

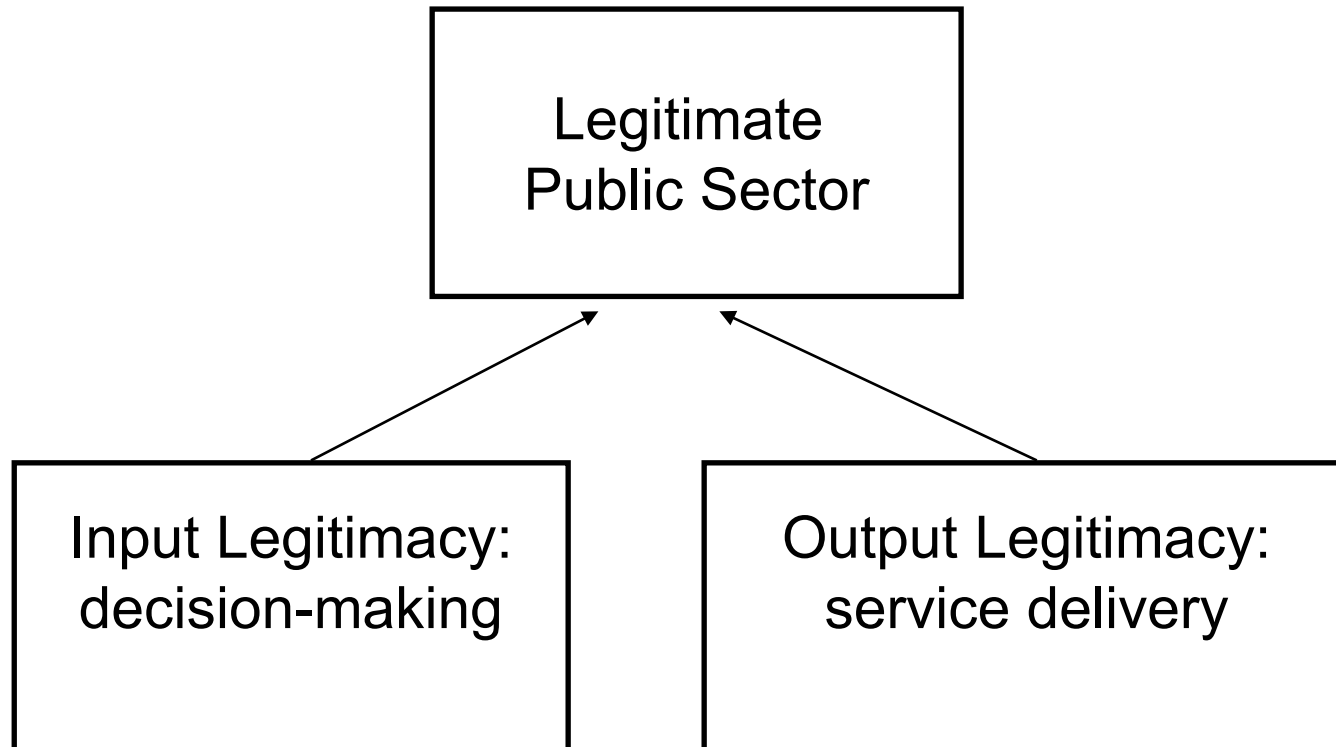


The Role of Citizens

(Chapter 6)



Input and Output Legitimacy





Changing the Relationship: Citizen - government/public administration

- Better informed, politically empowered citizens
- “React immediately!” mentality: Responsivity expectations
- Authorities and public administration under observation (watchdog mentality)
- Less willingness to become a politician



- The way in which citizens participate has changed.
- The opportunities for participation provided by the government and public administration must change.
- Citizens demand transparency and information on government action.



The problem of the concept of “customers” in public administration

- Choice for both public administration and customers is limited
- There are enforced services
- Not all services can be fully charged
- Inter-roll conflicts (e.g., citizens vs. motorists) and intra-role conflicts (e.g., city residents with an interest in airport vs. city residents with an interest in tranquility)
- Inter-target group conflicts (e.g., restaurant and bar owners vs. residents) and intra-target group conflicts (e.g., inner-city merchants vs. businessmen of large enterprises)



Definition of Citizen Engagement

“Political participation refers to those activities by private citizens that are more or less directly aimed at influencing the selection of government personnel and/or the actions they take.” (Brady 1999: 737)



Concept of Co-Production (since the late 1970s)

- Co-production is a practice in the delivery of public services in which citizens are involved in the creation of public policies and services.
- It is contrasted with a transaction-based method of service delivery in which citizens consume public services which are conceived of and provided by governments.
- In contrast to traditional citizen involvement, citizens are not only consulted, but are part of the conception, design, steering, and management of services

Hypothesis: The terms “citizen engagement”, “collaborative governance”, “network governance”, and “co-production” are often used in similar contexts with different foci.



From a Single Provider to a Network

In the case of a guarantee state, the state becomes a participant in a network. Networks in two areas:

- Democracy and participation: democratically legitimizing decision-making procedures
- Production and delivery: forms of cooperation between public and private institutions and citizens (“prosumer”)



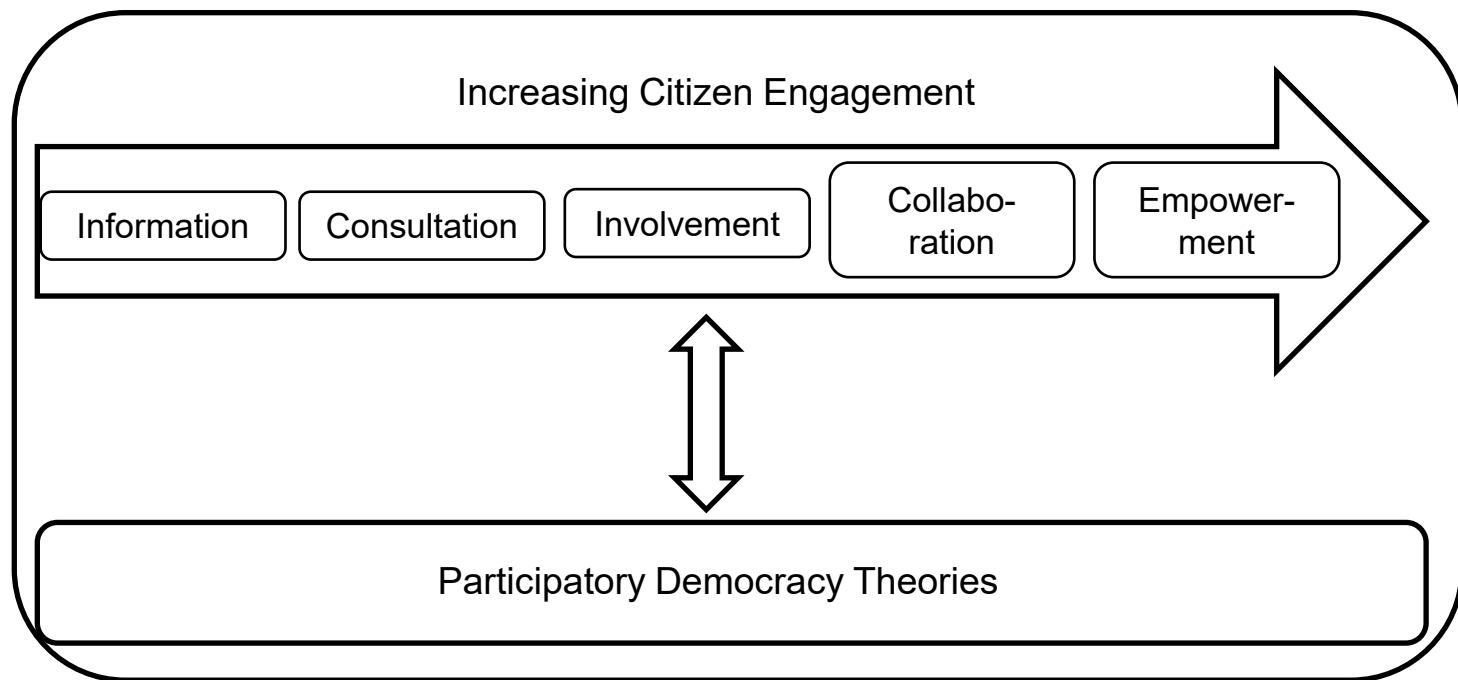
Types of Involvement in Co-Production

<i>Type of involvement</i>	<i>Performed by</i>		
	<i>Government organization alone</i>	<i>Government organization and external party</i>	<i>External party alone</i>
<i>Governance (deciding what to do)</i>	1 Government decision	2 Joint decision	3 Private decision
<i>Planning/ design</i>	1 Government management, planning or design	2 Joint management, planning or design	3 Private management, planning or design
<i>Production (doing it)</i>	4 Production by government organization	5 Co-production	10 'Nudged' production/self service
			6 Private production/self service

Source: Alford (2017)

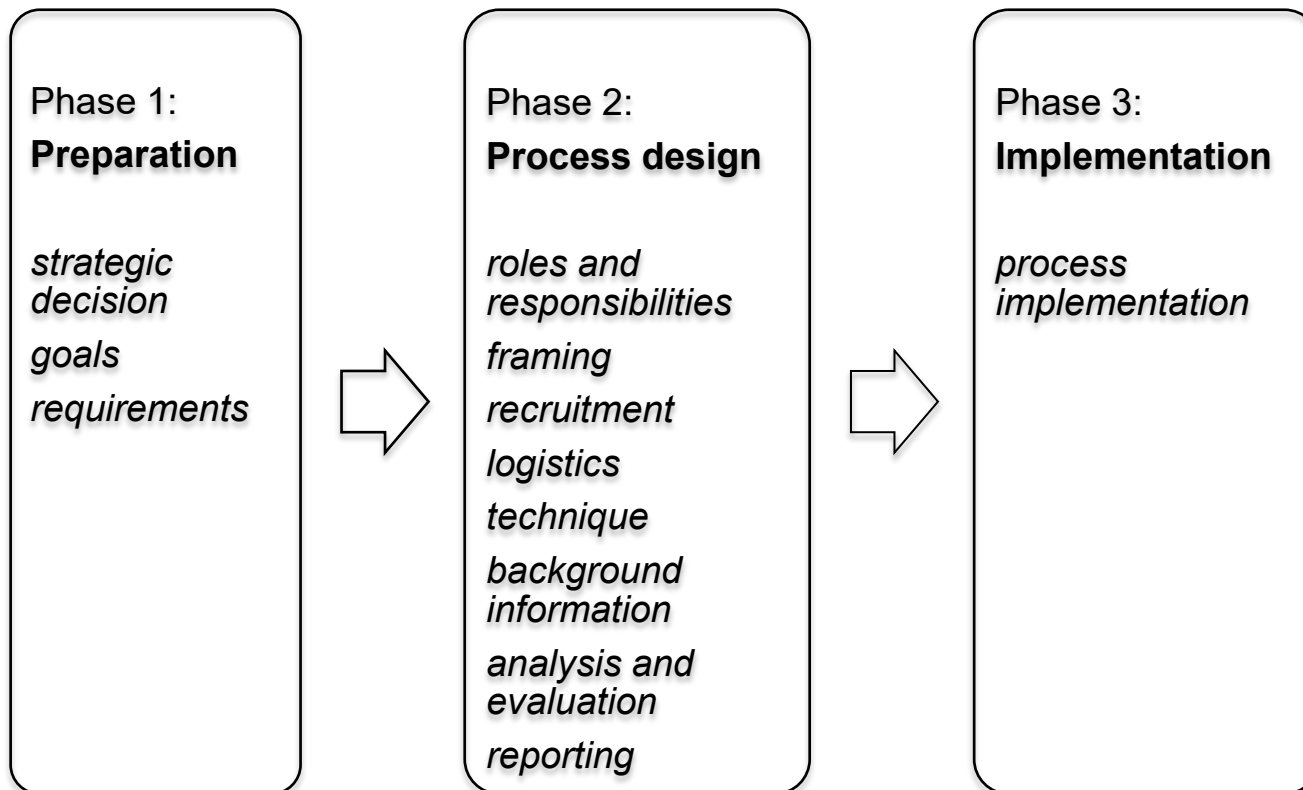


Forms of Citizen Engagement





Phases of Citizen Engagement





Opportunities and Threats

- Increased acceptance by citizens
- Several perspectives are brought in
- Finding a solution is made easier
- Satisfaction increases
- Increase in performance
- Increased transparency
- Educational level rises
- Cost-intensive and time-consuming
- Critical representativeness
- Risk of populism