HOW DO ICTs FOSTER CITIZEN PARTICIPATION

Experience and Challenges

Municipality of Bitola

WHY THE AUTHORITIES NEED CITIZEN PARTICIPATION

- Real input and viable solutions

- *Smooth* implementation

- Verification of the political mandate

INCLUSION BY USING ICTs

PRECONDITIONS:

- In the first quarter of 2009, 41,8% of all households have access to internet from home.
- In the first quarter of 2009, from the total population at the age between 15 and 74 years of age, 55,5% were using computers, compared to the same period in 2008, this represents an increase of 5,5 percentage points; internet was used by 50,0%, that is 8,5 percentage points more compared to the comparative period.

USE OF INTERNET:

- From all subjects that have internet access, 98,2% were using the internet to acquire various information and 92,7% to give information about their work.
- In the sector of the central and local government 78,8% have used the internet for interaction with the governmental bodies, that is, the public administration.

INCLUSION BY USING ICTs

Age category 18-35 (real inclusion)

Category of citizens that are expected to be the carrier of the social activities in future

Citizens that avoid the principle "100 grams of coffee"

Individuals that have embraced the modern way of interaction with the public administration and know their rights

CURRENT ICT TOOLS FOR INCLUSION IN THE WORK OF THE MUNICIPALITY OF BITOLA

All requests for municipal services are available on line

•services

•Two-way communication

•Information

FORMS FOR CONTACTING THE CARRIERS OF KEY FUNCTIONS

• Transparent communication

• Responsibility of the representatives of the people

• Open and equal access for all citizens

CHALLENGES: INCREASED E-COMMUNICATION

- More content available for on-line communication

- Thematic on-line inclusion

- Raising the level of inclusion by means of information for participatory decision-making

MORE CONTENT AVAILABLE ON-LINE

- Data base on tax indebtedness

- Preparation of urban documents

- E-signature (one city and 3 rural municipal service centers)

- Public Enterprises (services and indebtedness)

- Educational institution on local level

E-Panels: Fostering Citizens' Participation and Volunteering, *3-4 March, 2010*

INTERNATIONAL ON-LINE COMMUNITY

•Talent for governance network

•Exchange of experiences and ideas

•Sense of belonging to Europe and its values

CIVIC INCLUSION – EUROPEAN BEHAVIOR

- Democracy implies rights and responsibilities

- Sustainability only through the sense of ownership

- The biggest problems also have the simplest solutions

- Bottom up approach

- Sense of belonging to the European Community

THANK YOU

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