



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



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





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





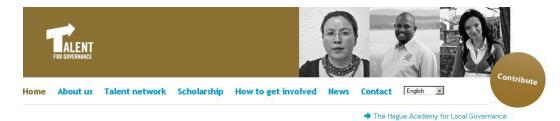
MORE CONTENT AVAILABLE ON-LINE

- •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





INTERNATIONAL ON-LINE COMMUNITY



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Marjolijn Peeters Aunicipality of The Hague, The Netherlands
Sudip Arayal Postal Services Department, Nepal
Lars Voskuijl Dutch Tax Office, The Netherlands •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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