prioritise. This way, authorities risk alienating citizens by including them in a process where there isn't any actual influence they can assert other than to qualify

what they are presented. The informant shares the view that civic participation on a strategic level is superior to participation on an innovative level, which is seen as unproductive. Additionally, there are economic benefits of early inclusion as well as qualification of political decisions.

“You can include citizens in strategic questions by asking ‘what should traffic be like in 2020?’ Do not only ask them whether they want a metro here or there.” (Translated)
 DBT1, 18th April 2018

Furthermore, it is important that those invited to participate are afforded the opportunity to become appropriately informed on the context of the issues at hand in order to provide qualified input. The informant's advice on this matter is to form a basis of information with the help of experts, which can be circulated among participants leading up to their participation. Additionally, the informant makes a point of the fact that some participation is performed in a manner that ends up being more exclusive than inclusive. The example is authorities that use ‘citizen panels’ to gain insight into what is considered a representation of the population. A citizen panel in this context is a select group of citizens (a few thousand) who are surveyed about their opinion on proposals. While doing a representative survey of popular opinion per se is not a democratic issue, repeatedly surveying the same group becomes one.

MATTERS OF CONCERN EXPERT INFORMANT
Participation should be preceded by sharing of necessary information.
Civic participation must address ‘who is important to include’ to be efficient.
Citizens should be included in the development of strategy to avoid sabotage.
Policy makers should delegate decision-making to citizens to legitimise their political power.

Table 10: Matters of Concern - Expert Informant

THE CONCEPT OF DEMOCRACY
IN THE MUNICIPALITY

As mentioned in this report democracy is not a uniform concept. There are many different interpretations of what it constitutes. In this section we attempt to map how democracy is viewed depending on the actor’s societal positioning and if their view and positioning correlate. This information has been obtained through interviews with informants, and by using the design game described in our Methodology chapter, and with respondents by questionnaire. We have received responses on this from all actors described previously. Every actor views democracy as desirable as a mode of governance. The varying ways in which it is desirable is described in what follows.

Municipal Council

MCM3 describes democracy as the act of voting, first and foremost, and informal democracy; associations, school boards, and the like, secondary. This is not mirrored in the answers given by the other informants, that view informal democracy as the cornerstone of democratic society. MCM3

describes local volunteer work they organize and the importance of meeting one’s constituents in person. Generally, this informant is very engaged in meeting citizens and we consider their stated view on democracy contrary to the practical information they provided about their political activities. MCM2 mentions that democracy is equally a lifestyle and a mode of governance. They add that deliberation, consensus, and a common understanding are essential for a healthy democracy. MCM1 goes further and describes democracy as more than the opportunity to be heard, that democracy also entails sharing power with citizens.

“Democracy is often diluted to the point where delivering input is deemed sufficient. It is important that one also gains influence. Democracy is an opportunity to participate and gain power. Democracy is engaging in conversation as equals. It is a problem for democracy if powerbrokers are prejudiced about age, race, and so on. Democracy is potentially skewed by powerbrokers’ prejudice.”

(Translated)

MCM1, 17th April 2018 (Appendix 2)

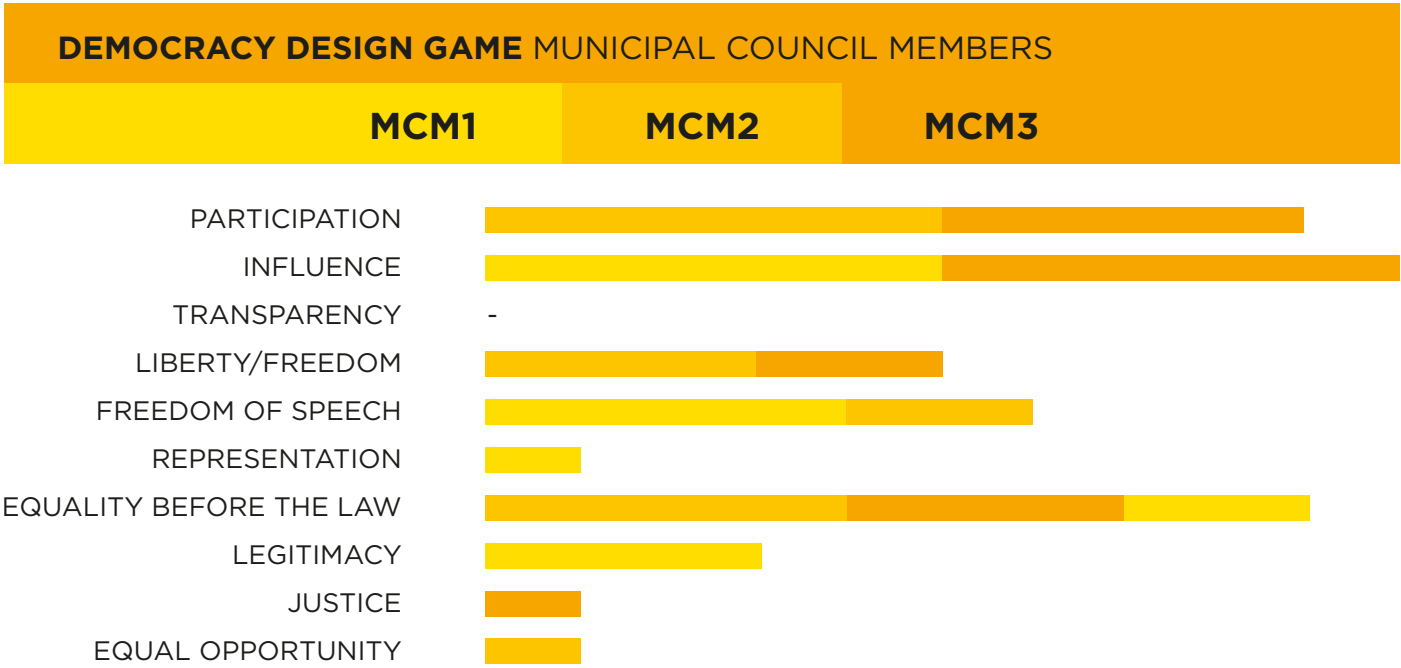


Table 11: Democracy Design Game - Municipal Council

We consider the views about democracy, as expressed by members of the municipal council, as centred around ad hoc democracy; between formal and informal. That democracy is a lifestyle and it is alive when authorities and citizens meet to share in decision making power.

Local Council

At the local council level, all informants have stressed the importance of participation as a foundation for democracy. LCM1 notes that democratic influence is a result of active participation. That democracy is characterised by being open to actual influence from citizens and that those who participate gain this opportunity. LCM3 and LCM4 add that it is essential that all parties are included in decision making, with the latter informant adding that deliberation is the tool for reaching consensus. LCM5 describes democracy as a difficult and vulnerable process that is under constant development. The informant elaborates on the importance of meaningful participation and mutual respect as a guard against the *'tyranny of the majority'*. That despite the importance of civic participation, *'citizens' greed for influence'* can hinder productive collaboration.

LCM3 and LCM4 note that everyone should have a say in a democracy; that democracy is maximum influence by citizens on society. They underline the importance of local democracy as a channel for voicing concerns. LCM4 builds on LCM5's concept of democracy as a fluid concept by describing it as incomplete. That democratic society has to reach a point where citizens have the amount of influence they deem appropriate. Additionally,

LCM4 argues that current issues with democracy are a result of politics being distanced from citizens; consequently, also citizens' concerns and their ability to influence society.

"Democracy should express citizen concerns and opinions to make sense." (Translated)

LCM4, 14th April 2018 (Appendix 2)

All informants from the local councils view voting as secondary to deliberation. LCM1 and LCM2 argue that voting is not akin to influence. LCM4 is of the opinion that democracy of the majority and voting is a minor element of governance. That deliberation is the most important aspect of society and can not be built solely on law. This is seconded by LCM5 who also stresses the importance of being heard and that citizen's concerns are taken into consideration by authorities.

"Those who merely vote don't have much influence." (Translated)

LCM1, 8th April 2018 (Appendix 2)

"It is a small part of it. What can I say about it? It isn't enough." (Translated)

LCM2, 9th April 2018 (Appendix 2)

From the interviews with local council members we can deduce that citizen inclusion and participation are viewed as vital to democracy. It is considered essential that inclusion of citizens be meaningful and comprehensive, and that the best way of ensuring this is through deliberation. Voting is not considered essential but merely a way of reaching consensus.

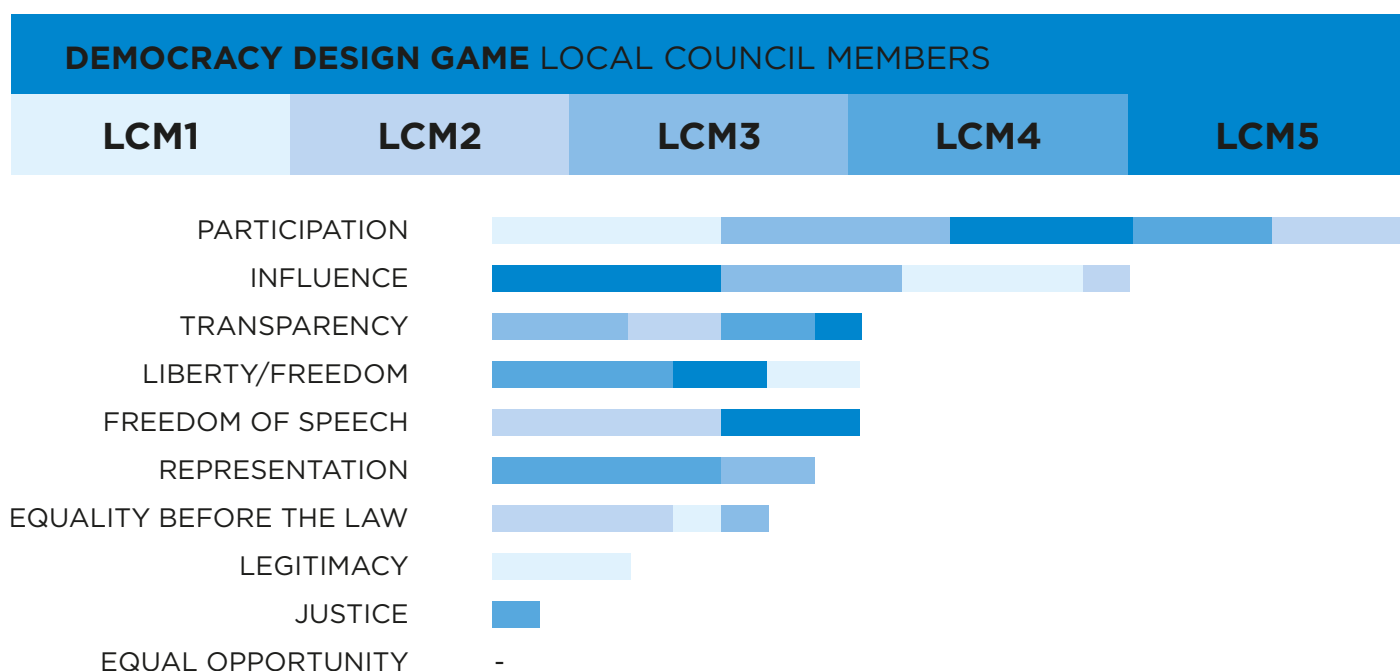


Table 12: Democracy Design Game - Local Council

Administrative Official

The municipal officials were not tasked with describing their personal understanding of democracy. Out of the three informants from municipal administrations, only two provided information on their conception of the most important characteristics in a democracy. Therefore, we are unable to make a conclusive assessment on these officials' democratic conceptions. However, it is clear that participation is seen as a valuable source of convertible information that can qualify municipal decisions and ensure citizen satisfaction.

All informants stress that the municipality is engaged in multiple attempts at civic participation, both analog and digital. The two officials that provided a list of the most important characteristics in a democratic society expressed that they considered all the suggested characteristics to be of value. Their answers are provided as they will be used in a total assessment of characteristics in the next chapter.

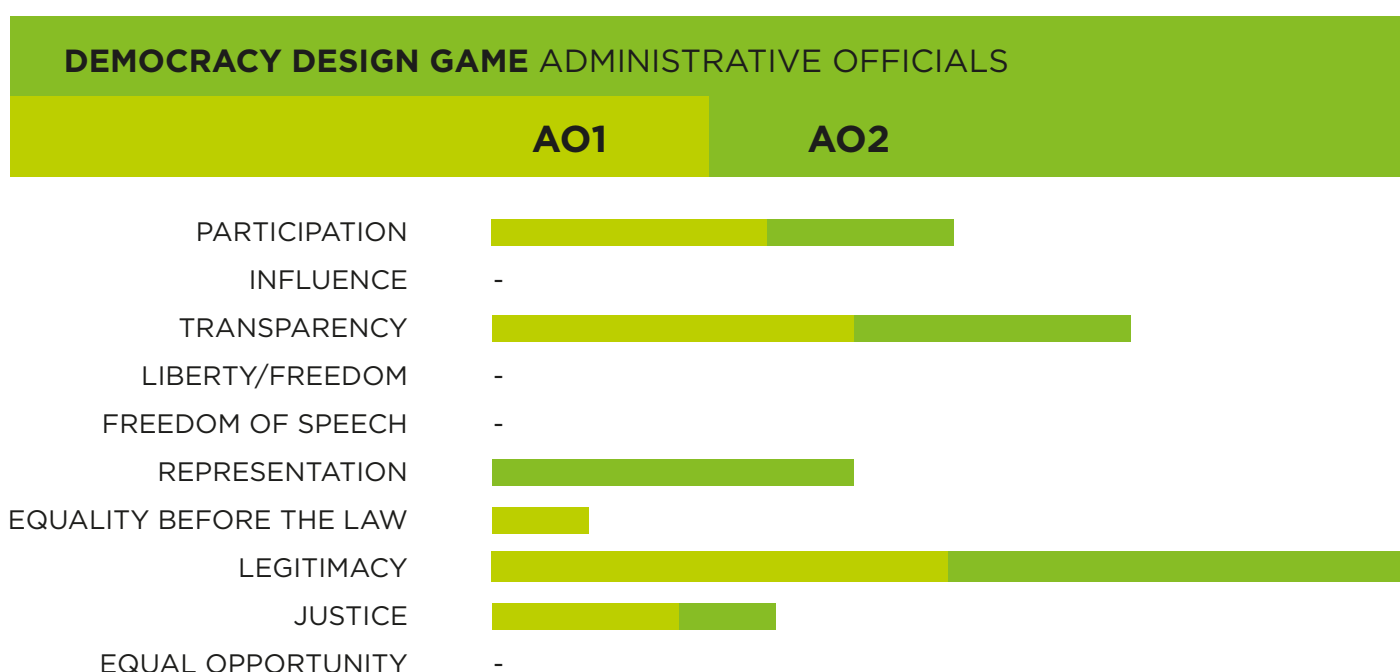


Table 13: Democracy Design Game - Administrative Official

Citizen

Respondents from our survey unanimously agree that the opportunity for participation in democracy is necessary, and particularly emphasize the importance of an inclusive debate. They are especially concerned with governmental transpar-

ency, equal opportunity and freedom of speech. Furthermore, they agree that a ‘good democratic citizen’ is one that contributes to, participates in, and adheres to the norms of society.



Table 14: Democracy Design Game - Citizen Respondents

NETWORK OF DEMOCRATIC CHANNELS IN COPENHAGEN MUNICIPALITY

Citizens’ opportunities for democratic participation in Copenhagen are framed by the organisational structure of the municipality. The following section describes the channels and opportunities that are available in Copenhagen Municipality, defined as a result of the desk research and fieldwork we conducted during our thesis. This mapping (Figure 3) is also instrumental in the development of our requirement specification.

Citizens are afforded certain rights as a result of living in a democratic society. These rights are national in scope but expressed locally where the citizens live and work. One of the most important rights is that of voting at elections. This is a way of expressing which policies are favoured by the

public and which political party should be awarded most municipal mandates to effectuate their policy. The citizens are also able to contact authorities in their municipality to voice concerns, and are occasionally invited by authorities to participate in various ways. They can participate in policy-making and planning with administrations through formal channels; such as, hearings or other authoritative initiatives. Additionally, any citizen can join a political party if they are interested in doing so. However, joining a political party is contingent on ‘*towing the party line*.’ Furthermore, any citizens that are interested in creating or joining an association have this possibility.



Figure 3: Mapping of Copenhagen Municipality

Those citizens that join associations contribute to informal democracy in a way that is recognized by formal democratic institutions. They are included in local matters where their opinion is often used to qualify municipal plans for their district. Members of an association can also run for a seat on the local council, as representatives of their association. In this manner they can represent local

concerns and gain opportunities for their association to influence the local area in a manner that is beneficial to them.

Whereas associations are the informal democracy's connection to formal democracy, local councils are the inverse connection. They are locally anchored in a district of Copenhagen and their

existence is legitimized by being the connection between Copenhageners and the municipality. Consequently, they are open to all contact from local citizens and actively pursue matters of concern in their respective districts. They are viewed as trustworthy representatives of local citizens and have a 'foot in the door' with municipal authorities because of their experience with both formal and informal democratic behavior and attitudes, and locally anchored knowledge. Especially, their contribution of locally anchored knowledge, gathered through public meetings and citizen panels in their districts, is what places them as a valuable collaborator for the municipality. Their ability to communicate citizens' concerns to the correct municipal authority makes them a valuable asset for citizens as well. In this vein, they also assist citizens with municipal cases that become drawn out, where the citizen either loses interest or does not have the time to follow the case. Although their role as mediator between the two democracies is valuable they have little formal power. The local councils' considerations are heard by the municipal council or administrations, but they choose, at their own discretion, to observe or ignore the suggestions that come from the local councils.

When considerations are specifically targeted towards a certain sector of the municipality, it is the responsibility of the respective administration to decide whether it is important enough to follow up on. The administrations also contact local councils to elicit their knowledge of local affairs. The administrations' primary role is to oversee the seven sectors in Copenhagen Municipality. This is effectuated by officials that follow an agenda set by their respective standing committee. They develop and publish planning and policy proposals within their sector in closed forums. When undergoing development of policies or plans they are mandated to conduct hearings, as per § 24 in the law of planning, where concerned citizens have the

opportunity to be heard. Citizens are also invited to participate in qualifying and developing initiatives in administrations, although they often choose to look to other actors, such as the local councils, when investigating local concerns. We have not encountered a formal declaration of how or when this is supposed to occur but understand that it happens sporadically on a project-by-project basis, and that administrations are focused on developing this field. Administrations are also focused on cross-administrational collaboration but have not formalised a way of doing this.

The only formalised municipal authority that has an official cross-administrational mandate is the municipal council. It is the highest authority in the municipality. They are obligated to pursue the interests of Copenhagen's population, as they understand these interests. The council decides overall strategies for the development of the municipality. It consists of members from the nine parliamentary parties in Denmark and each party has mandates corresponding to the amount of votes they were given at the foregoing municipal election. The amount of mandates each party has is representative of the amount of members they can have on the council.

The municipal council work from an agenda that is a collaborative effort on part of all human actors mentioned previously. However, only the municipal council decides whether input is deemed important. They can amend the agenda in cases where it is appropriate, and we have learned that they are open to doing so when a matter of concern is pertinent or voiced by several citizens. There is no declared amount of citizens necessary to have concerns amended to the agenda, but the fact that the council is engageable is a strength for citizens. Generally, members are locally anchored, in dialogue with citizens and citizen organisations, and have a collaborative relationship with municipal

administrations and local councils. They are also the governing body of the administrations standing committees that define and frame the work each administration is responsible for. The municipal council can approve or deny proposals raised by administrations. These decisions are made in an open forum; however, only final decisions are communicated through municipal material. Process is hidden; consequently, citizens are unaware of what was discussed. Only what was decided is made public.

Citizens' opportunities for democratic participation in Copenhagen are many. The channels and opportunities that can be utilized in Copenhagen Municipality exist on all levels of the municipality. Furthermore, officials from the municipality, as well as local councils, that we have spoken with, are all interested in meeting citizens and hearing their concerns. This does not correspond to the citizen respondents' conception of their opportunities. They express a difficulty in engaging the municipality because of the organisational complexity and a feeling that participation is trivial and without benefit. How these attitudes correlate is explored in the next chapter.

DISCUSSION

In this chapter we look at the previously presented information in this report and relate this to an online platform's ability to ameliorate matters of concern, which we will use in the development of the requirement specification. First, we discuss which identified matters of concern can be ameliorated according to the three levels of e-participation (Macintosh, 2004) presented in our Literature Review. Secondly, we discuss digitisation in Copenhagen; *what aspects of digitisation are relevant, how digitally mature are actors in the municipality, and what does this mean for our requirement specification?* Then we explore participation from an authority and citizen perspective in relation to e-participation, digitisation, and the five stages of high-level policy life-cycle (ibid.). Finally, we discuss the meaning of boundary objects and interessement devices as they pertain to our solution.

E-PARTICIPATION IN COPENHAGEN MUNICIPALITY

As mentioned in the previous chapter there are a host of different channels in the municipality that citizens can use to voice their matters of concern. These channels exist on all levels of municipal governance and can be characterised by one of the three levels of e-participation. In this section, we consider the democratic channels in the municipality that have been identified as if they were already digitised. This is done to determine if the

analog concerns can be addressed from a digital perspective. In this context, e-participation is not considered as approaching technology, but as approaching opportunities for democratic influence in a technological framing.

E-enablement

This level of e-participation regards the citizen's ability to access and understand channels for opportunities and participation in the municipality. We have discussed the previously identified

matters of concern and collated those that refer to a concern about access to or knowledge about

opportunities for exerting democratic influence on society.

MATTERS OF CONCERN E-ENABLEMENT	
Exclusion of marginalised citizens, who won't be heard otherwise.	
Clear communication from authorities so as to inform citizens.	
There exists a need to enable non-participators and marginalised citizens.	
Many citizens are unaware of their opportunities for influence.	
Contact from citizens seldom happens unprompted.	
Officials recognize a challenge within the municipality regarding cooperation across sectors.	
The organizational structure of the municipality is confusing for citizens, who do not know who to reach out to with their different concerns. The same is also true for officials, to some extent.	
Clear communication and feedback on involvement is a prerequisite for voluntary participation.	
Lack of awareness about opportunities for participation, besides elections, is a significant barrier for citizens to exert influence.	
The existent opportunities for participation are too demanding considering the benefit of participation.	
Participation should be preceded by sharing of necessary information.	

Table 15: Matters of Concern - E-enablement

Identified matters of concern that can be ameliorated with e-enabling initiatives are focused on marginalisation, information and communication, and complexity of governance structures as a barrier for beneficial interactions and exerting influence. An online platform catering to e-enabling initiatives should aim to create interestment for the users. Especially, non-participators and marginalised groups. Therefore, our end solution has to be inviting for users to participate, that would otherwise exclude themselves. Additionally, the framing and benefits of participation have to be

easily understood. Communication should be presented with a syntax that is shared by involved actors, and complexities of governmental structures laid bare as a result. This will ameliorate concerns for both authorities and citizens as these actors have expressed that complexity is a noticeable barrier for interaction.

E-engagement

This level of e-participation regards the authorities' ability to reach relevant citizens and have meaningful interactions with them. We have

discussed the matters of concern presented in our Analysis chapter and collated those that refer to concerns about engaging relevant citizens.

MATTERS OF CONCERN E-ENGAGEMENT
Centralization of power creates tensions and divides between citizens and authorities.
Conflict of simultaneously acting promptly and including a broad representation of citizen concerns.
Citizens are invited to qualify municipal decisions and not to define strategy. The municipal authorities make assumptions about interests instead of exploring them.
Centralization of power causes dissonance between authorities and local realities.
Transparency in political deliberation and decision making is important to maintain trust between actors and ensure that political decisions are legitimate.
The inertia and slow pace of the system of governance in deciding and executing change is difficult for citizens to follow and understand. Change happens too slowly for citizens to recognize their influence in it, disparaging the interest.
Demands from management for more participation don't match the administration's current capacity to process the input.
Transparency in governance is the most important quality in a democracy. The organizational structure of the municipality is complex to the point that it is incomprehensible to uninitiated citizens.
Citizens should be included in the development of strategy to avoid sabotage.

Table 16: Matters of Concern - E-engagement

Matters of concern identified as e-engagement issues are focused on the trust and communication between relevant actors, as well as the legitimacy of decisions made by actors in spokesperson positions. A solution that aims to target these issues should involve means for citizens to gain insight into the rationales behind political decisions, and for authorities to gain insight into the context of an issue as it is perceived locally. Transparency and ability to communicate in a way that appeals to the recipient are thus the main ingredients in the recipe for successful e-engagement, understood in the context of identified matters of concern. Furthermore, a solution that is able to

assist actors in understanding and following the temporal scopes, within which other actors operate, will be able to bridge the boundary caused by the difference between the bureaucratic inertia of governance and the faster pace of citizens' lives.

E-empowerment

This level of e-participation regards authorities' respectful inclusion of citizens and citizens' ability to exert strategic influence on policy. We have discussed the matters of concern from our Analysis chapter and collated those that refer to concerns about meaningless participation and collaboration on the development of political strategy.

MATTERS OF CONCERN E-EMPOWERMENT

Participation must be conducted in a manner such that the efforts of citizens are respected and able to translate into meaningful impact.

Effectively navigating the politics of governance requires extensive experience, which has taken local councils years to obtain.

The influence of bottom up initiatives is restrained because it is framed by the agenda of centralized authorities.

Creating legitimacy, influence and ownership in civic participation for involved citizens.

It is important for democracy that citizens are afforded the opportunity to assert influence on policy in their municipality or local area.

Citizens should be included in the development of strategy to avoid sabotage.

Policy makers should delegate decision-making to citizens to legitimise their political power.

Table 17: Matters of Concern - E-empowerment

E-empowering initiatives aimed at amending identified concerns regard the difficulty of navigating a complex municipal structure and the respectful inclusion of citizens in the development of plans and policies. Particularly, they should aim at introducing citizens and their concerns into the development of policies at the early stages of the policy life-cycle. Contributing to this development is characterised by having planning expertise (Munthe-Kaas, 2015 A). Local councils have become empowered through years of experience of navigating municipal politics before achieving meaningful influence. A solution should aim to empower users without extensive experience to interact with authorities as efficiently.

From this perspective, it becomes apparent that all of the human actors acknowledge issues on every level of participation, and that many of these issues revolve around the same matters of concern. Several of the concerns overlap with regards to e-participation levels and we were especially strained to differentiate matters of transparency

and respectful inclusion in participatory efforts as these both relate to e-enabling and e-empowering. However, we determined that transparency has more to do with access and understanding than respectful inclusion, even though both of these are closely related.

All of the concerns can be ameliorated with a digital solution. They all regard matters of transparency, trust and influence in some form. Transparency has to do with knowledge sharing. This can be achieved by a structured presentation of information in a syntax that is appropriate for the intended user. Additionally, illuminating the governmental structure, so as to make the complex structure appear simpler, can minimize the negative effects of centralization that create distrust because of its incomprehensibility. Finally, the interconnectivity of users and strength in numbers that can potentially be mobilised via an online platform can assist in exerting influence, as we have identified in our fieldwork; local as well as municipal councils have stressed that matters of concern are considered

when enough citizens have voiced them.

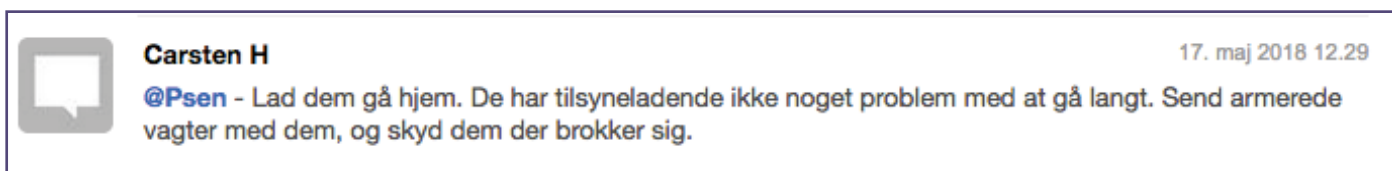
DIGITISATION

As described in the previous section, it is possible that a digital solution could ameliorate the identified matters of concern; however, elements outside the scope of identified matters of concern exist that challenge or support digitisation of democracy. These will be discussed in this section.

One of the main challenges regarding digitisation of democracy, described in this thesis, is that of the current state of online deliberation. In order to create a productive environment for deliberation, the hostility that occasionally permeates online deliberation has to be considered. Two of the major themes of hostile, online deliberation are those of anonymity and disruption, as well as the combination of these. Anonymity places responsibility of actions solely with the user and opens up a space for unregulated behaviour, that may result in unproductive and negative communication by the anonymous party. This refers specifically to

trolling (Hardaker, 2010) and shitposting (Rowland, 2018), as well as memes; the proliferation of recirculated and remixed cultural references, although these are more ambiguous with regards to intent. Hardaker (2010) explains that, *“It seems clear that part of the human condition is to find a degree of entertainment in conflict [...], online, with the protection of anonymity and distance, [computer mediated communication, red.] users can exercise aggression against other real humans with little risk...”*

The reality of negativity, as an element of unmoderated online debate, are somewhat humorously apparent in the existence of ‘Godwin’s Law’; *“As an online discussion grows longer, the probability of a comparison involving Nazis or Hitler approaches one”* (Miller, 2013). It is also witnessed on a regular basis on sites such as Danish tabloid newspaper Ekstra Bladet’s community site ‘Nationen!’ as is evident from the figure below, which represents one of many hostile comments frequently posted on the site.



Picture 2: Nationen! *“Let them walk home. They apparently don’t have an issue with walking long distances. Send armed guards with them, and shoot those who complain.”* (Translated)

We are aware of the difficulty of moderating debate without appearing to engage in authoritarian censorship. However, Danish laws already provide regulation on hate-speech, and moderators fact-checking posts and relating moderation to scientific consensus can be utilised to a large extent without being accused of bias or partisanship. According to our citizen respondents, freedom of speech is one of the most important characteristics in a democracy and as such must be taken into consideration. Consequently, the issue

of moderation and censorship will be explored in our requirement specification in the next chapter.

An issue that derives from online deliberation is cyber-balkanisation, as described in the Literature Review of this report. Considering that it arises due to self-aggregation of a community focused on narrow interests and algorithms that permeate social media (Bozdag et al, 2015), it could potentially be ameliorated by encouraging nuanced, agonistic debate, and making the rules of engagement

completely transparent, including moderation whether it is human or algorithmic.

Fortunately, moderation is able to produce agonistic debate. The forum *r/changemyview* on the social media platform Reddit, described in (Tan et al., 2016), is an example of a forum where open-minded individuals can partake in agonistic debate with beneficial outcomes and without trolling. A key element to the success of *r/changemyview* is the enforcement of a set of rules of engagement for the debate, something that is also emphasized in (Macintosh, 2004) as a key dimension of e-participation initiatives. However, (Tan et al, 2016) do not fully support the idea of a platform that includes literally everyone, as a degree of open-mindedness is a prerequisite to participate with that particular forum. We acknowledge that our solution must be available to all citizens in Copenhagen, and that includes inadvertently inviting those who would be hostile or unproductive in their participation. Thus, it is critical that participation happens voluntarily and that there are rules and guidelines to encourage participants to contribute to, rather than disrupt, open debates, and that these rules are enforced by moderators.

Apart from the discouragement of deliberating in a hostile environment, other elements of digitisation can intimidate citizens from participating. Among these the concern that internet solutions alienate so-called '*non-digital citizens*' is pertinent, yet the trend in society is that more people use the internet in their daily lives and data shows that even the elderly are adopting these practices (Danmarks Statistik, 2017). Furthermore, the amount of digital natives; persons born in the digital age and so familiar with computers and the internet, is naturally increasing. For digital natives, there too can be factors that hinder participation. One of these is the design and framework of digital platforms; user interface and experience. They are per-

tinent to include in a discussion about digitisation as the look and feel of an application or website can entice or repulse users. For our solution it is important that the design exudes both authority, on part of the municipality, and is inviting to engage, on part of the users. However, the design of our solution and inherent reasons for layout, color schemes, and navigation will not be discussed in this report as a thorough examination of these parameters would be a thesis in itself.

Those survey respondents that have interacted with current, digital municipal participation schemes, express they do not appeal to them, as they create an unsatisfactory experience.

"I know from my own experience, as well as that of friends, that none of the suggestions [the listed methods for participation, red.] are able to create a forum that I want to attend. There might be good intentions, yet they are not perceived as very good nor enriching experiences.

Online is no exception." (Translated)

Respondent, Survey 2018 (Appendix 3)

The respondents' trust in the legitimacy of the municipality's attempts at online platforms is low. A group of respondents agree that a reason to not participate is lack of faith that the promise of influence is legitimate. Whether this is due to the platform's useability or underlying incentives is not conclusive; however, trust has proven to be an essential parameter for citizens' will to participate. Furthermore, with the advent of growing online threats; data-leaks, malware, phishing and other elements of cyber-warfare, trust is also represented in the frame of securing citizens' private data. Especially, involuntary data-leaks, as witnessed in the 2016 Presidential Election in The United States of America, committed by Facebook and Cambridge Analytica, are a current issue. These are not conclusions based on the survey, but on

general global trends, as further evidenced by the European Union’s newest regulation on data protection (EU Data Protection Reform, 2018). The EU regulation is focused on protection of citizens’ private data and their rights with regards to this data. Additionally, companies that manage this data are required to follow a set of guidelines to ensure the protection of the data. In order to abide by the current EU legislation, we will follow the tenets of PSD described in our Literature Review.

PARTICIPATION

Municipal authorities already engage in civic participation. Yet a wish has been expressed by virtually every informant; authorities and citizens alike, for more and better participation. Our citizen respondents are especially concerned with participation schemes, as they are considered a necessity for good politics. Politicians and officials are concerned with participation as a means of making the right choices and legitimising their positions as spokespeople for their networks of supporters. Considering citizens are our target group we will

begin by discussing how a solution can cater to their concerns. Following this we will expand, with authorities in the municipality, and finally contrast timely and meaningful participation between the two actor groups, as a guideline for participatory efforts carried out on the platform.

Citizens

As mentioned in the previous chapter, citizens are a heterogenous group made up of many actors. Therefore initiatives to promote participation, in order to be effective, should be targeted at a particular demographic. For this purpose, different demographics have been developed based on their relation to democratic participation. These categories are defined by a matrix that we have developed, dividing citizens based on their knowledge, and experience with participation. It places them as either passive or active in their democratic agency, and aware or unaware of the formal channels for participation and influence. This gives us the four actor groups as illustrated below; ‘*abstainer*,’ ‘*participator*,’ ‘*stranger*,’ and ‘*interloper*.’

CITIZEN MATRIX		
	PARTICIPATES	DOES NOT PARTICIPATE
AWARE OF CHANNELS	PARTICIPATOR	ABSTAINER
UNWARE OF CHANNELS	INTERLOPER	STRANGER

Table 18: Citizen Matrix

An Abstainer is a citizen who, despite being aware of their democratic rights and the formal channels for civic participation, chooses not to exercise these rights. The potential reasons for this choice are explored in our survey.

A Participator is a citizen who is aware of their democratic rights and the formal channels for participation, and uses these channels to pursue their matters of concern with the municipal authorities.

A Stranger is a citizen who is unaware of their democratic rights or the formal channels for participation, and remains passive about their matters of concern with democracy and society.

An Interloper is a citizen who has matters of concern with the municipality that they actively pursue, yet they lack awareness of the formal channels for doing so, and thus might resort to unwelcome or ineffective methods for raising awareness of the issue.

Based on their answers to our survey, we are able to place respondents into one of the four actor groups. This filtering was based on answers regarding whether or not respondents have personal experience in participation, and whether or not they have knowledge of the channels for participation that exist in the municipality. Based on this filtering of responses, we are able to divide respondents into the groups participator, abstainer, and stranger/interloper. We are not able to distinguish between strangers and interlopers, as the survey mostly concerns experiences with formal channels for participation. Participators should of course not be excluded from using the solution, but because they already participate, they are considered to already be enrolled and mobilized within the network. Thus, we assume that including them will not require the same level of effort as the other groups. This leaves us with

three target demographics – abstainers, strangers and interlopers – to whom a good solution should appeal. The survey respondents placed in the actor groups strangers & interlopers are somewhat more positively minded towards online solutions such as internet hearings, apps, and social media. However, they are unable to navigate the municipality; consequently, our end solution is intended to aid them with this by making clear what channels exist and how to use them.

Abstainers refrain from participation either due to lack of interest or mistrust of the municipal system. We have concluded that mistrust is a factor based on a correlation of answers given by this actor group. When comparing whether respondents think *‘politicians take citizens’ concerns into account’* with their views on *‘politicians make the best decisions with information from citizens and NGOs’* it becomes apparent. Half of the actor group are unsure or in disagreement with the first statement, whereas all are in agreement with the latter. To overcome this barrier of mistrust our solution should provide transparent and reliable information. Especially from authorities.

The majority of respondents across all the groups agree that the time and effort required to participate is too demanding, and that this is a primary reason for their non-participation, on which we conclude that making participation less demanding will also make it more appealing. This is something that the availability and omnipresence of online solutions should be able to achieve, all other things being equal.

Authorities

The actors that are included in our discussion of authorities’ preferences for participation are limited to the two councils, administrations and their officials. They have different preferences, as a result of their relational power and position in

governance, but with regards to civic- and e-participation in this chapter they all assume the same roles of authority and facilitator simultaneously. Authorities are mainly concerned with reaching a wide audience; especially, including those who are not heard otherwise. Additionally, there is an expressed need for more digital participation between administrations and citizens. With regards to e-participation authorities can facilitate e-enabling and e-engaging without sharing political power, but will have to partially share this power if they intend to facilitate e-empowerment. This is because the two former are associated with top-down initiatives, whereas e-empowerment is characterised by bottom-up.

As defined in the previous chapter, politicians are those actors, whose democratic agency includes upholding their stated political principles and working towards the greater good. In relation to this section, this agency is intended to be reinforced, as to attract politicians as users and raise the public satisfaction with their agency. This also relates to concerns about transparency in governance. Our solution is intended to increase transparency and; therefore, politicians' use of our solution, in that capacity, should make clear their political principles. Additionally, in order to create interestment for politicians, the solution is intended to afford them a platform where they can interact with citizens as well as gauge societal moods and preferences.

We have observed a concern, particularly from the administrations, with the demanding task of processing input from participation. This leads to two immediate potential approaches; either allot more resources to administrations, or implement a less resource-intensive processing process. Considering that we, the project team, do not possess the necessary resources to reinforce administration budgets, we intend to focus on the latter option.

Thus, it will be beneficial if the results of both civic- and e-participation associated with the design solution are able to be presented in an easily interpretable manner by default. This addresses a concern that was mainly voiced by administrations but is considered beneficial for all actors that want to collate gathered information from participation. The different channels that each actor is intended to use in our design solution, identified by their matters of concern, will be explored in the next chapter.

Finally, best practice with regards to civic participation have not been defined by the municipality. This relates to the next section that will focus on when and how to invite citizens to participate, so as to create legitimacy, ownership and meaning.

Timely and Meaningful Participation

Based on the research of Munthe-Kaas (2015 A; 2015 B) and Macintosh (2004), we discuss the importance of remaining aware of the challenges and benefits of inviting to participation depending on the development stage of the planning or policy initiative in question. Macintosh (2004) defines five stages of high-profile policy life-cycles; agenda (strategic), analysis, policy creation, implementation and monitoring. We use conclusions from Munthe-Kaas' (2015 B) article about participatory efforts in Copenhagen Municipality to frame aspects of the five stages mentioned previously, and amend the five stages to also consider planning. Essentially, earlier inclusion requires an effort to ensure that participants have a working understanding of the field, whereas inclusion at the policy creation and implementation stages requires an effort to make the work interpretable for participants.

Munthe-Kaas (2015 A) argues *“that actors in urban planning processes are not found ‘out there’, but are rather constructed through a series of*

subjectification processes enacted more or less consciously by planners.” In this vein, we argue that planners who are conscious of their decisions are preferable to those who are not. Alternatively, planners must be situationally adaptable, but this is not something that we can design. Therefore, we have developed a framework of considerations that are intended to aid facilitators in making

conscious choices about when and how to invite citizens to participate in policy-making and planning. This framing is an attempt at assessing the optimal stage at which to invite participation, depending on the desired outcome, based on collated information from both articles as well as that obtained from informants and respondents.

PARTICIPATION CONSIDERATION MATRIX					
WHEN?	AGENDA	ANALYSIS	POLICY CREATION	IMPLEMENTATION	MONITORING
HOW?	Invite and inform participants to participate in setting agenda	Frame context of policy for participators to work with.	Inform on challenges, opportunities, expectations in an open forum	Inform about consequences on decisions, invite to give feedback	Open forum, meet citizens where they are
WHY?	Enable informed input	Keep input relevant to identified issue. Avoid input that is not enactable.	Focus design efforts and foster creativity	Decisions have been made. Influence is minimal. Learn about unforeseen consequences. Amend execution in case of relevant feedback	Qualification of policy
WHAT?	Identify needs for policy	Define challenges and opportunities in field.	Draft for policy or plan	Develop legislation, regulation, guidance, delivery options	Evaluation , review, user interviews, iterate to agenda (if necessary)
STAGE OF E-PART.	Empowerment	Engagement	Engagement Empowerment (when possible)	Enablement	Engagement

Table 19: Participation Consideration Matrix

Based on the matters of concern of both councils and our expert informant from the Danish Board of Technology, we conclude that participation at the strategic stage constitutes a largely untapped

source of valuable knowledge that can direct policy-making around mistakes stemming from misunderstandings and assumptions regarding local needs and interests. The value of participation

in later stages is also acknowledged, and an ideal solution might be able to encompass participation at all five stages and the different concerns that should be taken into account at each of them.

One Municipal Council member remarked on the problem with untimely participation; that the value of citizen input is depreciated when they are invited under false pretenses or promises of unrealistic influence – thus, being transparent about the framing within which influence is realistic is crucial to gain relevant input and maintain trust.

“Occasionally, rules and frameworks have been decided in advance and can limit the ability of citizens to influence. This may result in meaningless citizen involvement.”(Translated)
MCM3, 23rd of April 2018 (Appendix 1)

As presented in this section, the time and way in which facilitators invite citizens to participate influences the direction in which results of participation are guided. Inviting citizens to influence municipal decision-making requires conscious decisions about how to do so before inviting them, as well as acknowledging and informing about their level of influence. Poor timing in participation yields poor results and risks deterring citizens from further participation with the municipality because of their negative experiences. Our Participation Consideration Matrix is intended to guide municipal facilitators towards timely and meaningful participation.

OBJECTS & DEVICES

The solution we are working towards is intended to create more transparency and civic participation to strengthen democracy in Copenhagen. Accordingly some prerequisite qualities are identified that will allow it to do so. Considering that the solution is intended to cater to a varied audience, it follows that it should also be interpretable by

these actors. Additionally, as it is intended to contribute to a democracy some aspect of participation is expected in a working solution.

A varied audience can be characterised by existing at different knowledge boundaries, as mentioned in our Theoretical Framework chapter. When actors meet they can be interpreted to congregate around the knowledge that they possess, sharing and developing this knowledge. However, when the inherent knowledge in actors is incompatible across knowledge boundaries a device is necessary to bridge this gap. Actors that eventually will interact with our solution will have different concerns that frame their approach to it. The solution is intended to cater to all these different concerns and create a space where like-minded, as well as conflicting, actors are able to address them. When viewed in this light we understand our solution as necessarily modular. That the solution will afford users to address their matters of concern with other users by tailoring the presentation of concerns so it invites those who are perceived to be of value to its fruition. In this way the object is intended to be a bespoke, modular boundary object, that users can inadvertently bridge knowledge boundaries between actors with, by filtering those actors they deem relevant. This inherent dynamism of a bespoke, modular object mirrors the chaotic pace of city life. However, if our intention is to bridge gaps between knowledge boundaries the solution should aid in this to avoid cyber-balkanisation.

Our solution is intended as a contribution to democracy. And as such it should be inviting for actors to use. Especially those citizen actor groups that are characterised by refraining from participating; abstainers and strangers, as well as those who do not engage the municipality through formal channels; interlopers. Additionally, authoritative actors should also view using the solution as beneficial. To be successful in creating

interessement in these actors and actor groups the solution will have to possess the qualities of an interessement device. We intend to interest aforementioned actors and citizen actor groups by realizing their concerns. For authorities this is focused on creating meaningful interactions with citizens and strengthening their relational power. For citizen actor groups, this is about alleviating their concerns about meaningless participation and contributing with more transparency in governance.

As mentioned in this section, the solution is intended to cater to many different actors. The qualities necessary to do so are inherent in the two

definitions of boundary objects and interessement devices. If the solution bridges the gap between actors at different knowledge boundaries it is a boundary object. If it activates actors to engage with the solution it is an interessement device. Furthermore, the solution is intended to function modularly as both. When actors have been interested it should function as a boundary object; gathering all those varied actors that are required to solve concerns. When actors want to recruit others to aid with their concerns the solution is intended to function as a boundary object; bringing actors together, before interesting them in contributing.

NETWORK BASED REQUIREMENT SPECIFICATION

In this chapter we utilise previously identified matters of concern and actor relations to build user scenarios. These are the foundation of our requirement specification. Based on (Lutters et al, 2014), we discuss specifications divided into three types. First we discuss technical specifications pertaining to digital infrastructure, that are outside the realm of matters of concern. Then we describe functional specifications; such as, user access, what this offers and requires of the user, and how this can create interessement for uninitiated citizens. Following this, network constellations and their possible interactions are identified. Finally, matters of concern as framed by e-participation are collated and described using user scenarios and relation to non-human actors.

TECHNICAL SPECIFICATION

The solution is intended to reach every citizen in Copenhagen Municipality. Therefore, it should be available to them. Considering that the majority of Danes have access to the internet, and use devices in this context, the solution will do well on an on-line platform. The specific kind of platform is intended to be a mobile-friendly website; henceforth referred to as *'The Platform.'* This is due to the high percentage of Danes accessing the internet

from a mobile device. The remainder of users access the internet via a stationary computer or laptop. Mobile-friendly websites are characterised by being accessible by both mobile devices as well as stationary or laptop computers, and adapting its layout to the specific device.

Infrastructure and User Profiles

In order for actors to interact with each other, a medium, or infrastructure, for interaction is an obvious necessity. The exact nature of this infrastructure is not something that can be ascertained from our analysis, but we are able to conclude that open (one-to-many, many-to-many) communication and content sharing are likely necessary features. To ensure meaningful communication, it should be possible to identify other actors. A user profile is a tried and true method for identifying users. It should include identifiers that allow other users to know who they are interacting with. For the purpose of this report identifiers are not defined as we have no empirical evidence to conclude on which are necessary. This will be a theme for the participatory design workshop, where the solution will be refined. The user profiles that are intended to exist on The Platform represent the actors identified in this report and; therefore, also their matters of concern. This will be explored in the next section of this chapter.

FUNCTIONAL SPECIFICATION

The aspects of The Platform that are intended to create interessement are based in specifications that are developed on actors’ matters of concern.



User Access

Our solution is intended to improve and proliferate civic participation. This requires involving actors, or in the case of an online platform; users. The type of user depends on several factors. These include what relational power the user has as a result of their affiliation with the municipality. Additionally, what intent the user has is of importance. According to our fieldwork we identified four types of users that exist in the municipality. These are members of the two councils, administrative officials, and citizens. Their intent and what they can be offered varies depending on which actors are involved. We have developed the following matrix, based on our research, that describes what each actor is offered when interfacing with another. The table is read from left to right.

FUNCTIONALITY MATRIX				
	CITIZEN	MUNICIPAL COUNCIL	LOCAL COUNCIL	ADMINIS-TRATION
CITIZEN	Deliberation, planning and meeting	Concerns on agenda	Concerns and participation in local area	Concerns and participation related to sector
MUNICIPAL COUNCIL	Qualify knowledge, learn, and invite to participation	Deliberation	Collaborate on local issues	Collaborate on sectoral issues
LOCAL COUNCIL	Contact with local concerns	Involve if necessary to amend concerns	Collaborate across districts	Collaborate on sectoral issues
ADMINIS-TRATION	Qualify knowledge, learn, and invite to participation	Qualify policy and agenda	Collaborate on local issues within sectors	Cross-administrational collaboration

Table 20: Functionality Matrix

Requirements for Platform Interfacing

As shown in Table 20, the functionality of The Platform depends on the type of user accessing it. This likely means that different users will have different needs regarding their interface to The Platform. This is a theme that shall be explored in the participatory design workshop, as relevant actors will surely have valuable insights into their own needs.

SCENARIO BASED SPECIFICATION

To enable us to operationalize the matters of concern as presented in the Discussion chapter, we have made an affinity diagram for each of the levels of participation and identified thematic requirements based on matters of concern. The

requirements that resulted from this exercise, which our design solution should meet, are presented at the beginning of each section on the different levels of e-participation. These requirements are entered in a user scenario table to identify features of The Platform that can meet them.

E-enablement Requirements

- * Reach non-participators and marginalised citizens.
- * Communicate politics in an understandable manner.
- * Give feedback and updates on participation.
- * Clearly show citizens their opportunities for participation.
- * Help citizens direct contact to relevant authorities.

E-ENABLEMENT USER SCENARIOS		
AS A <USER>	I WANT A <THING>	SO AS TO <GOAL>
Municipal Council Member Administrative Official Local Council Member	Tool that makes participation available in a medium that otherwise excluded citizens can relate to	Reach non-participators and marginalised citizens
Municipal Council Member Administrative Official	Citizen feedback on the language of policies, plans and initiatives	Communicate politics in an understandable manner
Municipal Council Member Administrative Official Local Council Member	Forum for debating and following up on participation initiatives	Give feedback and updates on participation (to citizens)
All	Notifications based on user interests, and message boards or dedicated pages for current participation events	Clearly show citizens their opportunities for participation
Municipal Council Member Administrative Official Local Council Member	Map or directory of available municipal channels	Help citizens direct contact to relevant authorities

Table 21: E-enablement User Scenarios

Based on Table 21 we have identified possible features for The Platform that are intended to meet requirements. These features generally concern the modes of communication between actors

that The Platform should facilitate, particularly features that expand the ability for citizens to understand and engage with authorities. Methods for performing these different communication

interactions should be explored as a theme for our workshop, as it is essential that the modes of communication reflect user concerns and preferences. Our proposed features include a variety of forums where users can debate issues within the theme of each forum.

E-engagement Requirements

- * Improve contact between policymakers and citizens. Aid in understanding local contexts via direct contact.

- * Enable policymakers to engage locals with inquiries about local reality under time constraints.
- * Enable citizens to engage in political deliberation and examine the rationales behind political decisions by making this information available and transparent.
- * Present collated data in an easily interpretable format.
- * Give citizens updates on matters that concern them.

E-ENGAGEMENT USER SCENARIOS		
AS A <USER>	I WANT A <THING>	SO AS TO <GOAL>
Citizen	Tool to provide localized knowledge as input to political deliberation; e.g., a dedicated message board for each local district, administration, and municipal council to communicate with other actors	Improve contact between policymakers and citizens, and aid in understanding local contexts via direct contact
Municipal Council Member Administrative Official	Feature that enables surveying a target group within a certain timeframe	Enable policymakers to engage locals with inquiries about local reality under time constraints
All	Dedicated forums for authorities to post political issues allowing open debate, and invitations to target groups when policy and planning require citizen feedback	Enable citizens to engage in political deliberation and examine the rationales behind political decisions by making this information available and transparent
All	Feature that automatically structures selected data	Present collated data in an easily interpretable format.
Municipal Council Member Administrative Official Local Council Member	Message board, and tool to send targeted notifications to relevant users	Give citizens updates on matters that concern them

Table 22: E-engagement User Scenarios

Based on Table 22 we have identified features that generally pertain to improving the abilities of authorities to understand citizen concerns and local contexts. These features will be developed further and qualified at the workshop. Our pro-

posed features include dedicated forums, message boards, and survey options that are intended as boundary objects, mediating between authorities and citizens.

E-empowerment Requirements

- * Empower all users to plan, invite to, and initiate civic participation.
- * Ensure quality of participation with relevant framing for invitations.
- * Empower citizens to voice concerns/amend political agendas.
- * Empower citizens to debate strategy in a meaningful manner.

E-EMPOWERMENT USER SCENARIOS		
AS A <USER>	I WANT A <THING>	SO AS TO <GOAL>
Citizen	Tool to initiate and make public a proposal for others to engage and congregate around	Empower users to plan, invite to, and initiate civic participation
All	Form that requires participation proposals to include relevant information about the scope of outcomes	Ensure quality of participation with relevant framing for invitations
Citizen	Feature that allows me to access and contribute input to political agendas	Empower citizens to voice concerns/amend political agendas
Citizen	Forum for public debate that can includes politicians and is moderated in order to counter disruptive elements	Empower citizens to debate strategy in a meaningful manner

Table 23: E-empowerment User Scenarios

Based on Table 23 we have identified features that empower citizens to engage in meaningful bottom-up initiatives. These include tools for proposals and participation, as well as the framing of user interaction with these features.

This chapter has focused on proposed features as possible ways of meeting requirements and; thereby, solving matters of concern. The presented features are a work in progress that will function as a foundation for dialogue with users at the workshop. This will be explored in the next chapter.

INTERVENTION

This chapter focuses on the design games that are intended for the workshop. We utilise the requirements from the previous chapter to develop interactive games for workshop participants to perform and initiate dialogue. This is intended to be used to qualify and refine the requirements. Following this we describe the intended implementation of our solution in the municipality; which actors are early adopters, at what stage of implementation are actors intended to be involved, and how are these actors intended to be spokespersons and create interest in other actors?

WORKSHOP

The intention of the workshop is to ensure that our product has the necessary features to contribute more transparency and civic participation in the municipality. This will be carried out by a series of activities and design games. Prior to these activities a short introduction of the thesis and reasons for the workshop will be conducted.

Activity 1: Qualifying Matters of Concern

The first activity is a presentation of identified matters of concern to ensure that participants at the workshop understand and agree with the importance of them. This is intended to qualify features of our product so that we can amend the list of scenario based requirements accordingly. The format is intended to be an open forum, but can also be developed as a design game.

Design Game 1: Amending Features

After having amended the list of scenario based requirements so it does not include irrelevant features, we will introduce participants to the first game. This game is intended to qualify and amend features that relate to understandable and important matters of concern. The participants are meant to work with those features that relate to their role as actor.

Design Game 2: Boundary Objects

The previous game was directed at individual actors preferences for our solution. This next game will focus on the relations between actors and our product's ability to act as a boundary object in this respect. This will work best if we are able to invite a broad selection of actors, as this game is intended to be played in groups where all actors are represented.

Activity 2: Feedback on Workshop

When both design games have been played we intend to thank the participants for their contributions. Afterwards we will engage in open deliberation about participants' opinions on the workshop and focus of the thesis in general. This feedback is intended to further aid us in improving our requirement specification for the end solution, beyond what the design games have offered.

INTERVENTION

The strategy for implementation is intended to be developed in collaboration with municipal authorities as it will rely on their resource capacity. Additionally, moderation and maintenance of The Platform will likely be delegated to an administration in the municipality as these actors already tend to the operation and development of the city. Despite this, we consider a framework for strategic implementation that is intended to aid in the translation of the municipality with regards to our solution. It will be necessary to have a strategy for the implementation and subsequent user engagement with the solution, with the intention of successfully distributing The Platform to all of its intended users. In this manner, we must consider how to approach the variety of target demographics who are intended to interact with the solution, and who are assumed to have a presupposed relation to its function. The demographics are:

Authorities

- * Municipal Council
- * Administrations
- * Local Councils

Citizens

- * Participators
- * Abstainers
- * Strangers
- * Interlopers

The support of relevant actors is indispensable for the solution. Hence, its features must match the needs and interests of these, and create interessement, if it is to become successful. This support is intended to be ensured through the participation efforts of the workshop described above, but will indubitably have to extend beyond that for a full realization. We assume that authorities will support the solution, as it is based on their needs and interests as expressed by themselves. It is not assumed that the entire municipality will adopt the

solution at once, but that interested councils and administrations will be enrolled as early adopters. With regards to citizens, we consider that participators are most likely to be immediately interested in becoming users, as The Platform is a means for them to expand their participation and thus influence. It is therefore assumed that there is a group of participators who will be early adopters of the Platform and as such will be mobilized before other citizens.

A strategy to produce success stories about the participation of early adopters, and recruit them as spokespersons, circulating their success stories among abstainers, strangers and interlopers, is seen as a viable means of instilling interessement. We consider interlopers and strangers the next target group as these are characterised by a lacking awareness of opportunities for formal channels of influence. Abstainers are aware of their opportunities but choose not to participate. The reasons for this may be multiplicitous, but those of this actor group who abstain due to negative experiences with authorities are considered ready for interessement when presented with the success of cases from The Platform.

After the successful implementation of The Platform in Copenhagen Municipality it is intended that it is continuously updated and refined to match the future needs of democratic citizens. This is in direct correlation with the idea of democracy as a fluid, non-rigid mode of governance, as has been expressed by many informants. Although this solution's target group resides in Copenhagen Municipality, its further development can also include other municipalities with civic participation on the agenda.

CONCLUSION

The success of our solution is neither something we can decide nor conclude on. What we can do is assess how well our product meets our research question as well as the information that we have gathered during our thesis.

The state of democracy in Copenhagen Municipality has not changed during the progress of our work. In this light, there is still need for an initiative that can improve the interactions of authorities and citizens; creating a more productive and democratic experience in the municipality for all Copenhageners. Fortunately, this has been identified as something that is desirable on all levels of municipal authorities as well as with citizens. Generally, actors in the municipality are concerned with the state of interactions between citizens and authorities, and are willing to participate in improving this state so long as their participation is influential and meaningful. The concerns of actors were found to concentrate on shared issues of transparency, trust and communication, as a result of negative experiences with previous municipal attempts at civic participation, as well as the capacity of municipal authorities to engage in participatory initiatives. This relates closely to the timeliness of participation. Consequently, we have

concluded that necessary aspects of participation include when and on what grounds citizens are invited. These questions should be answered prior to engaging citizens. Participation should only be expected to be fruitful when citizens are invited at the right time, which is directly related to the reasons for inviting them. Particularly, participation in the strategic stage of policy development has been identified as something that is missing from the individual citizen's ability to engage the municipality. The overall strategy for policies lays the foundation for civic participation. Therefore, it frames the reasons for inviting citizens, and is generally the culprit of meaningless participatory efforts. The will to introduce strategic policy-making to citizens is found on the municipal council and is mentioned indirectly by citizens who have felt misinformed when participating under false pretenses. On this basis we conclude that more direct contact and participation is warranted which supports the goal of our thesis.

Copenhageners are digitally apt. This is something that has been revealed throughout the thesis; by informants, researched statistics, as well as municipal and national reports. A noticeable majority of the population use The Internet, and out of these most access it from a hand-held device. This places our intention of digitising democracy, in an effort to ameliorate tensions between citizens and municipal government, closer to fruition. There are still digital barriers, as well as social, that must be observed and dealt with. We identified some digital barriers, but are unable to conclude on how subjects of online privacy and security are effectively considered in the programming structure of online platforms. However, we were able to address these issues, as well as issues relating to cyber-balkanisation and filter bubbles, through the structuring of our requirement specification. This also led us to discuss and develop features of our end solution that can strengthen the individual user's agency as a citizen in Copenhagen. Ensuring privacy and security for users in the design of The Platform, in accordance with the standards of Privacy and Security by Design (Schaar, 2010) is a key element in making the platform safe, trustworthy and appealing.

The final product of this thesis is based in insights from all levels of the municipality. It allows citizens and authorities alike to engage in meaningful deliberation and create, follow or participate in municipal initiatives. It stresses the importance of timely participation and feedback on involvement. Additionally, it aims to include non-participants and marginalised citizens. The strength of the product is also found in its non-intrusive and voluntary format; that users can access it at their discretion. This is in contrast to contemporary interactions with the municipality that are driven by spreadsheets, political mandates, and the social capacity afforded by national policy. The product alone is not going to change these circumstances. However, it answers all identified matters of concern and this will at the very least interest those who have voiced them. Considering that they are found at all levels of municipal society, and are digitally apt, an online platform can contribute to strengthening interactions between these actors, alleviating tensions of transparency and fostering an environment for meaningful civic participation.

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APPENDIX 1: INTERVIEW GUIDES

Overordnet:

Hvad er demokrati i dine ord? (gerne kortfattet)

Hvad er demokratiet, kort fortalt, i dine egne ord?

Lokaludvalg:

Hvad er lokaludvalgets rolle i demokratiet?

- * Hvilken retning bevæger information sig igennem i lokaludvalg?
- * Fungerer det primært som talerør for borgerrepræsentationen/borgerne
- * eller debatforum/beslutningstager?
- * Autonomitet i lokaludvalget?

Hvordan stemmer demokrati i Danmark overens med det ideelle demokrati?

Hvad er din rolle i borgerrepræsentationen?

Hvilke opgaver varetager du?

Hvem samarbejder du typisk med ifm de opgaver?

Hvorfor hedder det 'borgerrepræsentationen' i modsætning til fx kommunalbestyrelse?

Er der en forskel på de to begreber?

Hvad henvender borgere sig for?

(for det meste/generelt)

- * Hvilke hensyn vægter mest? (for borgerne)
- * Hvad er borgernes fordele ved lokaludvalg? (kontra Folketingsudvalg)
- * Deliberation vs. afstemning i lokaludvalg
- * Bevidsthed om demokratisk ret

Har du nogle erfaringer med at inddrage borgerne?

Hvad fungerede godt i en bestemt case?

Hvilke knaster opstod i en bestemt case?

Hvilke indgange har borgerne til demokratisk medbestemmelse?

Hvordan får man som borger størst mulig indflydelse på politisk beslutningstagen?

Fordele og ulemper i demokratiet generelt

- * Lokalt og nationalt

Bruger I i dag nogle IT-løsninger til at vejlede folkestemningen eller i øvrigt inddrage/kommunikere med borgerne?

E-demokrati: hvad kan it bidrage med?

Designspil

Vægt demokratiske egenskaber fra 1-5 (vælg 5)

- * Gennemsigtighed
- * Deltagelse (medbestemmelse)
- * Indflydelse
- * Repræsentation
- * Frihed/muligheder
- * Lighed for loven
- * Retfærdighed
- * Ligestilling
- * Ytringsfrihed
- * Legitimitet (repræsentativ)

Interviewguide forvaltningerne:

- 1, Hvorfor henvender borgere sig til din forvaltning? Hvad vil de opnå?
- 2, Er det din opfattelse at borgerne generelt får indfriet deres ønsker?
- 3, I hvilke sammenhænge henvender forvaltningen sig til borgere?
- 4, Hvordan foregår det typisk?
- 5, Hvordan påvirkes jeres arbejde af borgerinddragelse/input fra borgere?
- 6, Kan du nævne nogle konkrete fordele og ulemper?

Borgerrepræsentation:

per, som du mærker i dit arbejde?

- 7, Når forvaltningerne faciliterer borgerinddragelse, hvordan videregives resultaterne så til politikerne?
- 8, I hvor høj grad er resultater af borgerinddragelse med til at påvirke planlægning og udvikling af politisk strategi?
- 9, Har du nogle eksempler på succesfuld borgerinddragelse?

Følgende liste af demokratiske egenskaber skal bruges til at lave en baseline for de mange forskellige opfattelser af demokratiet. Vælg venligst 5 af de 10 egenskaber som du mener er de væsentligste i et demokratisk samfund.

- * Legitimitet
- * Indflydelse
- * Repræsentation
- * Gennemsigtighed
- * Deltagelse
- * Frihed (muligheder)
- * Retfærdighed
- * Ytringsfrihed
- * Lighed for loven
- * Ligestilling

Teknologirådet

Vores projekt er... Online platform for interaktion mellem borgere og nærdemokratiske institutioner/myndigheder.

Kan du fortælle kort, hvem du er og hvad du laver i Teknologirådet?

Hvad er Teknologirådets vigtigste bidrag til samfundet?

Hvilke resultater opnår Teknologirådet igennem deres arbejde?

Hvordan karakteriseres demokrati som koncept i teknologirådet?

Deliberativt vs. flertalsdemokrati

Hvilke positioner er centrale for det danske demokrati?

Hvad er borgernes vigtigste indgange til indflydelse?

Konsensuskonferencer

Vi får indtryk af, at metoden ikke bruges længere (af TR), er det rigtigt? Hvorfor ikke?

Hvordan udvælges de borgere og eksperter, der deltager?

Hvordan skelnes mellem borgere og eksperter?

Hvordan modereres debatten?

Hvordan udvælges den information, borgerne får forudgående?

Tages der højde for, at deres holdninger kan ændre sig og afvige fra folkestemningen, i det de bliver bedre informeret på området?

Hvordan kommer resultaterne af konsensuskonferencen til udtryk?

Vi ser en tendens generelt i borgerinddragelse, hvor de samme særligt engagerede borgere går igen og på den måde kan blive overrepræsenteret – hvordan forholder man sig til det i en konsensuskonference?

Hvordan fungerer IT som medie for borgerinddragelse?

Hvilke fordele ses der i dag ved brug af IT i borgerinddragelse, og hvad er de væsentligste udfordringer for den videre udvikling?

Er der nogle områder af offentlig administration/
forvaltning, hvor I mener at IT-løsninger er
uegnede, og hvorfor?

Er der elementer i IT der ikke behøver at udbed-
res/forbedres/ændres ift. borgerinddragelse?

Samarbejde mellem borgere og myndigheder
generelt

Hvad skete der i 2011? Hvad er dine tanker om,
at en venstreorienteret politisk gruppe forsøger
at lukke Teknologirådet pga. anklager om man-
glende resultater vs omkostninger?

APPENDIX 2: INTERVIEW NOTES

Lokaludvalg Brønshøj-Husum

almindelig medlem i lokaludvalg

formand for miljøudvalg, deraf med i lokaludvalgets forretningsudvalg

Hvad er demokrati i dine ord?

Demokratisk indflydelse kommer ved aktiv deltagelse. Demokratiet er karakteriseret ved at man rent faktisk kan gøre noget. De der deltager har forholdsvis stor indflydelse. Dem der blot stemmer har ikke så meget indflydelse.

Lokaludvalg

- en demokratiform hvor man faktisk møder borgerne. borgerrepræsentationen i kbh er længere væk fra borgerne. godt bindeled mellem politikere i lokaludvalg og deres hovedorganisation.
- Søren oplever ikke forbindelsen mellem ham og politikere på rådhuset.
- lokaludvalget har større succes med at henvende sig til kommune end den enkelte borger
- elektronisk borgerpanel i tingbjerg og brønshøj-husum (12%). de ældre er ikke med
 - 15 år er min. for at være med i panelet
 - bruges til at kvalificere egne beslutninger og eget arbejde
 - hvad er vigtigt at tage fat i?
- pensionister er aktive i lokaludvalget
- lokaludvalget faciliterer projekter i bydelen
 - årsbudget fordelt i puljer (borgere, foreninger kan søge puljer)
 - årsbudget tildelt af borgerrepræsentationen, pulje fordeles af lokaludvalg
 - foreningsliv og aktiviteter støttes
 - ikke infrastruktur eller inventar
 - skal være netværksskabende og binde borgere sammen
- strikkeklub til mænd (enkelt borger der ville have støtte)
- byudviklingsudvalg får henvendelse om for meget trafik, lyskryds, manglende busstop, osv.

Hvad henvender borgere sig for?

- infrastruktur - cykelstier, busstop, osv.
- sundhedsområde - mangel på læger
- miljøet skal passes på
- for en måned siden arrangerede Michael borgermøde omkring forurening fra brændeovnsrøg.

- suverænt mest besøgte arrangement (90 mennesker mødte op)
- der skulle hentes flere stole
- markante holdninger for og imod
- ingeniører og formand for skorstensfejere diskuterede muligheder for forbedring

- borgerinddragende aktiviteter hiver som tegl dem der er enige i forvejen ind i aktiviteterne

- det kan også give noget bare at tale sammen. selvom alle ved at det ikke nødvendigvis fører til noget

- tit afstemninger i lokaludvalget

- alle borgerforslag går igennem fagudvalgene. der laves en indstilling. den ryger til forretningsudvalget. der træffes beslutninger ud fra almen sund fornuft. ingen indvendinger, så kører den bare videre
 - hvis det er følsomme emner vil der være en afstemning

- i lokaludvalget inviterer de rigtig meget ind og kunne godt tænke sig at der var mere den anden vej
 - de skal ud og trække tingene ind og bruge meget energi på at nå ud til borgerne
 - skal det boostes på facebook? annoncer i lokalavisen?
 - facebook's tilmeldingsfunktion er ikke til at regne med

- bruger meget tid på borgerinddragelse, men hvad med kommuneinddragelse?
 - hvordan kan man som kommune blive bedre til at forstå sine borgere?

- irriterende at sætte processer igang som blot er kommunens ønske og ikke lokaludvalg eller borgernes

- lokaludvalget er ikke kommunens forlængede arm

- prøve at facilitere ting som man selv brænder for
 - lokale ornitologer, flagermuseekspertter, osv.

- det er et tungt system (opad) men når man kommer med saglige henvendelser virker det
 - henvendelserne skal gerne være hjælpsomme (opad)
 - kræver netværk og forståelse for forvaltning

Demokratiske egenskaber

1. Deltagelse
2. Indflydelse
3. Legitimitet
4. Frihed/muligheder
5. Lighed for loven

Lokaludvalg Kgs. Enghave 1

Sekretær Kgs. Enghave & Vesterbro Lokaludvalg

Sørger for dagsorden hver måned

Holder styr på punkter på dagsordenen

Lokaludvalg og 3 arbejdsgrupper (holder møde en gang om måneden, tager stilling til høringer og puljemidler)

- socialudvalget (BIF, BUF, SOF)

- bymiljø (TMF)

- kultur- og fritid

Organiserer borgerinddragelse (for det meste sekretariatet der står for det)

Fælles sekretariat med Vesterbro (2 x 23 medlemmer der betjenes af 4 i sekretariat)

Penge deles fra puljer efter ansøgning

Ansøgninger kommer fra foreninger og privatpersoner (fx. SV18 musikfestival)

Begivenheder og aktiviteter i nærområdet

1/3 af pengene bruges internt i lokaludvalgene til aktiviteter og vedligehold

Hvad er det danske demokrati?

Det er det parlamentariske demokrati. En del af styret er overladt til regioner og kommuner. Fordi KBH er så stor er der også oprettet bydelsråd (førhen).

- Sydhavn fik ikke godkendt budgetter men begyndte at bruge penge

- Østerbro der tog 'chefen' og spærrede personalet inde for at få gennemført lov

- Nørrebro var næstformanden ude i skandaler om pædofili

Valby fungerede det nogenlunde, og her opdager de i styrelsesloven §65D at de kan oprette lokaludvalg og det gør de så

2006: nu oprettes der lokaludvalg til alle bydele

23 medlemmer er fordi der skal være flere lokale medlemmer (14) end politiske medlemmer (9)

Alle medlemmer skal bo i bydelen

Først bemyndiger OB partierne til at udvælge en til hvert lokaludvalg

Så afholdes der valgmøder, der varsles om det ca. 6 måneder forinden. Tilmeldingsfrist 14 dage før valgmøde.

Hver lokalforening kan sende en repræsentant ind til lokaludvalg, repræsentanten skal ikke bo i bydelen.

Lokaludvalg giver et validt billede på hvad borgerne mener ude i virkeligheden

Den direkte vej til forvaltninger og politikere går gennem høringssvar

“Man skal kende sin besøgstid”

Kontakt til borgerne

Der holdes borgermøder når der er store ting på dagsordenen (fx. metro)

Busstoppesteder er væsentlige for borgerne... :)

“Vi forsøger at være det der bindeled mellem den store politik på rådhuset og den lille politik ude i bydelene. Vi skal være bindeled mellem de to parter. Det lykkedes hen ad vejen. Det bygger på en respekt fra rådhuset om at vi er valgt af borgerne.”

Forsøger at bruge facebook, egen hjemmeside og instagram og sociale medier

pga. ældre bruger de også lokalavisen og til tider uddeler pjecer i folks postkasser

Uopfordrede henvendelser er sjældne i fysisk form, hvor lokale kommer hen på kontoret

Hvis folk ringer i forvejen kan man aftale et møde

Folk henvender sig når de er bekymrede for forandringer de har hørt om

busser, sikre skoleveje

områdefornyelse på Baunehøj

Folk henvender sig for at høre hvordan de kan søge om puljemidler

nogle vil gerne have hjælp til at udfylde ansøgningen

Sekretariatet er rykket fra ØKF til BR, hvilket er godt, da de nu har direkte kontakt til politikere (i BR)

Lokaludvalget som diskurs demokrati på høringssvar og stemmer om alt der vedrører puljemidler

De diskuterer og snakker sig frem til en konsensus

Hvis de siger nej til høring så skal de give en grund

Østerbro lokaludvalg har for meget fnidder mellem indre og ydre østerbro + gammelt nag fra bydelsrådet

Der var to lokalråd; Nyvang og Indre Østerbro og har haft fejde helt ind i lokaludvalget

Christianshavn har bevaret lokalrådet

Intet e-borgerpanel i Kgs. Enghave (endnu). Koster 50-70.000 at lave borgerpanelet

Kommer nok på dagsordenen efter det nye udvalg er valgt

Hvordan kan man bruge digital borgerinddragelse ved svære/komplekse emner?

Der er massere af løsninger hvor lokaludvalget gerne vil kunne løse det digitalt

Demokratiske egenskaber

1. Ytringsfrihed

2. Lighed for loven

3. Deltagelse

4. Gennemsigtighed

5. Indflydelse

Lokaludvalg Kgs. Enghave 2

900.000 i puljen i 2018

22 marts konstituerende møde i lokaludvalget

Sidder også i Kulturudvalget (har hjulpet Sydhavns teater meget) som er en del af lokaludvalget.

Hvad sker der kulturelt? fx mangler børnekulturen lokaler for tiden

Hvad er demokratiet?

At vi alle skal være med til at bestemme hvad der skal ske.

Det lokale demokrati er især relevant da alle har en mening om hvad der skal ske.

“Det er en lille del af det. Hvad skal man sige om det? Det er jo ikke nok” (om demokratiet som ‘det at stemme’)

Lokaldemokrati er for de fleste mennesker meget relevant. Det er kun en lille del af det, da folketinget ikke er lokalt

De behøver ikke lytte til os (i borgerrepræsentationen), men hvis der er en folkestemning bag gør de tit.

De skal til gengæld høre borgerne hvis der bygges lokalt - hvad synes de om det?

De politikere der sidder i lokaludvalget bruger deres parti til at presse emner igennem.

“I virkeligheden er vi ikke så uenige om lokalpolitikken” (uanset om det er EL eller LA)

Parkeringspladser kan de godt være uenige om (de borgerlige vil have flere parkeringspladser).

Partipolitik betyder ikke ret meget i lokaludvalget.

Lokaludvalget afspejler stemning i det lokale og ikke på det partipolitiske plan.

Politikere i lokaludvalg skal bo lokalt.

Folk kender ikke nok til lokaludvalget.

Der bliver skrevet om det i lokalavisen (Benedikte, journalist).

Folk ved ikke nok om det. Selv ikke folk der er almindeligt velorienterede, ved ikke hvem der sidder, hvad de laver, hvad de kan bruges til.

Dukker folk op til borgermøder?

Hvis det er interessante emner kommer folk. Sidste møde (sammen med Valby) handlede om busruter, der kom over 200.

Sydhavn Skole er for lille - skal der udbygges? Eller laves en ny skole?

Henvender folk sig uopfordret?

Ja. Hvert lokaludvalgsmøde starter med borgernes tid. Hvis de har et emne de vil have til diskussion så kommer det op der.

Der var fx et tidspunkt hvor der skulle bygges kollegie eller ungdomsboliger (Tranehavegård).

Kommunen havde en plan. Lokaludvalget synes ikke planen var så god. Så kom en ældre og en ung psykisk syg (fra Tranehavegård) og fortalte om hvad de synes om evt. byggeri.

BR lytter ikke nok. Lokaludvalget måtte godt have mere at have sagt.

Nogle gange kan man få ting igennem ved budgetforhandlinger. Især ældre sager (som ikke er godkendt tidligere) der vender tilbage.

De klager tit over ikke at ses som egen bydel, men har eget lokaludvalg. Især med de 'nye i Sydhavn' er de blevet rigtig mange.

De er trætte af at være sammen med Vesterbro. Ikke fordi der er noget galt med Vesterbro, men de påvirker Sydhavns statistik skævt (da Vesterbro er rigere end Sydhavn).

Hvordan træffer man beslutninger i lokaludvalget?

Vi starter med at diskutere hvad det nu handler om. Så stemmer vi tit.

Nogle gange giver det sig selv, da alle er enige om det lokale (I de fleste tilfælde er medlemmerne enige).

Der kan godt være enkelte der er uenige (ikke partipolitiske uenigheder) så ryger emnet til afstemning.

Der sidder en anden fra EL, men er repræsentant for en forening (de to kan godt være uenige, pga. kulturområdet).

Netværksskabende: når lokaludvalget skal give penge til et projekt skal det helst være sådan at folk i det lokale deltager sammen og mødes.

Skabe sammenhørighed i det lokale

Projektmager: en der søger penge til noget privat, der ikke har noget med Sydhavn eller folket i Sydhavn at gøre.

Der skal udfyldes et skema, og et budget, før man kan søge om midler fra puljen.

Projekter kan delvist godkendes (så skæres der i budgettet, eller ansøger foreslåes at søge resten i en anden bydel)

I Forretningsudvalget sidder der en fra hver af de tre underudvalg (kultur, social og bymiljø) og en formand og en næstformand. Navnene på underudvalg bestemmer det enkelte lokaludvalg (dog har alle et forretningsudvalg).

Hvis der skal laves noget om busplaner, så inviteres en fra Movia der kan fremlægge om det. Nogle gange inviterer lokaludvalget TMF for at komme og fortælle.

Generelt inviteres eksperter til at komme og fortælle om hvad der skal ske.

Demokratiske egenskaber:

1. Deltagelse
2. Indflydelse
3. Gennemsigtighed
4. Repræsentation
5. Lighed for loven

Lokaludvalg Amager Øst

Er formand for LU og foreningsmedlem – fra en idrætsforening. Han sidder i arbejdsgruppen sociogruppen og BIFU (børn, unge, idræt, fritid, kultur). Amager Øst LU har ikke et forretningsudvalg – de har en flad struktur, hvor alle beslutninger lægges til selve LU. De har en tovholdergruppe, hvor formændene for arbejdsgrupperne mødes omkring det organisatoriske, men alle politiske beslutninger træffes af det samlede LU.

Demokrati er maximal indflydelse for mennesket på samfundet. demokratiet må ikke begrænses til den konstruktion vi har i dag.

Demokratiet er i dag ufuldstændigt, det er under udvikling. Det skal nå til et punkt, hvor mennesket føler at det har indflydelse i det omfang, det har lyst til.

Lokaludvalget fungerer i rammen af det moderne demokrati, med nogle foruddefinerede muligheder for indflydelse. Lokaludvalget skal udføre maksimal borgerinddragelse og udvide borgernes forståelse af kommunens funktion og give dem indflydelse på kommunal politik.

Lokaludvalget er bindeled begge veje mellem borgere og rådhuset, i en formidlingsrolle.

Lokaludvalget har indflydelse på høringer der vedr. borgerne i bydelen og mulighed for at tildele puljemidler til lokale aktiviteter og kan iværksætte egne initiativer.

Lokaludvalget forestår også lokalt miljøarbejde af en særskilt pulje.

Ingen formel indflydelse, men mulighed for at indstille til borgerrep.

Lokaludvalgets indflydelse kan godt gøre sig gældende udenfor bydelen gennem forvaltningerne/borgerrep.

Lokaludvalget indkalder af og til til møder med forvaltninger og Han mener, at de som regel får en vis indflydelse på udviklingen og at der lyttes til deres input.

KK er en kolos som er bundet op af strukturer, den kan være tung at danse med. Lokaludvalgene er over deres tiårige eksistens blevet fortsat mere institutionaliseret og har på den måde opnået større indflydelse, deres rolle i systemet er blevet anerkendt.

Lokal sag på strandlodsvej: der findes en lokalplan, som LU har været involveret i. Industribygninger er blevet bevaringsværdige. De kan ikke rives ned uden videre. Det har LU bragt opmærksomhed på, kommunen blandede sig og det viste sig, at bygherre havde søgt dispensation fra bevaringsstatus. Forvaltningen havde givet dispensation, men BR lyttede til LU.

Han mener, at den sag for blot få år siden havde gået i forvaltningens/bygherres favør, men med LU's indflydelse i dag, gjorde den ikke. LU har lokal interesse og viden, som BR kan drage nytte af – politikerne har for meget at se til, til at gå i detaljer i alle lokale sager – og der kan de støtte sig til LU.

Lokaludvalget har været kendt som brokkehoveder, men deres rolle har ændret sig for nyligt.

Lokaludvalget er ikke blot kommunikativt bindeled, men også et organ med et ben i hver lejr – et hos borgerne, som de forstår, og et i kommunen, hvis procedurer, LU også forstår. Således unik rolle.

LU beskytter borgerne mod f.eks. grundejere/

bygherrer der går imod borgernes interesser.

Han mener, at borgerne også ved, hvad LU gør for dem. Han mener desuden, at borgerne generelt kender til LU og dets virke. Amager er noget særligt, der er lokalt fællesskab og opbakning – derfor har LU kunnet støtte sig til Amager Østs veldefinerede identitet. Andre bydele er i Hans optik mere fragmenterede, der er det sværere at henvende sig til borgerne.

Amager Øst lokaludvalg udgiver en lokalavis fire gange om året, overtaget fra kvarterløftet (OMF).

Amager Øst lokaludvalg har støttet sig til noget af det demokratiske arbejde, der er gjort tidligere – en betydende faktor for, at de er velkendt og etableret i bydelen.

Sekretariatet er uundværligt – LU-medlemmer er frivillige, sekretariatet er ansatte og lokalt forankrede.

Borgerhenvendelser kommer fra forskellige borgere – dog relativt sjældent. Det er oftest LU der henvender sig til borgerne gennem borgermøder og møder i gaderne. Det sker også at borgere/foreninger henvender sig og beder om opbakning til deres sager. I de tilfælde kan LU fungere som talerør til forvaltningen, hvor de har svært ved at komme igennem selv.

Kommunens struktur og størrelse er for uoverskuelig for de fleste borgere, som derfor har brug for LU.

Han anser vores samfund for meget velfungerende – sammenlignet med udlandet. Herhjemme drejer det sig om at forbedre dagligdagen/folks tilværelse.

Amager er delt ved Amagerbrogade – en rent administrativ grænse, fællesskabet går på tværs.

Amager Øst har den indre, tæt bebyggede del og villakvarteret i syd, som er karakteristisk forskellige, men i praksis har adskillelsen ringe betydning.

Nogle bydele har et miljøpunkt, andre har en miljømedarbejder i LU. Det er de færreste bydele, der arbejder med miljøpunkterne. Amager Øst og Vest har et meget aktivt miljøpunkt, som begge LU arbejder sammen med. Amager Øst prioriterer miljøindsatsen højt og afsætter derfor en stor del af deres puljemidler til miljøpunktet. Det foregår gennem etårige kontrakter.

Puljemidler kan kun bruges indenfor lokalområdet – der er altså nogle barrierer i forhold til at samarbejde på tværs af LU.

Den administrative grænse Amagerbrogade giver ikke problemer, der kan godt samarbejdes på tværs af Amager Øst og Vest. Det er op til LU selv at afgøre, hvor vidt et initiativ kommer lokalområdets borgere til gode.

Byudviklingen i de to bydele har været forskellig, der er forskellige karaktertræk. Vest har primært været bolig, øst har haft industrien, amagerbanen, skibstrafik. Udviklingen fra industri til blandet bolig og erhverv har betydet, at LU har haft mange lokalplansager i hele dets levetid.

Amager øst har et stærkt foreningsliv, mange idræts- og kulturforeninger. Mange kulturhuse/-institutioner. Der har de nogle fordele ift. amager vest.

Han oplever misundelse fra amager vest på amager øst rige kultur- og foreningsliv.

Amager strand og Helgoland giver meget til foreningslivet.

LU bruger borgerpanelet og nyhedsbrev pr. email. Nyhedsbrevet til information og orientering.

Det er et problem for demokratiet, at borgerne ikke får tilbagemelding når de opretter/bidrager til en sag – borgernes gnist slukkes, når de ikke får respons på deres engagement. Der prøver LU at give tilbagemeldinger og statusmeddelelser.

Ama'røsten er evalueret for et par år siden, meget positiv respons fra borgerne. Flertallet kender til den, mange bruger den. Kommersialiseringen af de andre lokalaviser betyder, at et produkt som Ama'røsten er mere eftertragtet.

Han bekræfter, at borgerne er meget optagede af bustrafikken. Det vedrører rigtig mange.

LU er utilfredse med et kommende byggeri – derfor mødes de med arkitekter og grundejernes repræsentant. LU opfordrer til, at flere parter i en sag får deres budskab ud, og giver derfor spaltepads til deres "modstandere" i sagen, for at give et nuanceret billede og bevare samarbejdet med andre aktører.

Han mener, at flertalsdemokrati og afstemninger er en mindre del af styret. Dialogen er den væsentlige del af demokratiet. Demokratiet kan ikke bygges på lovtekst alene. Det er essentielt, at alle parter/aktører inddrages og at beslutninger træffes i dialog. Derfor er det vigtigt for LU at bevare den gode tone og de gode forhold til lokale aktører.

LU er en del af et "uddannelsesprojekt" hvor de udvikler deres egen viden og evne til at manøvrere politisk, men også uddanner borgerne i styrets sammensætning og deres demokratiske muligheder. De uddanner også forvaltningerne i, hvordan deres praksis bedst efterkommer borgernes behov. De uddanner politikerne i forståelse for borgernes reaktioner og dialog med borgerne – og hvordan

de opnår tilfredshed blandt borgerne og forbedre borgernes vilkår.

Han erkender selv, at hans viden og kompetencer inden for det politiske har udviklet sig meget gennem hans virke i LU. Han kan se, at LUs tidligere høringssvar og handlinger bærer tydeligt præg af, at de ikke har den viden og kompetencer, de har i dag.

Det er vigtigt at lokaludvalgene skabes på en måde, der gør dem i stand til at bygge videre på den erfaring, der udvikles gennem deres virke.

Kvarterløftene fra 90'erne er det første tiltag, der for alvor har lagt magt og beslutningskapacitet i byudvikling i borgernes hænder – lokaludvalgene følger denne tradition.

Han mener, at denne form for borgerinddragelse har voldsom motiverende effekt på borgernes engagement i byudviklingen og byens politik.

Der er fortsat meget plads til forbedring i byens demokrati.

Bydelsrådene var et "fejlsagent" pilotprojekt indenfor lokalpolitik og nærdemokrati, som markerede starten på bevidste forsøg på borgerinddragelse og nærdemokrati i København. Det førte til et mere succesfuldt projekt i form af kvarterløft, OMF og LU.

De bydele, hvor der har været kvarterløft og OMF, har en fordel som LU kan bygge videre på.

Valg til LU er ikke udpræget demokratiske, borgerne har ikke direkte indflydelse. Det er en lille del af bydelens foreninger, der stiller repræsentanter. Der mangler aktiv deltagelse.

Netværksdannende aktivitet er igen i højsædet.

Foreningerne opnår ikke en fordel ift. puljeansøgninger ved at have en rep i LU.

LUs lokalt forankrede viden om foreningslivet er afgørende for deres evne til at træffe beslutninger når de vurderer ansøgninger.

Beslutninger træffes gennem dialog og afstemning. Dialogen går først.

Der er åbent for at potentielle ansøgere kan komme til møde med LU og drøfte deres projekter inden de søger puljemidler. Ansøgningerne kan styrkes ved at ansøgerne møder frem personligt og præsenterer deres projekter.

Alle kan deltage i arbejds møder, men behandling af ansøgninger og tildeling af puljemidler er forbeholdt LU-medlemmer.

LU forestår borgerinddragelse/borgermøder ifm. byudviklingsprojekter. De taler også borgernes sag, når sagen trækker ud og borgerne evt. mister interessen.

LU kører også langsigtede projekter, hvor de f.eks. har givet puljemidler til en udviklingsplan for kløvermarken, som er kommet videre til forvaltningen. Her har det været et krav, at foreningerne kunne arbejde sammen, for at få tildelt midler.

Til trods for, at LU kun giver økonomisk støtte til begivenheder/netværksskabende projekter, har de også bidraget til etableringen af f.eks. idrætsfaciliteter, naturcenter og deslige og har således også indflydelse på byens fysiske udvikling.

LU har haft succes med at overbevise de lokale og foreningerne om, at de kan få demokratisk indflydelse, til trods for, at der findes en grundholdning om, at kommunen ikke kan skubbes til.

Denne grundholdning bygger bl.a på, at selv om man har fået overbevist KK om et initiativ, er der i kommunen langt (kan være flere år) fra en beslutning er truffet, til der handles på den. I den situation kan LUs rolle være at holde borgerne informeret og være garant for, at der følges op på borgernes henvendelser og interesser.

Borgerpanelet bruges i LU når de kan se, at det kan give afklaring på en beslutning. Det bruges ikke så ofte. Borgermøder er efter Hans mening mere brugbart.

Borgerpanelet har været brugt til at få afklaring om opinionen omkring amager fællad byggeri og havnetunnelen. Borgerpanelet kan godt bruges til at give LU et klart billede af opinionen, som godt kan overraske medlemmerne, til trods for deres kendskab til borgerne i bydelen.

Aktiv deltagelse er en del af demokratiet.

Han mener det er vigtigt, at gøre en indsats for at inddrage marginaliserede grupper (f.eks. indvandrere der har brug for tolkning).

Hans vægtning af demokratiske egenskaber: (vi mangler forsamlingsfrihed)

1. Indflydelse
2. Deltagelse
3. Ytringsfrihed
4. Frihed/muligheder
5. Gennemsigtighed

Det er essentielt for demokratiet, at folk har en opfattelse af, at deres skattebetalinger forvaltes fornuftigt. Det er afgørende, at processerne er så gennemsigtige, at folk tror på, at deres penge bruges på fornuftig vis. Det er uhyre vigtigt for LU at have respekt for, at borgerne har arbejdet hårdt for de penge, LU forvalter.

Populisme: er et demokratisk fy-ord. Er det manipulation med folkestemning eller ledelse efter borgernes interesser? Han mener begrebet er blevet misbrugt. Legitimitet udelukkende gennem demokratiske valg? Anfægtes demokratiet, hvis man udenfor valghandlingen hører borgere?

En del af nutidens demokratiske problematikker på globalt plan er udtryk for, at politikken har fjernet sig fra borgerne. Demokratiet skal udtrykke borgernes meninger og synspunkter for at give mening.

Hans erfaring med politik er, at der sker et stort skred, i det Danmark går ind i EU. Folketingets suverænitet blev overdraget. Indtil da beskæftigede folketinget sig med "store ting", men i takt med, at beslutningskompetencerne er flyttet til EU, beskæftiger folketinget sig med fortsat mindre ting. For at partierne fortsat kan legitimere sig selv, er de så nødt til at manipulere og skabe problemer, som de har magt til at løse. Partierne manipulerer folk til at tro, at de er forskellige og repræsenterer forskellige interesser, men deres reelle forskelle i den politik, de fører, er meget lille.

Centralisering i effektivitetens navn er en stor udfordring for demokratiet – beslutningerne centraliseres og gennemsigtigheden forringes. Økonomien sætter rammen for alle beslutninger, regnearksbeslutninger er skadelige for samfundet.

Lokaludvalg Vanløse

Damhusengen er et omdrejningspunkt for Vanløse LU – der er lavet en antropologisk undersøgelse "den sociale biotop" – naturparken er skabt i samarbejde mellem et stort antal interessentgrupper.

Foreningsmedlem fra "Enggruppen". Koordinator for natur og miljø i LU, har også været for børn og unge. Det er vigtigt at forholde sig til børn og unge. Efter påske sender Vanløse 1000 børn og unge fra lokale skoler ud og samle skrald på vejene.

Vanløse LU har desuden trafik og plan-udvalg, kultur og fritid, og social og sundhed. Desuden en tovholdergruppe, hvor et medlem fra hver arbejdsgruppe deltager i koordinering.

LU er åbent for alles deltagelse, men selve udvalget skal godkende alle projekter.

Udviklingsplan for Damhusengen har været omstridt mellem TMF og lokale interessentgrupper.

Demokrati er en svær og sårbar proces. Det er ikke en endelig størrelse, men under udvikling og afhængigt af, hvem der er på toppen. Det er vigtigt med gensidig respekt, ellers kan det udvikle sig til flertalsdiktatur. Det er vigtigt, at folk føler, at de får noget tilbage, men grådigheden kan også tage overhånd.

Det absolut vigtigste for demokratiet er, at "man" bliver hørt og bliver taget hensyn til.

I nogle monarkier/begrænsede demokratier har kongen påtaget en rolle som ombudsmand.

Det deliberative element er det centrale i demokratiet.

Lokaludvalgene er vigtige i den sammenhæng, da

det er dem, der har den tætte borgerkontakt. Alle har mulighed for at blive hørt af udvalget og deltage i debatten.

Det hænder, at folk henvender sig til lokaludvalget med sager, de mener bør tages op. LU tager så sagen videre til politikere, forvaltning eller andet.

Lokalaviserne er et vigtigt medie for lokaludvalget, for at få opmærksomhed på deres arbejde. LU har altid en journalist med til møderne.

Det danske demokrati er under udvikling, det går op og ned. Det er en iboende svaghed for demokratiet, at det er let at manipulere med folks stillingtagen. Politikerne kan vinde mangt på overfladiske oneliners og karismatisk fremtræden, til trods for at deres vælgere ikke sætter sig ind i deres politik.

Jo større afstand man har til dem, hvis hensyn man forvalter, desto sværere er det at inddrage dem alle. Centralisering er dermed et problem for demokratiet.

Danmark har draget fordele af et demokrati, der har udviklet sig stille og roligt over lang tid, uden revolutioner.

I lokaludvalget er det svært at få kontakt til børn og unge, de politiske processer går så langsomt, at børnene ikke når at se resultaterne af deres deltagelse, før deres udvikling og interesser har flyttet sig.

Vanløse LU bruger borgerpanel, men har ikke de samme erfaringer med det som Brønshøj-Husum. De har ca. 3000 deltagere. Per kender ikke data derfra. De har i øjeblikket en undersøgelse ude vedr. grønne arealer og byrum. Borgerpanel er begrænset af at være et spørgeskema, envejskommunikation, som kun kan måle tilfredshed på de

parametre, man selv har valgt at spørge ind til – der er altså nogle hensyn, som ikke bliver taget.

Det bygger meget på statistik. Borgerpanelet kan give et fingerpeg om, hvilke temaer, der bør handles på. Dermed kan der følges op gennem dialog.

Dem, der selv melder sig på banen, er dem der er særligt engagerede. Dem, der bare går og er småtilfredse eller småtilfredse risikerer ikke at blive hørt.

Fodbold er en "hellig ko" i Danmark, de får stor magt qua deres organisering.

Per taler meget om den fysiske planlægning i Vanløse, det er centralt for LU.

LU har en fornemmelse af en stemning i "gadeplanet", at der er nogle "unge uromagere" der har nogle ønsker, som ikke kommer frem i offentlige kanaler og derfor bliver overset. Særligt et behov for uorganiseret sport i det offentlige rum, som kan give plads til de unge, især mænd, som mangler væresteder.

Medlemskab i LU er en læringsproces, hvor medlemmerne lærer diplomatiske egenskaber og at begå sig i det politiske system. "Jo mere uenig du er med nogen, desto pænere skal du tale til dem."

Internettet er et nødvendigt værktøj, men det er svært at mobilisere. Borgerpanelet er okay, men kan ikke stå på egne ben.

Der er en tendens til regnearksbeslutningstagen i forvaltningerne og i kommunen. Det er budgettet der styrer. Lokale og personlige interesser går tabt, fordi der ikke er plads til dem i de rammer – de kan slet ikke tages hensyn til. Helhedsbilledet går tabt.

Damhusengen og fodboldkulturen er en heftig

mærkesag for Per.

Rangering af demokratiske egenskaber (Per er meget modvillig ift. at rangere og udelade egenskaber)

Spillet går imod Pers måde at tænke på. Han lægger stor vægt på dem alle, og mener ikke, at nogle kan stå uden alle de andre.

Oplysning/uddannelse/kompetence mangler på listen af egenskaber.

Per mener ikke, at folk generelt har tillid til politikerne hverken i BR eller FT. Der er for stor afstand til borgerne og for lidt gennemsigtighed ift. beslutningstagen. De har mistet jordforbindelsen. Jo mere centralisering, desto flere "falder af i svinget".

"demokrati er en hensigt, ikke et produkt" du kan aldrig opnå en tilstand, hvor du kan sige "nu er det demokratisk".

Med en masse pres fra Aleksander kom vi frem til en rangering:

repræsentation

frihed

deltagelse

gennemsigtighed

retfærdighed

Municipal Council 1

Demokrati er ikke blot muligheden for at blive hørt, men også at få magt til borgerne.

Demokrati koges ofte ned til, at det er nok hvis man får lov at komme med input – det er vigtigt at man også får indflydelse. Demokrati er mulighed for deltagelse og mulighed for at få magt.

Demokrati er også en ligeværdig samtale (agonistisk, deliberativt)

Det er et problem for demokratiet, hvis magthaverne er forudindtagede på baggrund af alder, race etc.

Demokratiet kan skævvrides af forudindtagethed hos magthaverne.

Det danske/københavnske demokrati er langt mod idealet. Centralisering er et problem for det danske demokrati, Informanten ser hellere at vi går tilbage til mere selvbestemmelse i kommunerne. Vi skal bruge LU, men Informanten forstår, hvis folk ikke i høj grad søger ind i dem eller søger indflydelse igennem dem, da de ikke har fået formel magt men kun "muligheden for at komme med forslag".

Magthaverne har haft en tendens til at trække magten til sig på de højere niveauer (BR fra LU, FT fra kommunerne, regionerne)

Det er et dilemma, at man som magthaver skal være i stand til både at træffe hurtige beslutninger og samtidig få inddraget alles hensyn. Informanten mener, at det er godt, når en stor del af magten distribueres til nærdemokratiet.

Magthaverne har noget at lære af borgere og nærdemokrati.

Informantens arbejde i BR

SF anerkender, at der i kommunen findes søjletænkning, hvor politikerne ikke arbejder

tværgående og derfor mister forståelse for helheden. Områder som ligestilling ligger på tværs af sektorerne, hvorfor søjle/kasse inddelingen er en væsentligt knast.

Projektbaseret arbejde i BR: Informanten er involveret i et medlemsforslag til BR om at købe jagtvej 69 tilbage og skabe et monument til kvindernes kampdag. Det kræver samarbejde i partiet for at lave forslaget og frem og tilbage mellem partiet og BR frem til forslaget fremsættes.

I SF opererer de med en pipeline for deres forslag, hvor de planlægges nogle måneder frem. Når der sættes et medlemsforslag, tages det op i BR, men langt det meste politik laves / fleste beslutninger træffes i udvalgene. Der er altid en forventning om, at man stemmer det samme i BR, som partiet har gjort i udvalget.

Ikke alle partier er repræsenteret i alle udvalg. DF og LA er f.eks. ikke i BIU. Udvalgsposterne fordeles i konstitueringen af BR.

BR hedder BR – stammer fra den gang svenskerne gik over isen og lavede en lejr i Brønshøj. Danmark var svagt, borgere måtte ikke have våben, forsvarede sig med værktøj ol. Kongen tildelte borgerne BR som belønning for deres indsats i forsvaret af Kbh.

Det varierer, i hvor høj grad der benyttes flertalsdemokrati overfor konsensusdemokrati i udvalgene. Det afhænger f.eks. af, hvor stærkt borgmesteren står ift. den politiske farvning i udvalget. Vi kan evt. se på referater, hvor ofte der stemmes og hvordan. Der tages dog kun referat af selve beslutningen, og der må ikke refereres til, hvad nogen har sagt i en debat (black boxing af designbeslutninger! SKIDT!)

Informanten går enten til organisationer eller til

partiet, når hun mangler viden om hvordan det står til i samfundet. Hvis man spørger borgerne, får man mest brok – der kommer bedre input fra folk, med en bedre forståelse for systemet, end fra randomness. Repræsentation på mange niveauer er iflg Informanten en fordel for politikerne.

Informanten modtager mange borgerhenvendelser, og oplever, at folk har en forventning om at deres sag vil blive taget op. Informanten mener ikke, at man som politiker skal lave sagsbehandling – det er udemokratisk, og politikerne har ikke fagligheden til at lave forvaltningernes arbejde. Forvaltningernes bidrag til politikerne er meget vigtigt for deres forståelse, og det er vigtigt at der kommunikeres i et forståeligt sprog.

Når der kommer en sag op, kan det være fristende som politiker at tage den til sig og ville løse det selv – det er vigtigt, at politikerne har en forståelse for, at den lokale forankring er vigtig – argument for decentralisering af sagsbehandling.

Informanten tror på, at der kan opnås forbedringer ved at flytte mere beslutningskapacitet ud til LU. Der træffes bedre beslutninger på baggrund af borgerinddragelse.

Det er afgørende for værdien af borgerinputs, hvilket område man arbejder med, og hvem det er der spørger dem. Som BR-medlem har man ikke tid til inddragelse, men må bruge repræsentanter fra foreninger, med forventning om, at de er førstehåndsrepræsentanter.

Interesse- og andre organisationer er et vigtigt værktøj for politikernes forståelse af systemerne under dem.

Det er vigtigt i borgerinddragelsen, at det er den rigtige afsender der inviterer dem. For lokale beslutninger, kan LU få bedre resultater end BR,

fordi afsenderen er med til at sætte rammerne.
Se på Sfs dagsordener?

En af Informantens mærkesager er, at BR skal bevæge sig væk fra mange kvantitative målinger på beskæftigelse, og mere skal lave kvalitative undersøgelser af borgernes oplevelser med myndighederne. Det kan give mere detaljerede og kurssættende information og samtidig være med til at sikre, at det ikke kun er de høje stråbende, der får indflydelse.

BR benytter sig meget af dialogmøder, hvor forvaltningen pålægges at afholde dialogmøder, hvor politikerne kan deltage eller få referat, men hvor borgerne får mulighed for at blive hørt.

Informanten mener også, at BR til tider glemmer at høre nogle af de foreninger, der kan repræsentere berørte borgere – på integrationsområdet, i hvert fald. Hvorfor er

Borgerrådgiveren – en form for ombudsmand for borgere, som kan tage borgerhenvendelser op til behandling og bringe sager op til borgerrådgivningsudvalget eller BR, hvis der er gennemgående temaer i borgerhenvendelser. Ikke et decideret demokratisk værktøj, men i praksis understøtter han demokratiet. Han er ikke generel sagsbehandler, men hovedsageligt tiltænkt folk, der er blevet ”klemte” i systemet – ikke har fået behandlet sin sag tilfredsstillende hos en sagsbehandler i første omgang.

Indflydelse (informanten ville gerne sig magt i stedet)

Ytringsfrihed

Legitimitet (sammenhæng mellem hvad der siges og hvad der gøres)

Lighed for loven

Repræsentation (indeholder ligestilling)

Indflydelse kan man ”uddelegeres” uden at man reelt afgiver sin magt. Det er vigtigt, at alle har lige magt.

Indflydelse kræver deltagelse.

Valghandlingen er grundlæggende for demokratiet. Foreningsliv, partipolitik etc. bygger oven på. Stemmeretten er afgørende for, at der tages hensyn til en – det giver en konsekvens for politikerne.

Mange nydanskere ved ikke, at de har stemmeret til kommunalvalg, fordi de ikke har stemmet til folketinget. Der ligger en opgave i at informere om at folk har stemmeret og hvorfor.

Repræsentationen er helt afgørende, eksempelvis forstår ”rigtige voksne” sig ikke på, hvor meget plads en ung studerende har brug for, og træffer derfor forkerte beslutninger.

Møde i Tingbjerg på tirsdag kl 17 vedr. Kbh ny integrationspolitik – tingbjerg skole

Municipal Council 2

Informanten læner sig op af Koch’s demokrati-forståelse. Demokrati er lige så meget en livsstil som det er en styreform. Samtale, kompromis og fælles forståelse er grundlæggende for demokratiet.

I kommunen findes demokratiske handlinger mellem partier, mellem partier og organisationer og mellem partier og borgere. De adskiller sig på parternes forståelse for systemet og adgang til info, hvilket giver udfordringer ift. vidensgrundlag.

Det er en central udfordring at få info kommunikeret ud fra myndighederne. ”Politikerlingo” skaber barrierer mellem borgere og myndigheder. Disproportionalitet. Her er journalisterne et vig-

tigt bindeled for informationsdistribuerings.

Københavnsk politik mangler formidling. Det er en præmis for godt demokrati, at vi alle er lige oplyste. Ulighed i informationstilgang skævrider.

Informanten har et radikalt mandat og er del af den radikale gruppe. Sidder desuden i KFU. Sidder i bestyrelsen i Grønjordsskollegiet. Også i folkeoplysningsudvalget under KFU.

CR beskæftiger sig meget med inddragelse af det politiske bagland (Radikal ungdom osv.)

BR går også til LU eller andre relevante organisationer med lokal specialviden for at søge viden.

Informanten får henvendelser fra f.eks. sprogskoler om sager, som han tager videre til forvaltningerne. I den situation fungerer politikerne som formidler mellem samfund og forvaltning. Politikerne er så at sige forpligtet til at stille spørgsmål på borgernes vegne, og oversætte mellem teknisk og jovialt sprog.

Hvordan udøver borgerne bedst deres demokratiske ret?

Det kommer an på, hvad man vil opnå. Vil man have politikere valgt, skal man gå ind i partipolitik. I en enkelt sag kan man godt henvende sig til en politiker – hovedsageligt omkring sager, der allerede er på den politiske dagsorden. Kræver, at folk selv orienterer sig i Brs dagsorden. En henvendelse kan også føre til en sag, som kommer for BR.

Politikernes mandat understøttes i diskussionen, når borgerne selv henvender sig med sager.

Det er også en mulighed, at gå gennem LU. Det er nemmest for BR, når folk henvender sig til forvaltningerne.

I KFF får de mange ansøgninger til f.eks. festival, som sendes videre til forvaltningen.

IT: Christopher giver eksemplet hvor han har skullet behandle et punkt på BR dagsorden, hvor han søgte viden gennem facebook gruppen for Radikale og fik partimedlemmernes holdninger og spørgsmål med den vej. BR medlemmerne bruger også i høj grad twitter og facebook som kommunikation med borgere. Det giver et bidrag, som udvider debatten. Det er ikke kun det politiske.

Der er praktisk talt ingen, der har det samlede overblik over systemet – særligt ikke borgerne.

En stor del af arbejdet som BR medlem går med at forberede sig og sætte sig ind i materialet. En familiemor vil have svært ved at nå det og samtidigt engagere sig i borgerinddragelse.

Municipal Council 3

Informanten mener at demokrati er For det første valghandlingen ved kommunal, folketing osv. også foreningslivet, møderne mellem mennesker i organisationer

Danmark afspejler demokratiet. Der er en høj grad af deltagelse i organisationer som forældreråd, skolebestyrelser etc.

Informanten sidder i Børne og ungdomsudvalget. Udvalget holder møder og træffer beslutninger om rammerne for byens udvikling på området. De er også ude og tale med forældre, børn, pædagoger, lærere etc.

I udvalget har de direkte kontakt med alle deres "subjects", det mener Informanten også at de har i alle de andre udvalg.

Informanten er førstegangs-valgt fra KV17. I forbindelse med valgkamp var hun ude og tale med 1100 mennesker direkte. Hun er også involveret i folkekøkken i Nordvest.

Informanten modtager henvendelser vedr. de sager, der er på dagsordenen for BR. Også invitationer til at se initiativer på børne-ungdomsområdet – også uopfordrede henvendelser.

BUU holder også løbende dialogmøder med borgere om f.eks. integrationspolitik.

Informanten kender til borgerpanelerne, som anvendes af LU.

Kommunen har en portal der hedder bliv hørt, som er åben for høringssvar for f.eks. lokalplanforslag.

Der sendes webtv fra BR-møder, som også er åbne for deltagelse, så folk kan følge med.

Udvalgmøderne er lukkede, kun beslutninger refereres.

Informanten har udviklet koncept for folkekøkken i NV hvor der kan debatteres lokale sager – her kan folk komme med sager til dagsordenen, f.eks. Problemer eller initiativer. Indtil videre er der kun holdt ét.

Næste folkekøkken er 14. maj.

For børnefamilier kan det være svært at deltage i dialogmøder o.l. – Informanten forestiller sig at webinarer kunne være et supplement til direkte deltagelse ved møder.

Borgerpaneler ser Informanten som et godt værktøj, men har ikke selv erfaringer med det.

Informanten har i snit et møde eller to med borg-

ergrupper om ugen og mange borgerhenvendelser. Feks. Relateret til lokalområdet.

Borgerinddragelse: Borgerworkshops omkring oprettelse af skole i sydhavnen, når der f.eks. Skal træffes beslutning om en eller to skoler. Dernæst formel høring for interessenter.

Tidligere på året uddeltes midler til 7-9. klasser, hvor BUF havde inviteret interesserede til at bidrage. Det er vigtigt for Informanten at få understøttet sine beslutninger gennem borgerinddragelsen.

”Vi skaber det bedste København, ved at inddrage københavnernes og træffe beslutninger sammen”

Informanten giver eksemplet om ny integrationspolitik som eksempel på, hvornår det giver mening med tidligere borgerinddragelse.

Nogle gange er der sat regler og rammer på forhånd, som kan begrænse borgernes muligheder for indflydelse. Det kan betyde, at den borgerinddragelse, som sker, ikke får betydning.

Alle råd og idéer til inddragelsesprocesser er velkomne.

Forvaltning 1

1. Hvorfor henvender borgere sig til din forvaltning? De henvender sig af alle mulige grunde, vi har bl.a. borgerservicetjenesten, og derudover benytter de vores mange kultur- og fritidstilbud eller benytter vores faciliteter gennem foreninger.

Er det din opfattelse at borgerne herigennem får indfriet sine ønsker? Det er svært at svare på for mig, da jeg sidder i en stabsfunktion og ikke har borgerkontakt, men ja, overordnet, tror jeg da de er tilfredse og glade.

2. I hvilke sammenhænge henvender forvaltningen sig til borgere? Det gør de – så vidt jeg ved – især i forbindelse med udviklingen af nye services og mindre innovationsindsatser, fx indretning på bibliotekerne.

Hvilke metoder kender du til der kan benyttes ifm borgerinddragelse? Mange! Vi kunne godt blive skarpere på digital borgerinddragelse. Det har vi så vidt jeg er bekendt aldrig benyttet måske med undtagelse af en survey på Facebook, hvilket jeg dog ikke ville betegne som digital borgerinddragelse.

Hvilke af disse metoder benyttes af forvaltningen? Servicedesign har længe gået sin sejrsgang i KFF og de metoder, der følger med, især kvalitative interviews og observation samt i nogle tilfælde prototyping. Derudover henvender forvaltningen sig til borgerne gennem diverse sociale medie-sider. Vi har en skov af sociale medier fordi vores enheder ofte har deres egen, fx Amagerbio eller Huset i Magstræde.

3. Hvordan påvirkes jeres arbejde af borgerinddragelse? Det kan jeg ikke svare på med sikkerhed, men jeg forventer at vi kommer til at blive udfordrede af vores organisatoriske siloer når vi begynder at invitere borgernes input ind i stor skala gennem digital borgerinddragelse. Jeg forventer også at vi selv skal udvikle nye metoder for at bearbejde og omsætte borgerinput.

Kan du nævne nogle konkrete fordele og ulemper? En klar fordel er at man kan supplere sin erfaring og faglighed med et reelt oplevet behov hos borgeren i stedet for at udvikle tilbud som dybest set er baseret på antagelser. Jeg ser også et øget fokus på at sikre legitimitet, relevans og ejerskab over det vi laver hos borgeren og at borgers ønske blive brugt netop som legitimitet til at vælge A i stedet for B. Ulemper – eller måske snarere udfordringer som er grundet i manglende organisatorisk modenhed – er at vi ikke er gearret til at arbejde med store mængder af borgerinput.

4. Når forvaltningerne faciliterer borgerinddragelse, hvordan videregives resultaterne så til politikerne? Det ved jeg ikke..

I hvor høj grad er resultater af borgerinddragelse med til at påvirke planlægning og udvikling af politisk strategi? Jeg ved at vores politiske udvalg efterspørger data om borgers ønsker og adfærd i højere grad end vi pt. er i stand til at levere, og jeg vil også mene at de i høj grad gerne vil basere især prioriteringer på evidens.

5. Følgende liste af demokratiske egenskaber skal bruges til at lave en baseline for de mange forskellige opfattelser af demokratiet. Vælg venligst 5 af de 10 egenskaber som du mener er de væsentligste i et demokratisk samfund. Jeg har valgt fem men jeg synes det kommer an på hvilken vinkel man spørger fra. Fx ser jeg lighed for loven og ytringsfrihed som en forudsætning for et demokrati mens deltagelse, legitimitet og indflydelse som kvaliteter i et sundt demokrati.

- Legitimitet x
- Indflydelse
- Repræsentation
- Gennemsigtighed x
- Deltagelse x
- Frihed (muligheder)
- Retfærdighed x
- Ytringsfrihed
- Lighed for loven x
- Ligestilling

Fovaltning 2

Fordi de har et behov, som de håber og tror, at vi kan hjælpe dem med at løse. Generelt kan det siges om KFF, at det i høj grad (måske på nær Borgerservice) er en forvaltning, hvor borgerne henvender sig at lyst.

Det er ikke altid, at vi kan opfylde borgernes ønsker – fx vedr. byggeprojekter eller ønsker om bestemte tider i idrætshaller mm.

Design tænkning, workshops, byggeudvalg, borgermøder, surveys

Alle ovennævnte

Forhåbentlig bliver resultatet af vores arbejde, at der kommer bedre løsninger for borgerne.

En ulempe ved inddragelse kan være forventningssafstemning. Det er vigtigt at få sat rammen for, hvad der er borgeren har indflydelse på.

Det varierer meget, hvordan resultater af borgerinddragelse videregives til politikerne, men ofte gennem indstillinger til det politiske udvalg. Desuden foretager politikerne ofte deres egen borgerinddragelse, da mange af dem er i kontakt med borgere og foreninger.

Svært at vælge fem, da alle er relevante – men her kommer mit bud på de seks vigtigste:

- Legitimitet
- Repræsentation
- Gennemsigtighed
- Deltagelse
- Retfærdighed
- Ytringsfrihed

Forvaltning 3

1.

Ift. generelt borgerhenvendelser:

Folk er trætte af cyklisters adfærd

Stiller spørgsmål til planer for deres lokalområde, fremtidsplaner

Meget specifikke konkrete drift-ting

Henvendelser henvises ofte til udgivne planer (ikke handlepligtige) eller til andre i forvaltningen, derfor ikke så meget opfølgning.

Der er bedre mulighed for opfølgning i f.eks. Byens fysik eller byens drift.

Henvendelser om trafikssikkerhed o.l. Sendes til byens anvendelse.

“Forvaltningens hjemmeside er en jungle”

Når man bare hedder “mobilitet” er det svært for folk at vide, hvad man laver – navnene på afdelingerne er svære for folk at afkode, derfor ryger mange henvendelser forkert.

Der kommer rigtig mange henvendelser specifikt om cyklisme.

2.

Cykelkortet → cykelprioriteringsplanen var en succesfuld digital borgerinddragelse.

Der er indtænkt en masse borgerdialog ifm. Sikring af middelalderbyen.

Det er mest ifm. større planforslag at der lægges op til omfattende borgerdialog.

Nogle gange foregår borgerinddragelse “by proxy” fordi man fra ledelsens side ikke ønsker at bombardere borgerne med spørgsmål/henvendelser.

Prikkortet er blevet en populær måde at undersøge borgernes forhold til byens fysiske indretning.

Der mangler retningslinjer for at inddrage gennem elektronisk værktøj.

3.

Borgerinput er værdifuld viden om, hvad der foregår i byen. Embedsmænd har ikke tid til besigtigelse, så den mest nøjagtige viden om virkeligheden kommer fra borgerne.

Byens udvikling er for hurtig til, at man fra forvaltningens side kan følge med.

Det er tidskrævende at bearbejde borgerinput, og de forpligter når man har bedt om dem.

Forvaltningen mangler ressourcer til at lave borgerinddragelse omfattende.

Borgernes uopfordrede henvendelser kan også godt give et bidrag og komme med forslag til løsninger, som går videre (fordi BU ikke sagsbehandler på borgerhenvendelser).

Borgerhenvendelser bliver noteret og opsummeret, så de kan bruges ved lejlighed og samles op på generelle problemer.

Mange borgerhenvendelser er også uforståelige, men det er stadig vigtigt at de føler sig hørt.

4.

Ift. cykelprioriteringsplanen går resultater fra borgerinddragelse med som bilag i stor detalje til planforslag – ift. Budgetindspil spiller borgerinddragelse en mindre rolle.

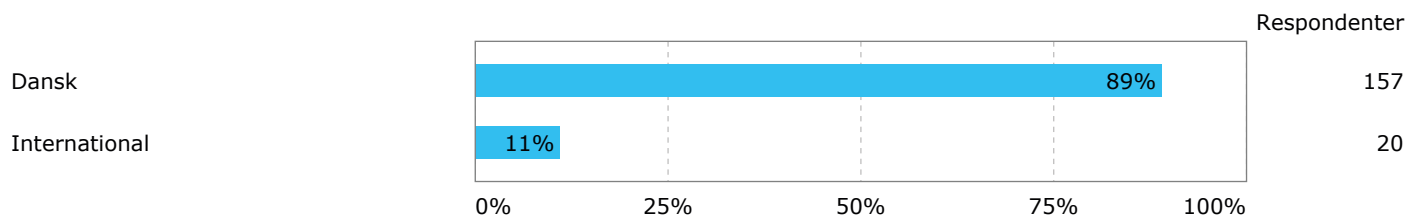
Der bliver lagt vægt på, at det er gennemsigtigt for politikere og lokaludvalg, at det kan ses i planforslag, hvordan deres indspil er blevet tolket og indgår i planer. De inddragede parter får også mulighed for at “se dem efter”

Borgerinput får indflydelse på strategi og politik, men det bliver sjældent sagt.

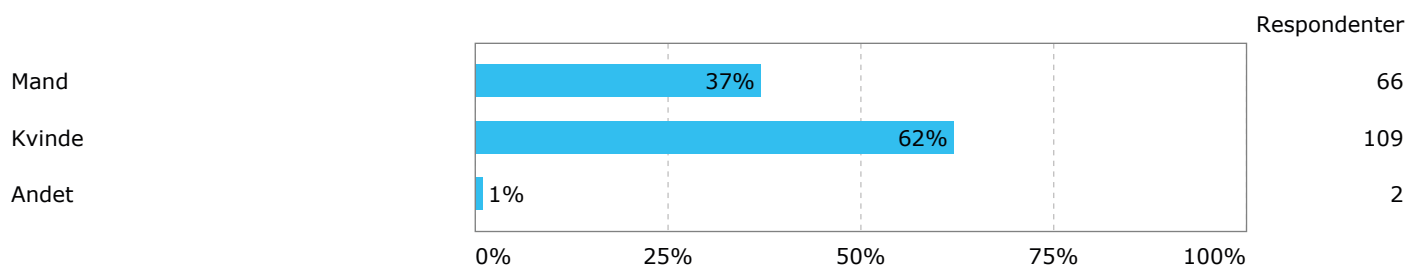
Opsummering af borgerhenvendelser bruges som måleparameter, når det skal besluttes.

APPENDIX 3: SURVEY OVERVIEW

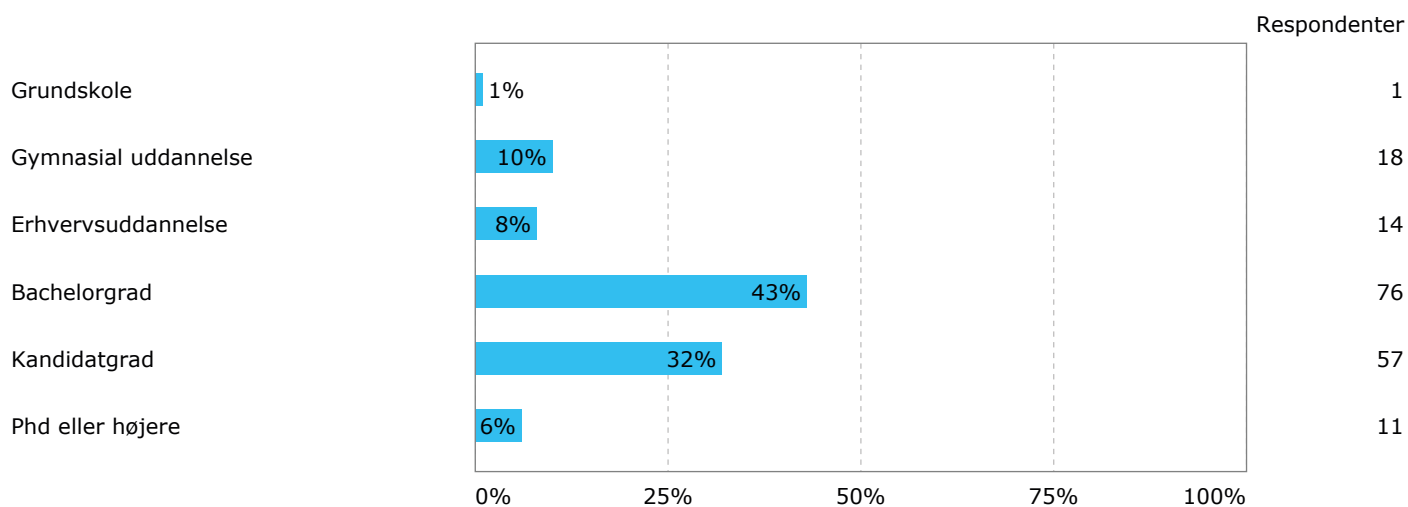
Nationalitet



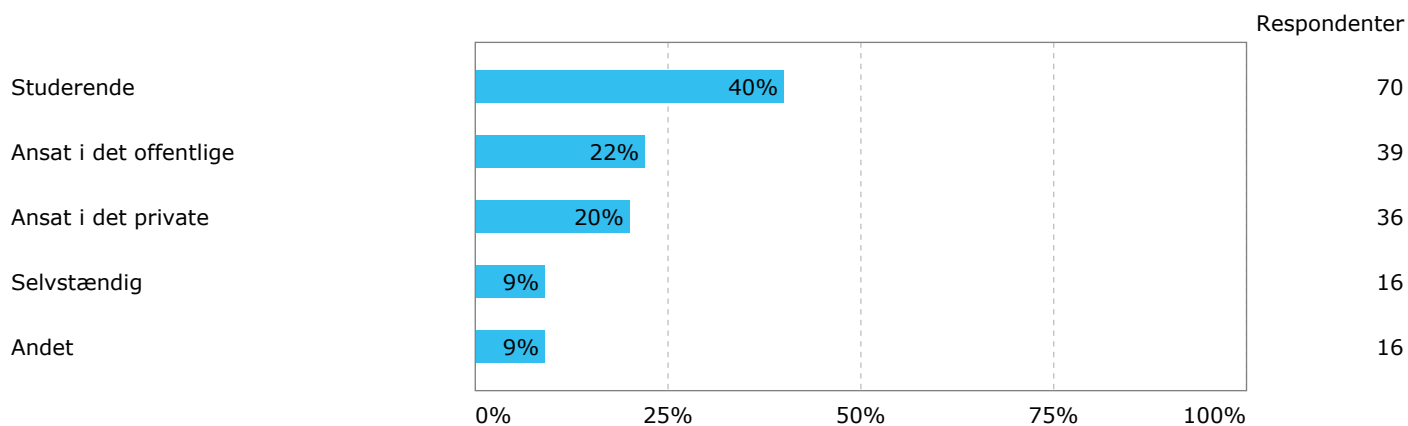
Køn



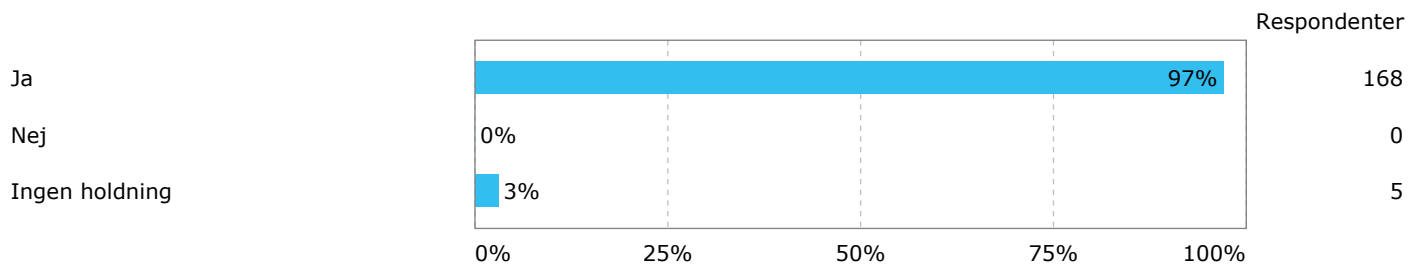
Højeste gennemførte uddannelse



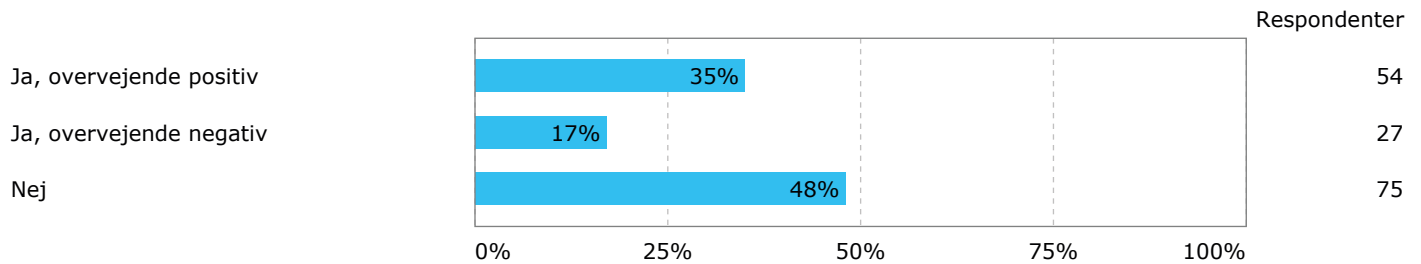
Beskæftigelse



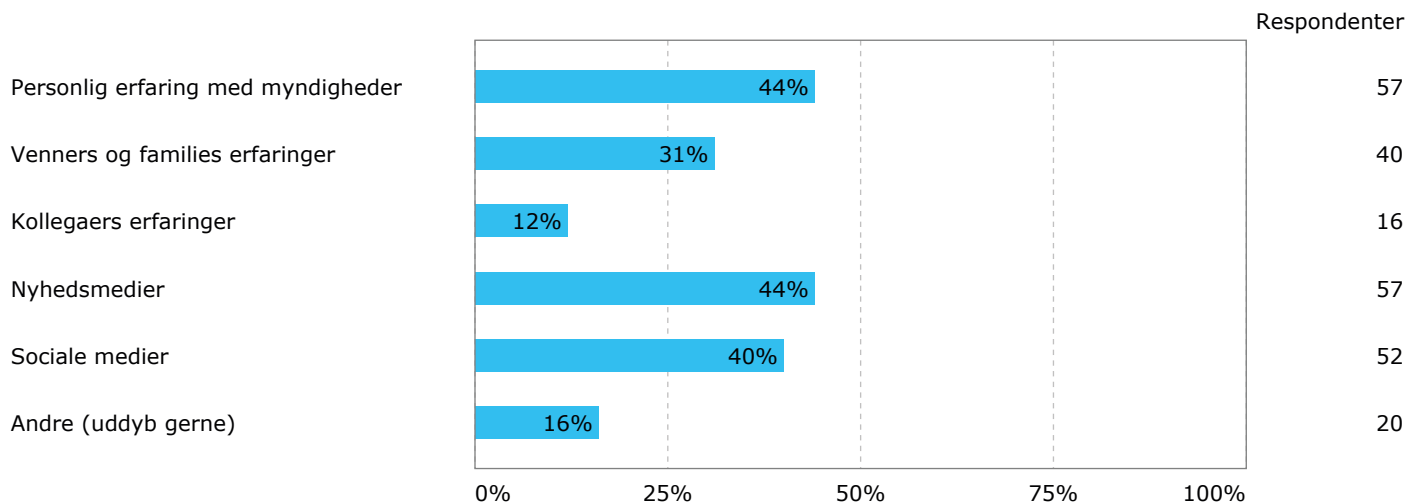
Synes du, at det er vigtigt, at borgere har mulighed for at yde indflydelse på politikudvikling i deres kommune eller nærområde?



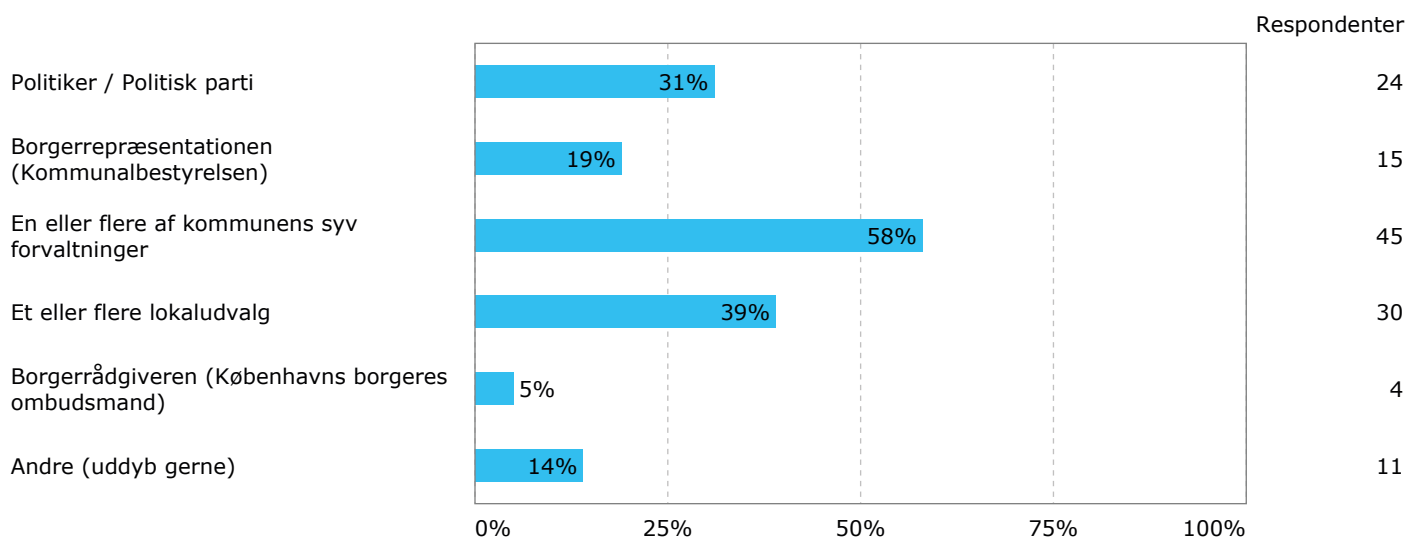
Har du en holdning til Københavns Kommunes evner til at engagere og interagere med københavnernes?

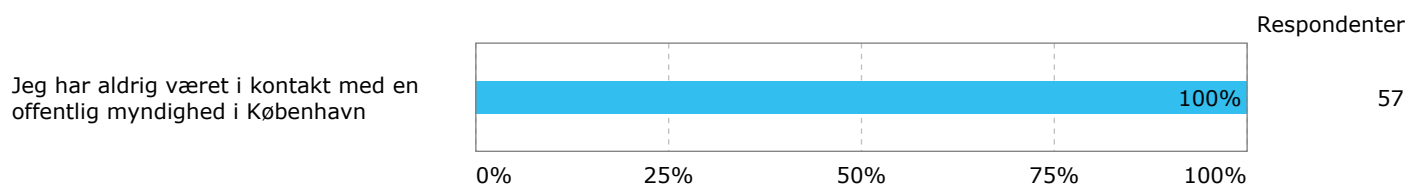


Hvilke slags erfaringer er din holdning hovedsageligt baseret på?

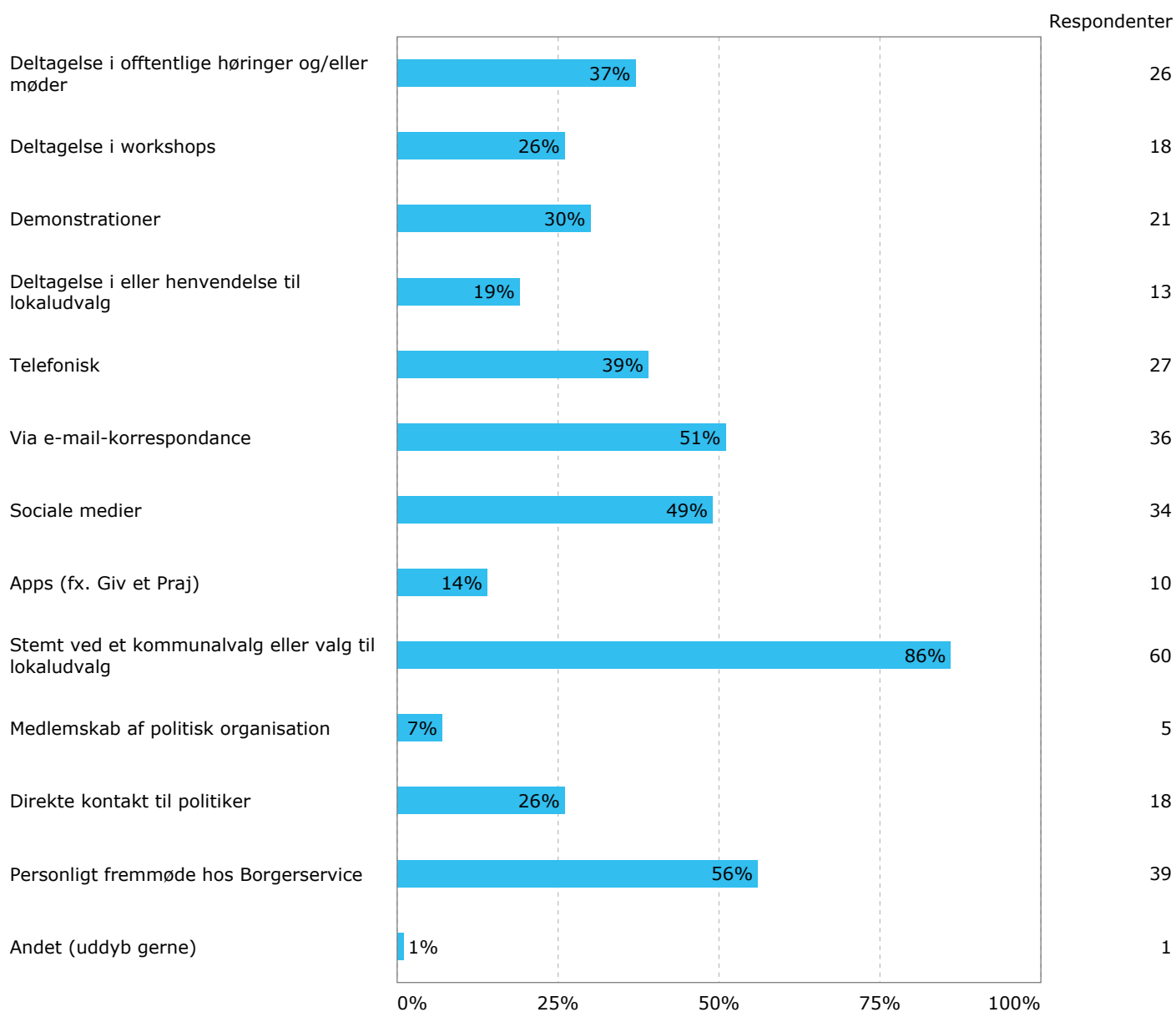


Har du været i kontakt med nogle af de følgende myndigheder i Københavns Kommune?

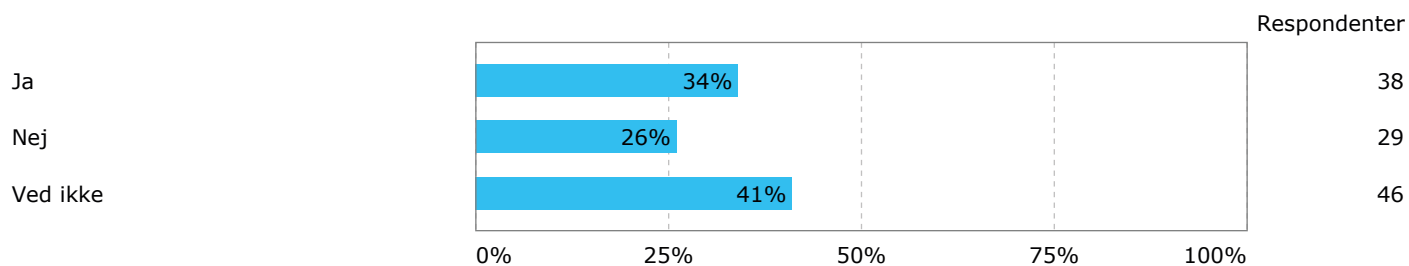




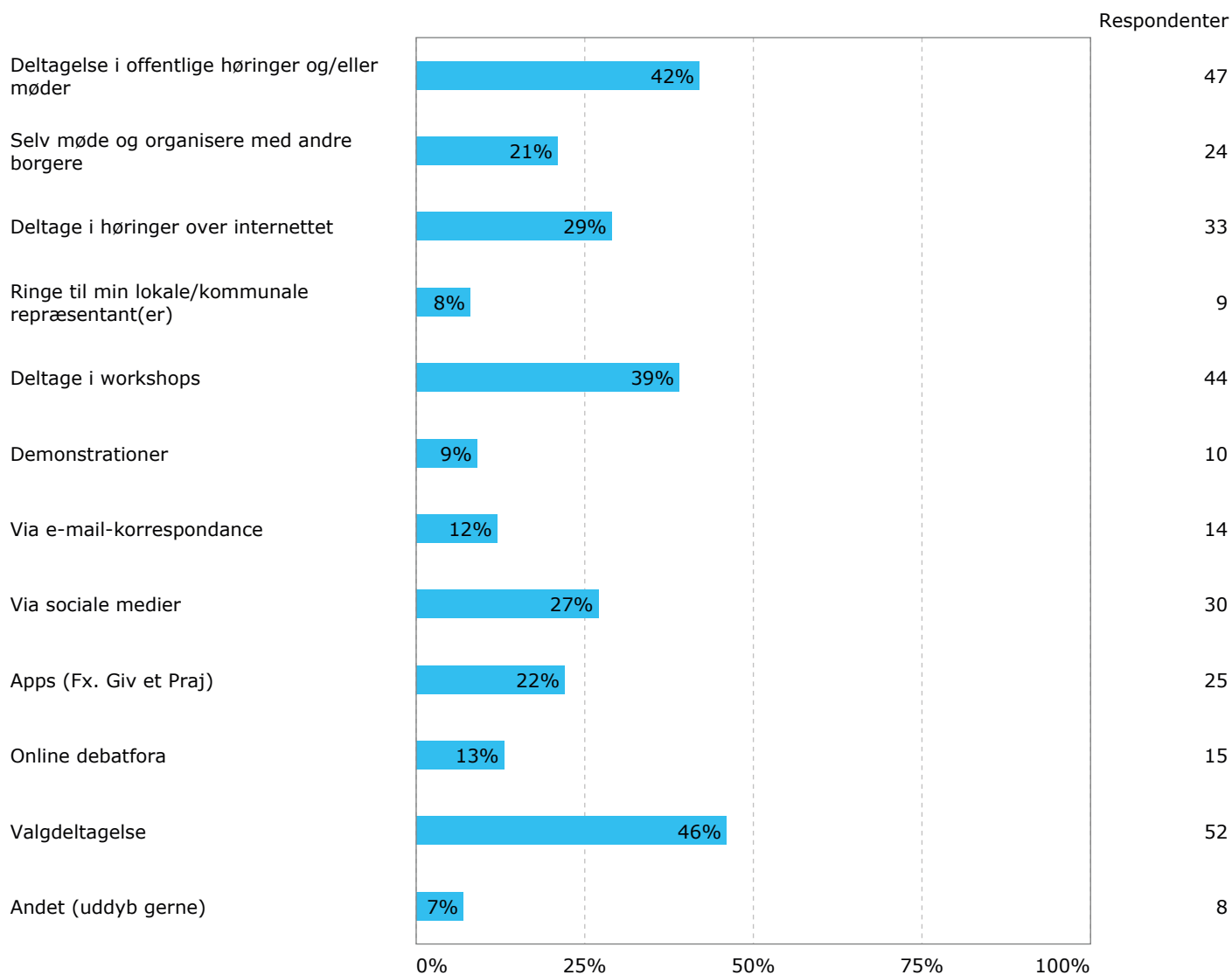
På hvilke af følgende måder har du mødt det offentlige?



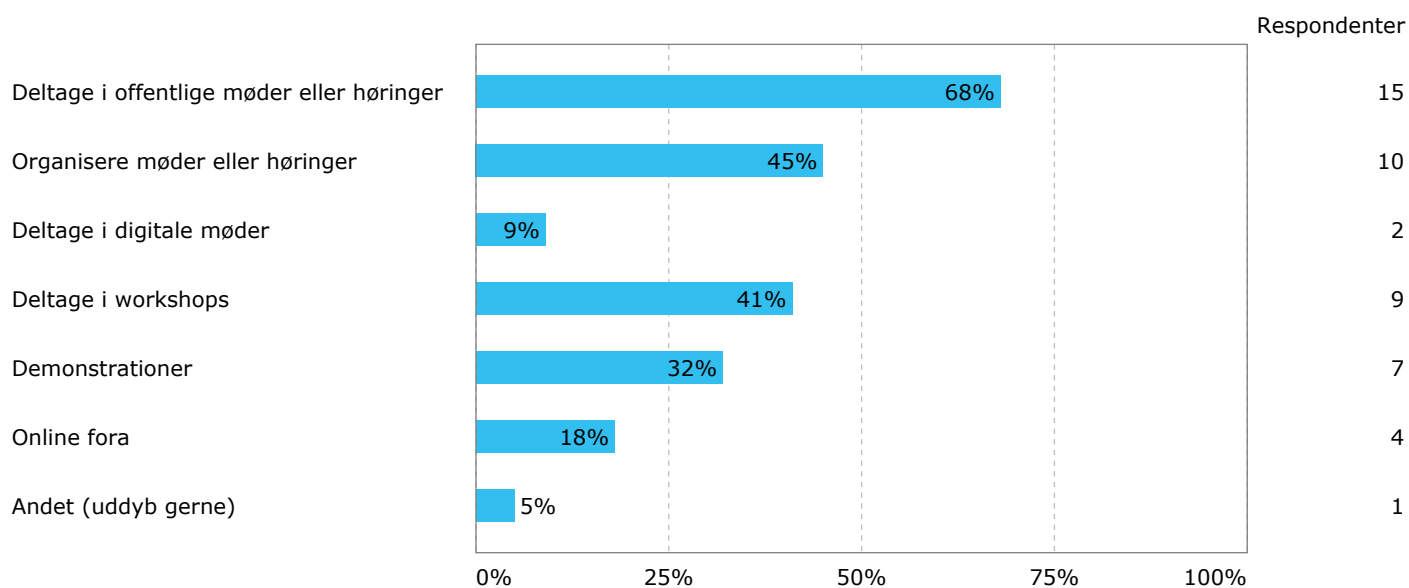
Er du tilfreds med de nuværende muligheder du har for at deltage i nærdemokratiet?



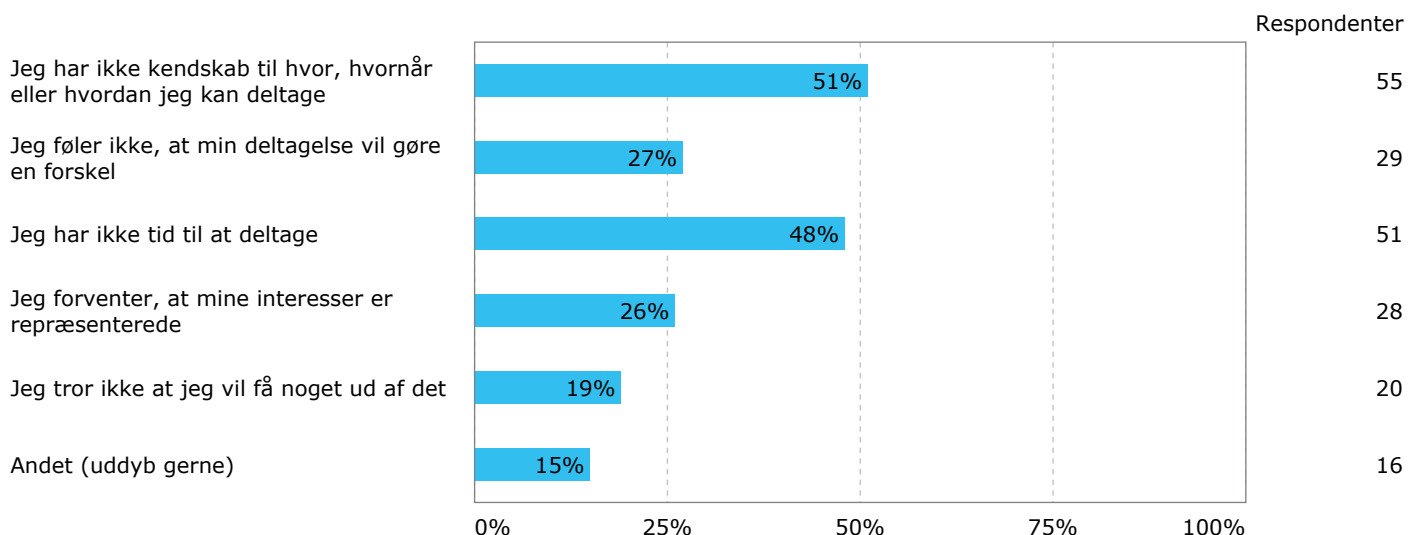
Hvis du skulle deltage i planlægning og politik i dit lokalområde, hvilke af følgende fora ville du foretrække? Vælg op til tre fra listen:



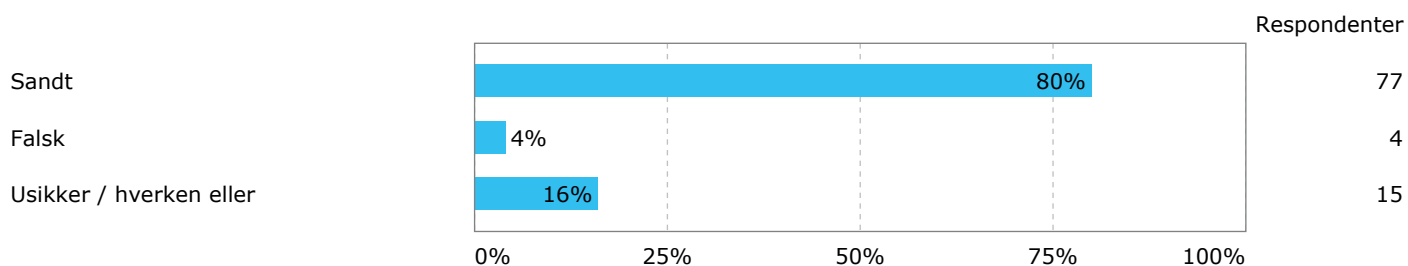
På hvilke af følgende måder vil du mødes og organisere med andre borgere?



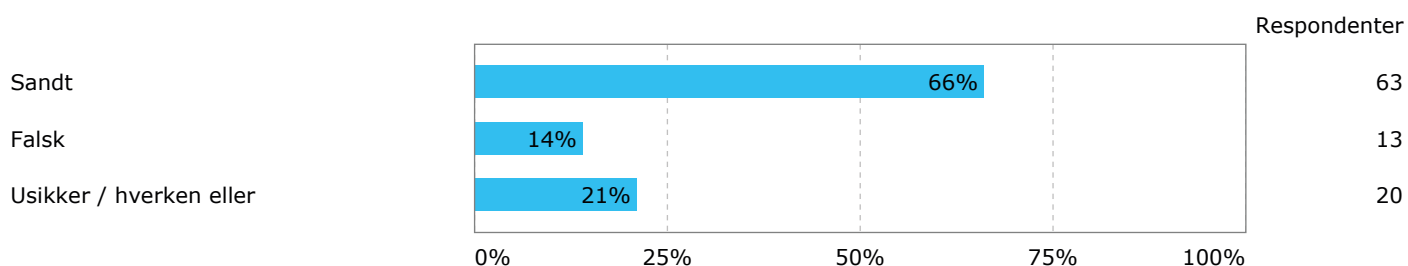
Hvad er årsagen til ikke at deltage i de tilfælde, hvor du undlader at gøre det? Vælg så mange som det giver mening.



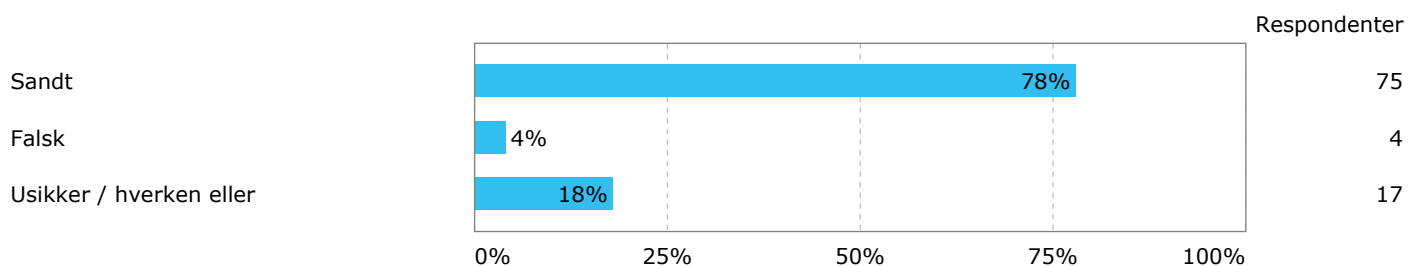
Angiv venligst om du mener at følgende udsagn er sande eller falske? - En inkluderende debat er det vigtigste element i en demokratisk regering.



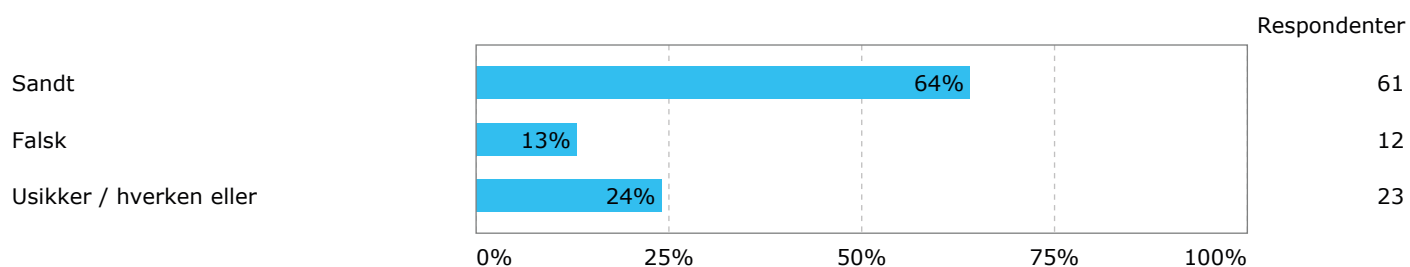
Angiv venligst om du mener at følgende udsagn er sande eller falske? - Stemmeafgivning er en effektiv måde at sikre, at borgernes ønsker er repræsenterede.



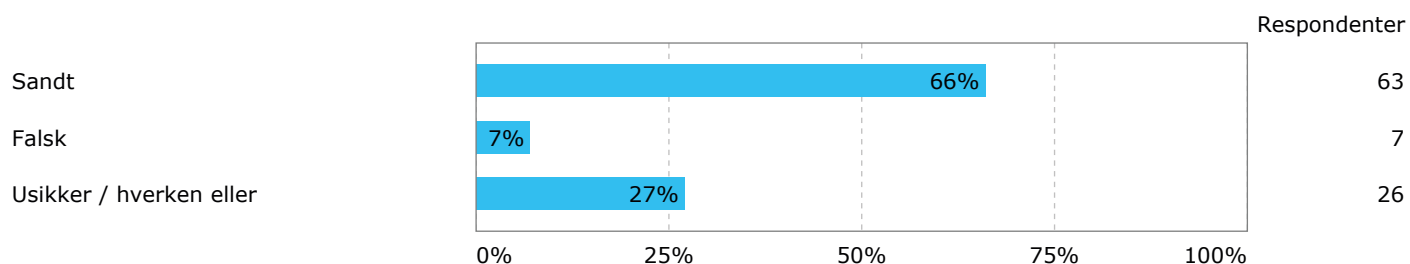
Angiv venligst om du mener at følgende udsagn er sande eller falske? - Demokratiet er afhængig af borgernes frivillige deltagelse i samfundet.



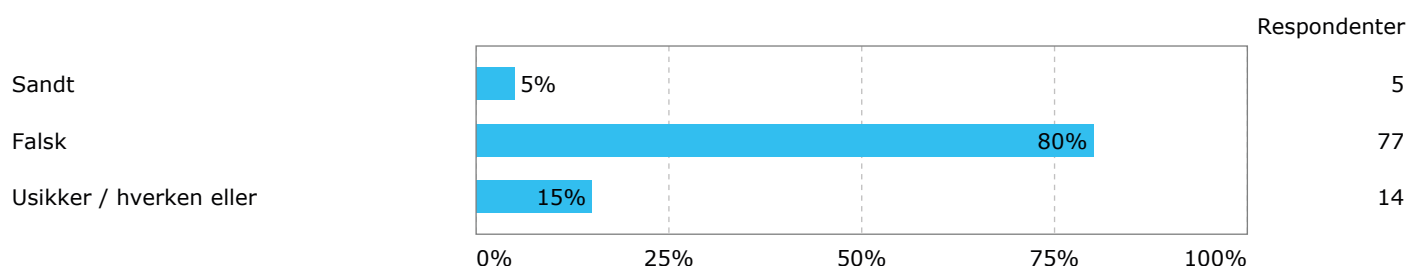
Angiv venligst om du mener at følgende udsagn er sande eller falske? - I et demokrati varetager politikerne borgernes interesser.



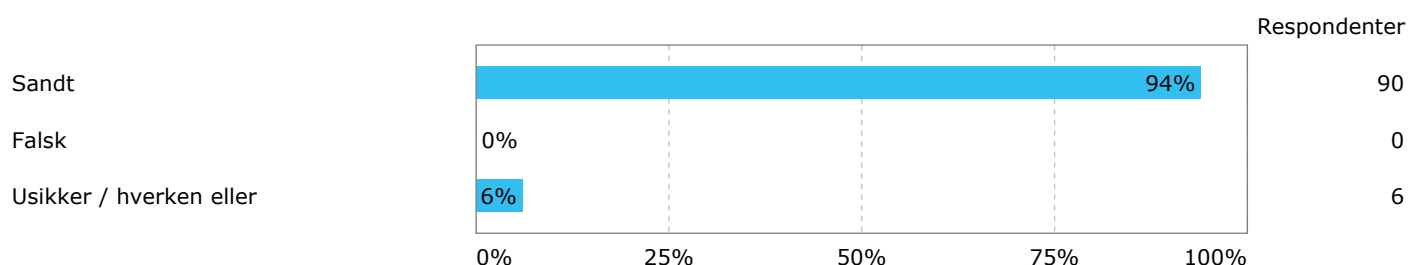
Angiv venligst om du mener at følgende udsagn er sande eller falske? - I almindelighed træffer grupper bedre beslutninger end individer.



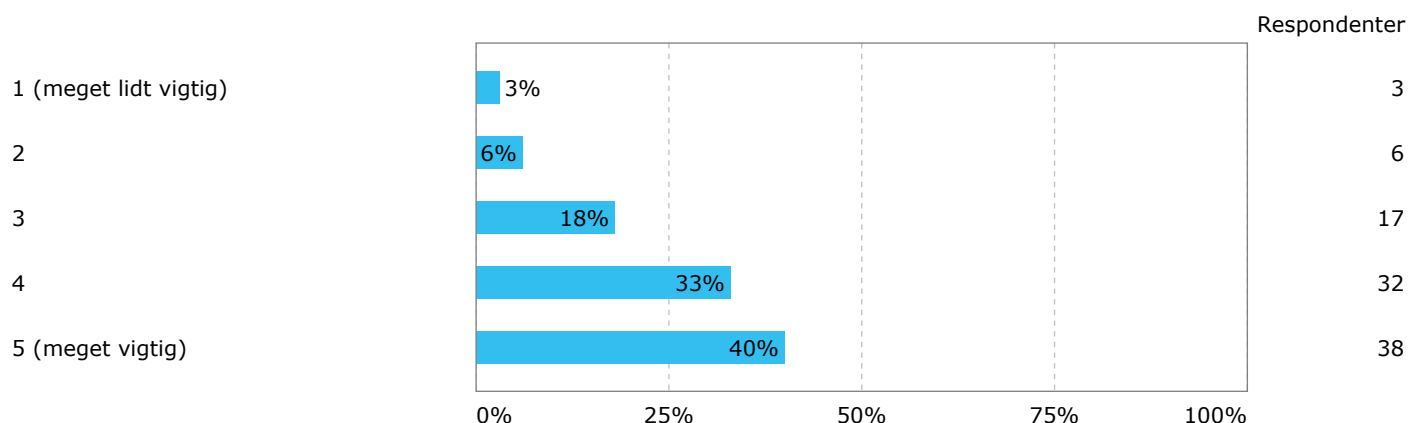
Angiv venligst om du mener at følgende udsagn er sande eller falske? - Regeringen er mest effektiv uden indblanding fra borgere og organisationer.



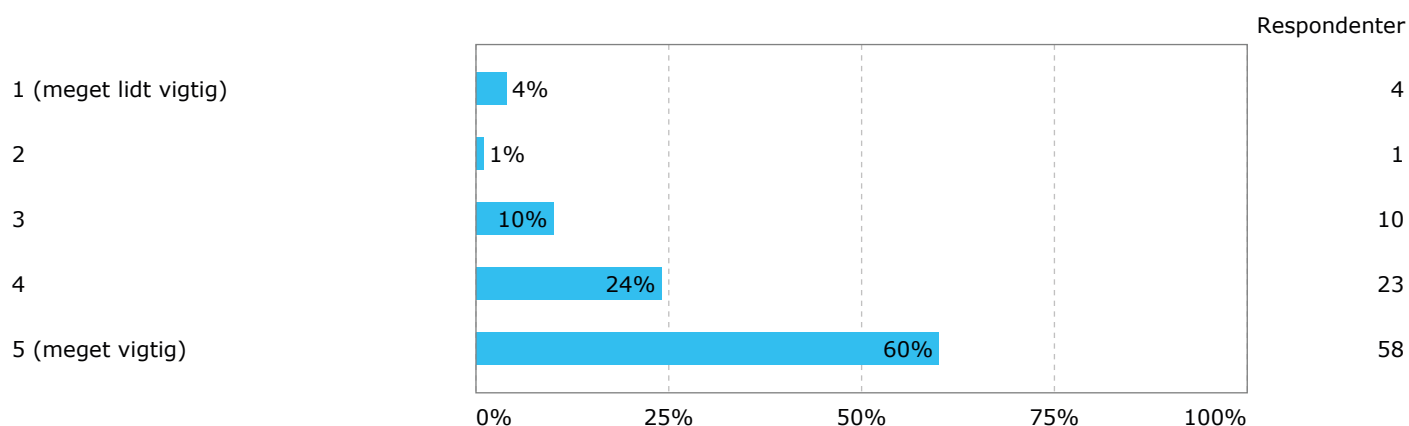
Angiv venligst om du mener at følgende udsagn er sande eller falske? - Information fra borgere og organisationer kan hjælpe politikere til at træffe bedre beslutninger.



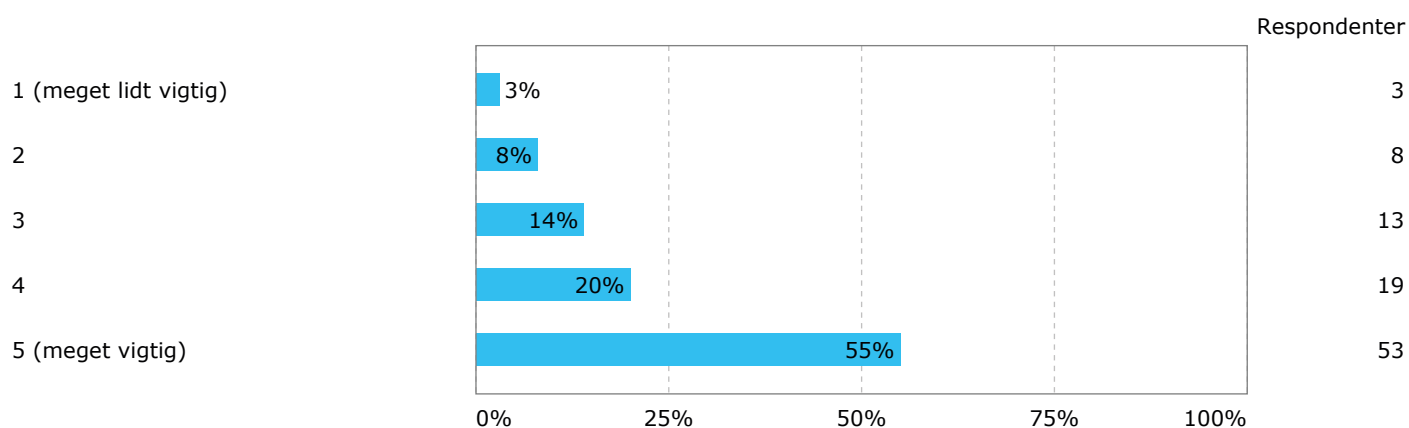
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Følger love og forordninger



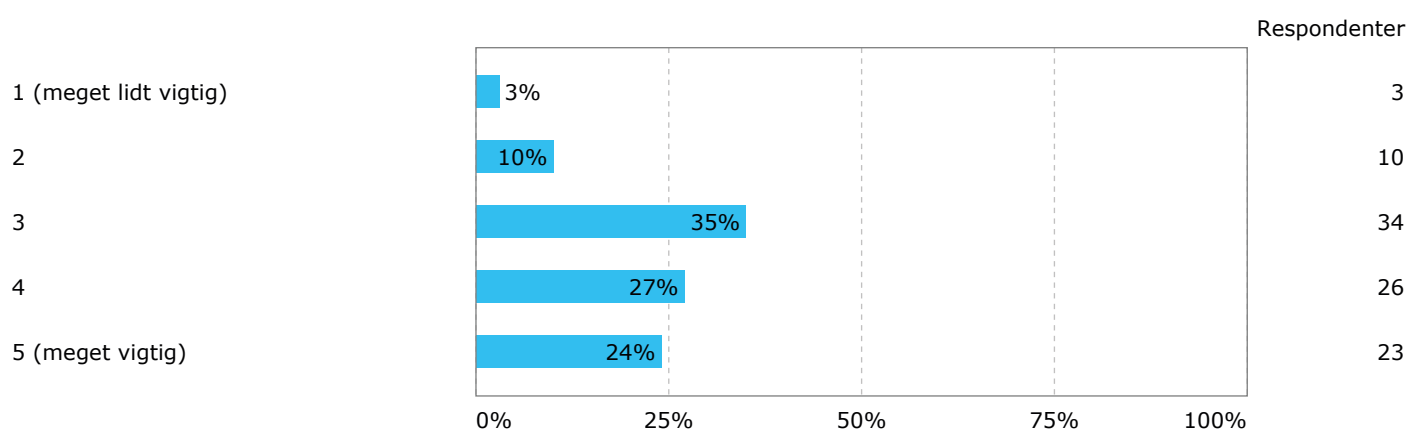
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Betaler sin skat



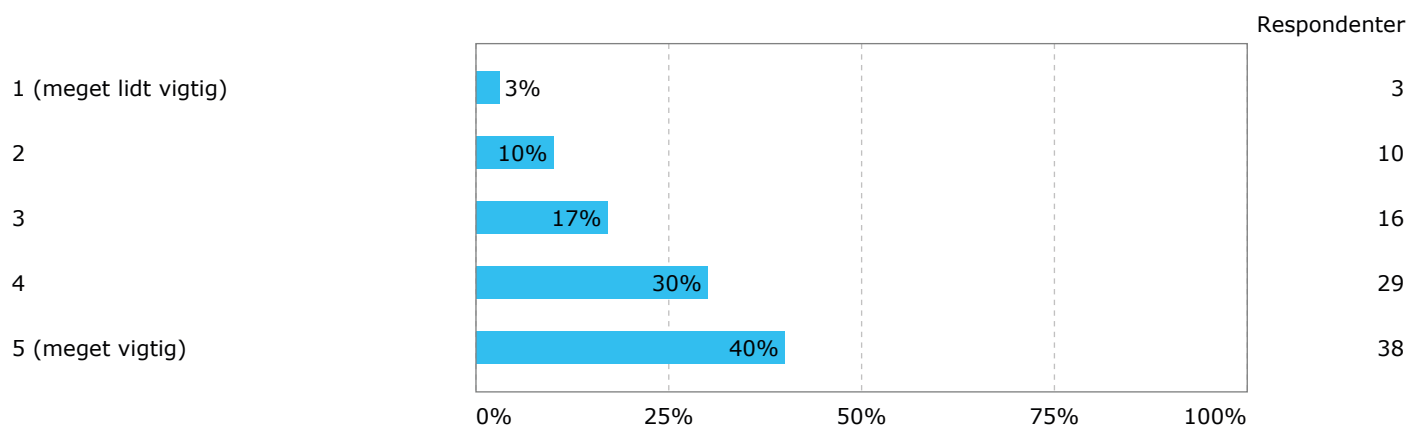
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Stemmer til offentlige valg



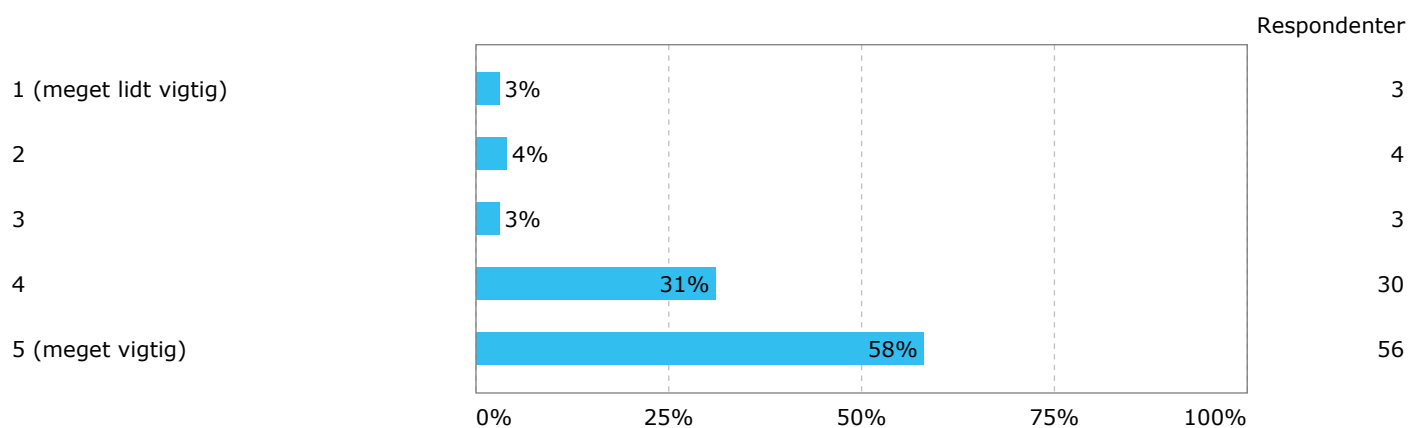
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Holder sig informeret om, hvad der sker i samfundet



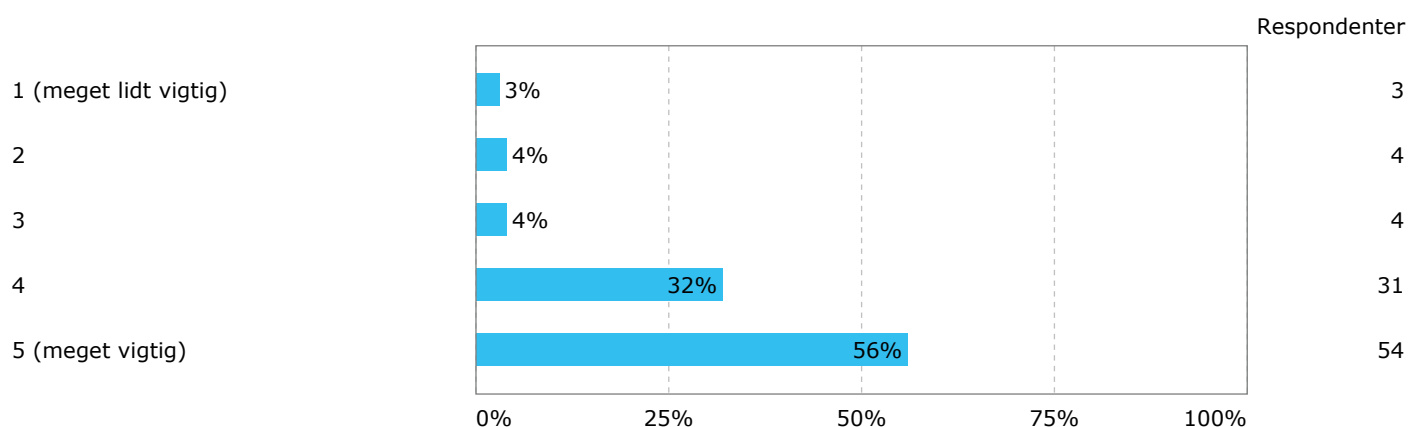
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er solidarisk med dem, der er dårligere stillet



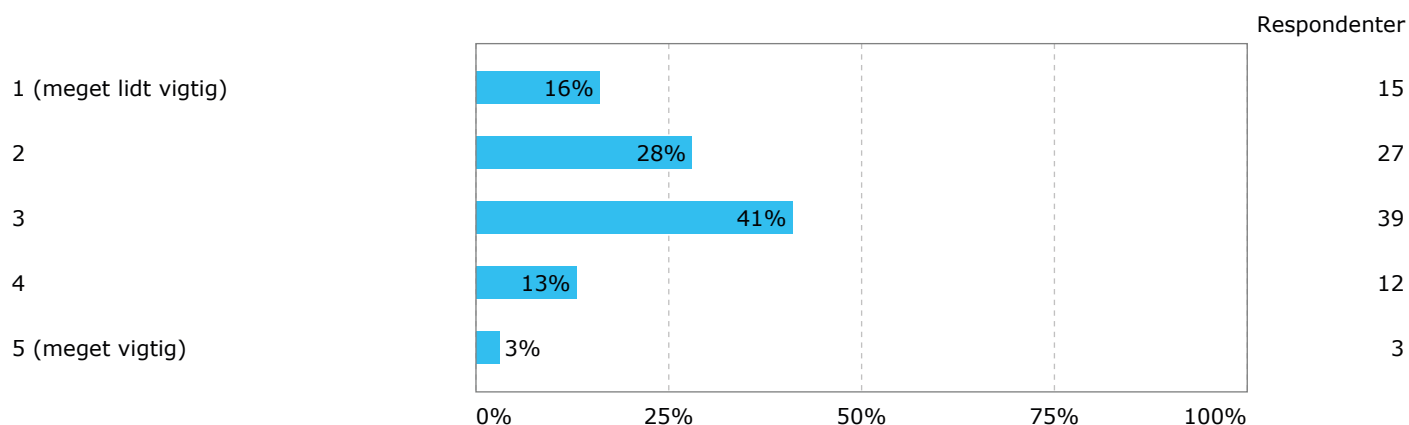
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er tolerant over for folk med andre holdninger



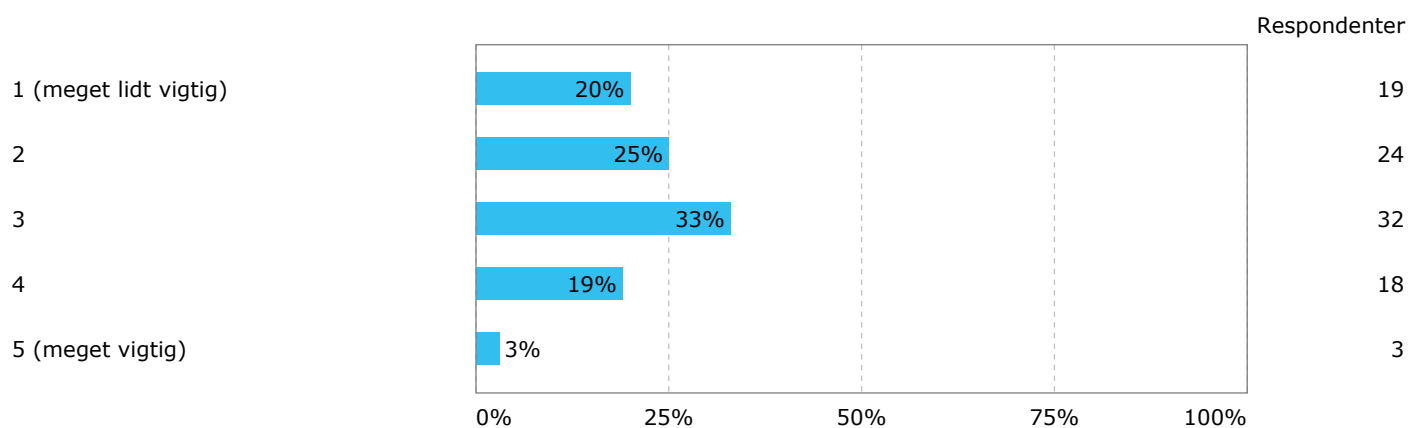
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er tolerant over for folk med en anden baggrund



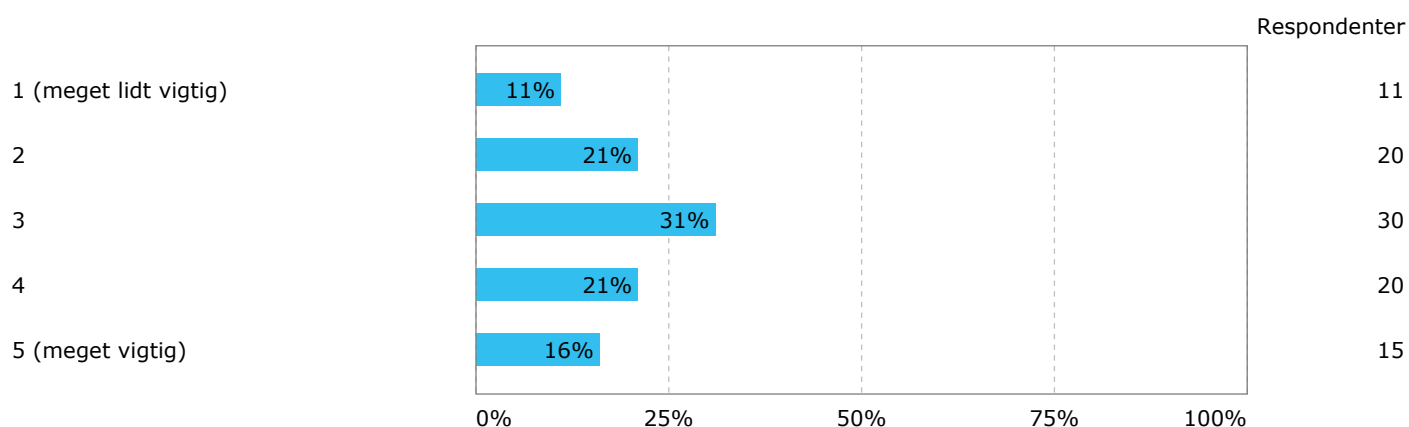
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er aktiv i foreningslivet



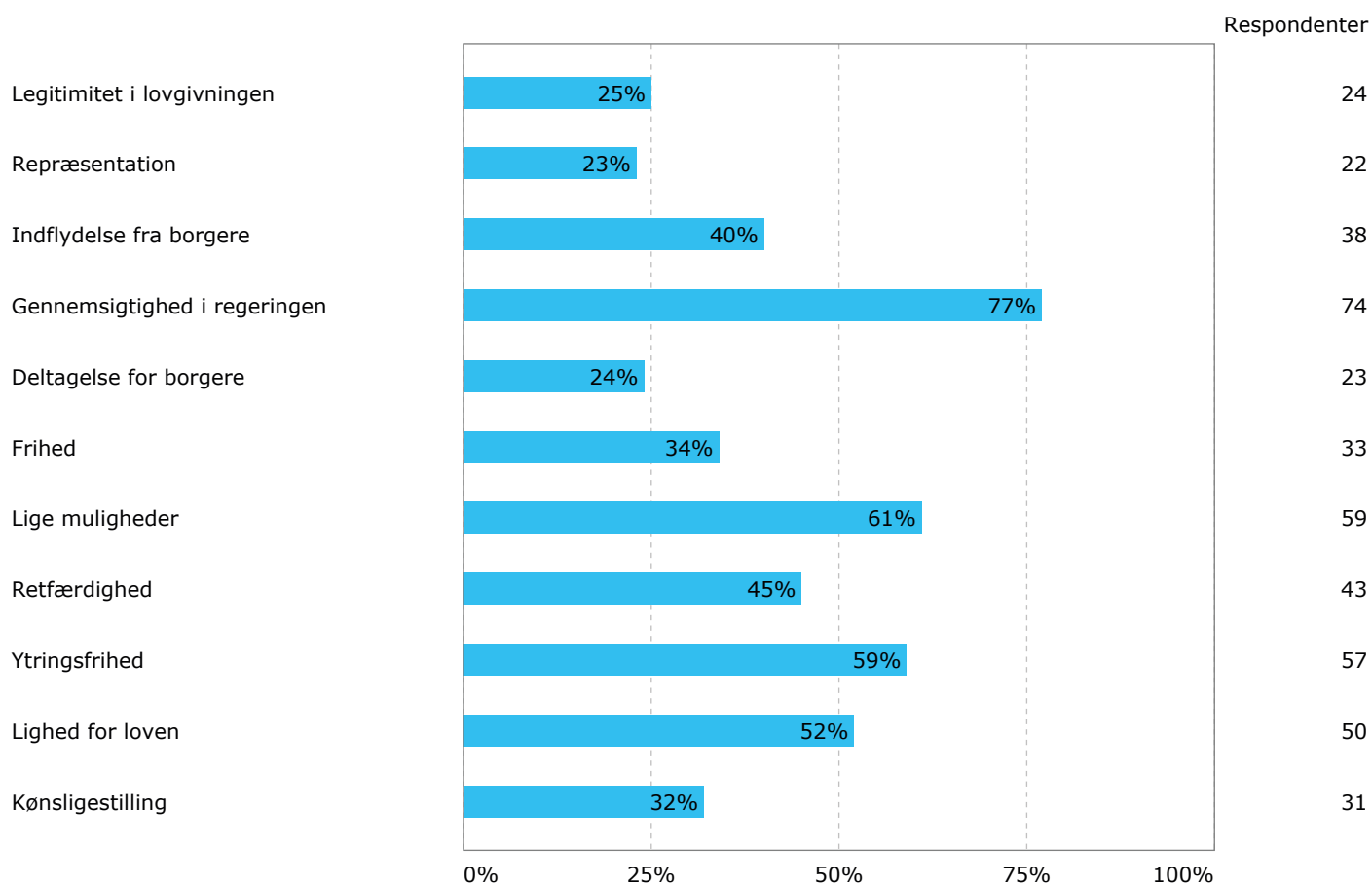
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er klar til at bryde en lov, når samvittigheden kræver det



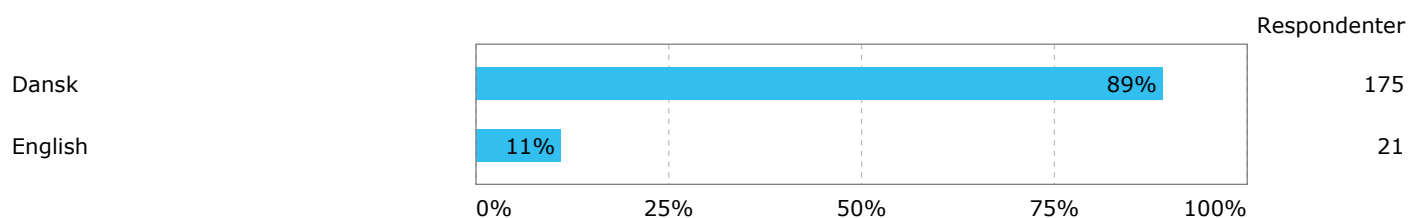
Hvor vigtige er følgende egenskaber for, at en person kan opfattes som en god samfundsborger? - Er engageret i sit lokalsamfund



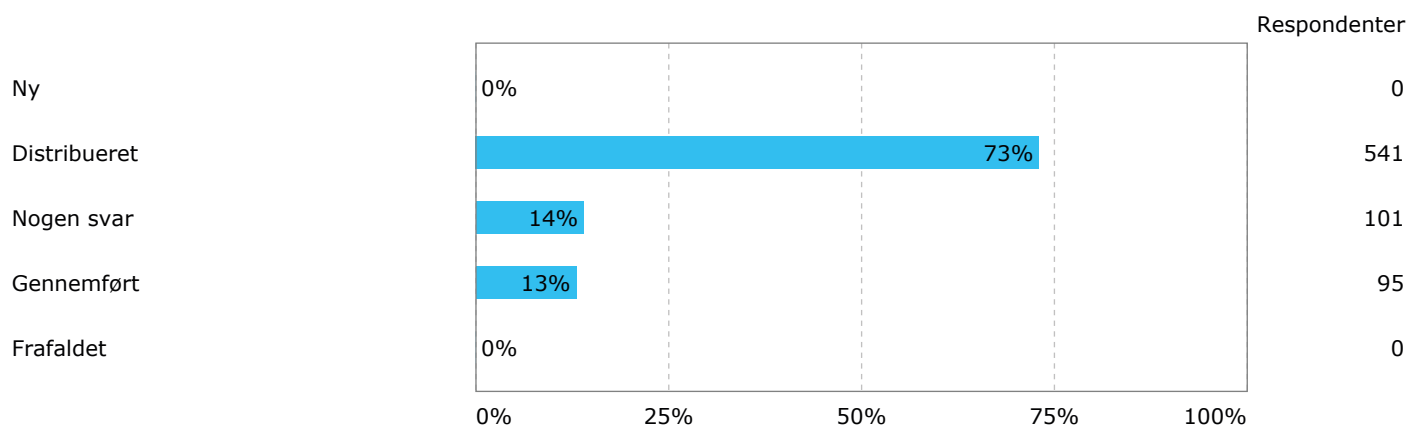
Vælg op til fem af følgende egenskaber, som for dig er vigtigst at et demokratisk styre lever op til.



Sprog



Samlet status



This survey is a part of our Master Thesis regarding digitization of democracy. It regards the opportunities for citizens to participate in democracy in Copenhagen.

The results of this survey will help us understand how citizens can be empowered in ways that they can influence planning and policy-making in Copenhagen Municipality, as well as in their local areas.

The survey has three sections and should take approximately five minutes to complete. All answers to this survey will be treated anonymously.

Thank you very much for your participation.

Aleksander & Jens
Master Students at Sustainable Design
Aalborg University Copenhagen

Basic info

Nationality

- ☐ Danish
- ☐ International

Gender

- ☐ Male
- ☐ Female
- ☐ Other

Age

Postal code

Highest completed level of education

- ☐ Elementary school
- ☐ High school
- ☐ Vocational education
- ☐ Bachelor
- ☐ Masters
- ☐ Phd or higher

Primary occupation

- ☐ Student
- ☐ Employed (public sector)
- ☐ Employed (private sector)

- ☐ Entrepreneur
- ☐ Other _____

In your opinion, is it important that citizens have ways to influence policy-making in their municipality or local area?

- ☐ Yes
- ☐ No
- ☐ No opinion

Section 1: Your experiences with democratic participation in Copenhagen

Copenhagen Municipality is mandated to manage the interests of its citizens as best as possible.
One way of doing this is to invite citizens to participate in planning and policy-making.

In the following section, we wish to learn about your experiences with participation in Copenhagen.

Do you have a general opinion on the municipal authorities of Copenhagen and their ability to include you and other citizens in decisionmaking?

- ☐ Yes, a mostly positive opinion
- ☐ Yes, a mostly negative opinion
- ☐ No

What kind of experience is your opinion primarily based on? (Choose as many as are applicable)

- ☐ Personal experience with authorities
- ☐ Experiences of friends and family
- ☐ Experiences of colleagues
- ☐ News media
- ☐ Social media
- ☐ Other (please specify) _____

Have you ever been in contact with any of the following authorities within Copenhagen Municipality?

- ☐ A politician or a political party
- ☐ The Citizen Advisor (Borgerrådgiveren)
- ☐ A local council
- ☐ One or more of the municipal administrations (Examples: Technical and Environmental Admin., Culture and Leisure Admin., Social Services Admin. etc.)
- ☐ The municipal council
- ☐ Other (please specify) _____

- ☐ I have never been in contact with a municipal authority in Copenhagen.

In a few words, describe the subject of your contact with a municipal authority (optional)

Which of the following methods of interaction with public authorities have you engaged in?

- ☐ Going to borgerservice in person
- ☐ Voting
- ☐ Participating in workshops
- ☐ Social media
- ☐ E-mail
- ☐ Phone call
- ☐ Demonstrating/protesting
- ☐ Membership in a political organisation
- ☐ Participating in local council
- ☐ App
- ☐ Going to public meetings and/or hearings
- ☐ Contacting politicians directly
- ☐ Other (please specify) _____

Section 2: Your wishes for influence on your local society

In the following section, we would like to learn how you prefer to be heard and have your interests included in policy and municipal strategy.

Are you satisfied with the opportunities for participation that are currently available to you?

- ☐ Yes
- ☐ No
- ☐ Not sure/don't know

If you were to contribute to planning and policy-making in your local area, how would you prefer to do it? Please choose up to three from the following list:

- ☐ Demonstrations/protest
- ☐ Via e-mail
- ☐ Organizing with other citizens
- ☐ Participating in workshops
- ☐ Calling my local / municipal representatives
- ☐ Participating in hearings via the internet
- ☐ App
- ☐ Voting
- ☐ Social media
- ☐ Going to public meetings and/or hearings

- ☐ Online debate forum
- ☐ Other (please specify) _____

In what ways can you see yourself engaging with other citizens?

- ☐ Going to public meetings and/or hearings
- ☐ Organizing meetings and/or hearings
- ☐ Participating in meetings via the internet
- ☐ Participating in workshops
- ☐ Demonstrations/protests
- ☐ Online forums
- ☐ Other (please specify) _____

In case you do not participate, what are the main reasons for not doing so?
(choose as many options as are applicable)

- ☐ I don't know how, where or when to make contact
- ☐ I don't feel that my contribution would make a difference
- ☐ I don't have time for that
- ☐ I expect that my concerns will be represented regardless of my participation
- ☐ I don't think I will get anything out of it
- ☐ Other (feel free to elaborate) _____

Final section: Democracy as a concept

There are many different interpretations of the concept of democracy.

This section will help us understand the different conceptions of what makes a democratic society.

Please state whether you think the following statements are true or false.

	True	False	Not sure / neither
Information from citizens and organizations help politicians make better decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politicians attend to the concerns of citizens in a democracy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government is most efficient when citizens and organisations do not interfere.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A democracy is dependent on the voluntary participation of its citizens, which should not be limited to only voting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An inclusive debate is the most important element in a democratic government.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collectives generally make better decisions than individuals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voting is an efficient way of ensuring that the concerns of citizens are represented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How important are the following characteristics if a person is to be considered a good democratic citizen?

	1 (not important)	2	3	4	5 (very important)
Law-abiding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pays his or her taxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Votes in public elections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stays up to date on current events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is solidary with those less fortunate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is tolerant towards people with different opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is tolerant towards people with different background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is active in organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is willing to break the law if the situation requires it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is engaged in the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please choose up to five characteristics that you consider most important to a democratic government.

- ☐ Justice
- ☐ Equality of opportunity
- ☐ Legal equality
- ☐ Transparency of government
- ☐ Legitimacy of legislature
- ☐ Gender equality
- ☐ Freedom of speech
- ☐ Participation of citizens
- ☐ Influence for citizens
- ☐ Representation
- ☐ Freedom

Did we forget any options for this question?

Thank you for answering our survey and helping with our Master Thesis.

Feel free to let us know if you have any feedback or comments in the field below.

If you don't mind being contacted with regards to your answers, please leave your email or phone number in the comment field.

If you might be interested in participating in a workshop about digital democracy, mention that in your comment.

APPENDIX 4: CPH STATISTICS

Tab 35-1: Befolkningen 16-66 år efter køn, uddannelse og alder

København i alt – år: 2017

Køn	Uddannelseskategori	16-17 år	18-19 år	20-24 år	25-29 år	30-39 år	40-59 år	60-66 år	I alt
Mænd	Grundskole mv.	4.434	3.873	5.303	4.107	6.736	12.761	3.465	40.679
	Almen gymnasial	2	633	12.054	5.522	3.834	5.933	1.215	29.193
	Erhvervsgymnasial		172	3.174	1.210	1.092	1.207	119	6.974
	Erhvervsfaglig		11	2.029	5.032	8.336	17.647	4.840	37.895
	Kort videregående			678	1.481	2.367	3.607	456	8.589
	Mellemlang videregående			372	3.763	6.895	9.196	2.187	22.413
	Bachelor			2.381	5.857	3.133	1.958	210	13.539
	Lang videregående			171	8.052	20.808	16.181	2.659	47.871
	Uoplyst	58	201	3.198	5.058	4.584	4.516	445	18.060
I alt		4.494	4.890	29.360	40.082	57.785	73.006	15.596	225.213
Kvinder	Grundskole mv.	4.447	3.752	3.891	2.677	4.192	9.840	3.635	32.434
	Almen gymnasial	1	1.165	19.190	5.237	3.142	4.335	770	33.840
	Erhvervsgymnasial		109	1.995	505	424	779	41	3.853
	Erhvervsfaglig		20	1.609	3.414	6.230	14.411	4.064	29.748
	Kort videregående			862	1.553	2.077	2.730	597	7.819
	Mellemlang videregående			708	6.884	9.910	14.509	4.304	36.315
	Bachelor			3.330	7.845	3.064	1.863	241	16.343
	Lang videregående			199	9.694	21.885	14.996	2.021	48.795
	Uoplyst	42	230	4.264	5.764	3.976	2.970	521	17.767
I alt		4.490	5.276	36.048	43.573	54.900	66.433	16.194	226.914
Mænd og kvinder	Grundskole mv.	8.881	7.625	9.194	6.784	10.928	22.601	7.100	73.113
	Almen gymnasial	3	1.798	31.244	10.759	6.976	10.268	1.985	63.033
	Erhvervsgymnasial		281	5.169	1.715	1.516	1.986	160	10.827
	Erhvervsfaglig		31	3.638	8.446	14.566	32.058	8.904	67.643
	Kort videregående			1.540	3.034	4.444	6.337	1.053	16.408
	Mellemlang videregående			1.080	10.647	16.805	23.705	6.491	58.728
	Bachelor			5.711	13.702	6.197	3.821	451	29.882
	Lang videregående			370	17.746	42.693	31.177	4.680	96.666
	Uoplyst	100	431	7.462	10.822	8.560	7.486	966	35.827
I alt		8.984	10.166	65.408	83.655	112.685	139.439	31.790	452.127

