

# Augmenting and Improving Citizen Participation with Artificial Intelligence

Engaging citizens in Cohesion Policy

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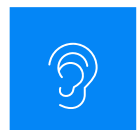
# Digital technologies can improve the citizen-government interaction and increase the scope and reach of participatory and deliberative practices



Broadens the scope of participation



Digitally-enhanced participatory spaces



Active listening to better understand citizens' needs



Improves agility to process citizens' inputs



Increases transparency and accountability of participation



**Cities have been championing the use of digital tools to increase citizen participation.**

- Better Reykjavik (Iceland)
- Decide Madrid (Spain)
- Chatico (Colombia)



**Parliaments are using digital tools to modernise legislative work and increase interaction with constituents.**

- Mi Senado App (Colombia)
- E-Democracia (Brazil)
- Rahvaalgatus (Estonia)



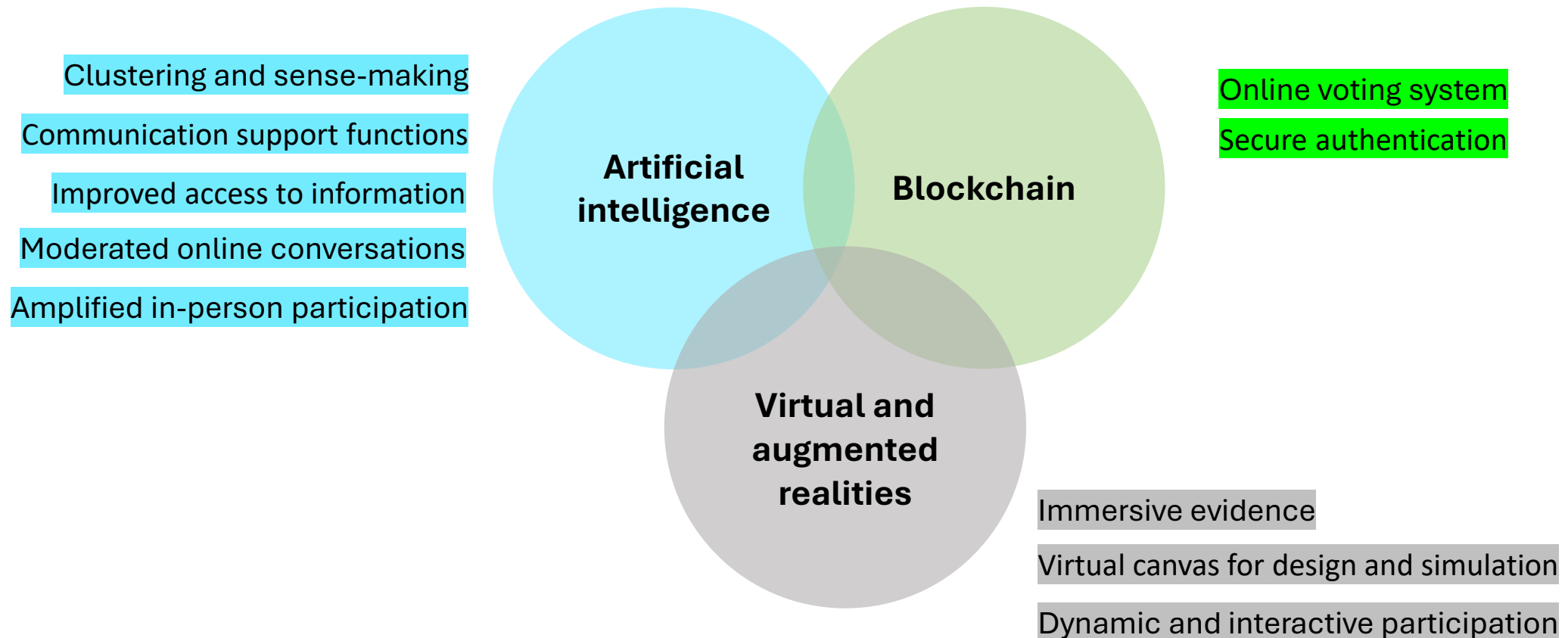
**Governments are using online platforms to shape national priorities.**

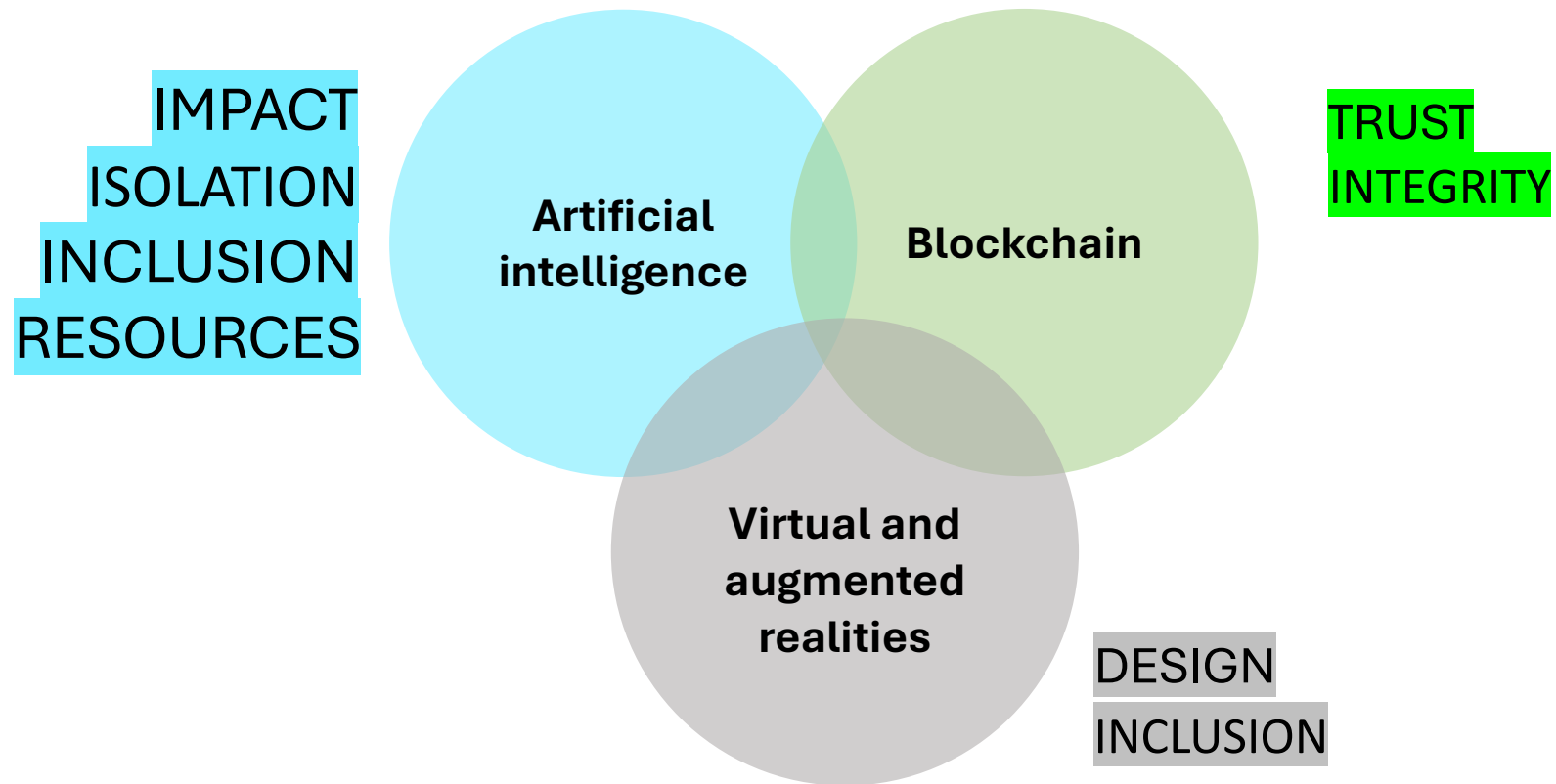
- Multi-annual Plan (Brazil)
- National Dialogues (Finland)
- Conference of the Future of Europe (EU)

# OECD Paper:

# Beyond the hype: Tackling public participation challenges with emerging technologies

In collaboration with the European Commission





**Artificial intelligence** can help both governments and citizens navigate their respective complexities

# OECD Paper:

# Improving and Augmenting Citizen Participation with Artificial Intelligence

In collaboration with the Bertelsmann Stiftung

# Opportunities of AI tools to improve and augment citizen participation

## New Bridges

- Use the power of **amplification** of AI tools to:
  - Empower citizens in **navigating government complexity** and support them when **participating**
  - Expand **government capacity** to listen to citizen voices and take them into account when making

## A Challenge-based Approach

- Identify when and how the use of AI tools can be **relevant and positively impactful**
- Tackling existing challenges of participation:
  - **Alignment** between the “back” and the “front office” of participation
  - **Accessibility** of institutional mechanisms of participation (language, complexity).
  - Efficient **use of government resources** when designing and implementing participation
  - **Scale** of institutional mechanisms of participation and deliberation



# A Typology of Uses of Artificial Intelligence Tools

## Step 1: Application of AI Tools



Sense-maker

- Summary of results
- Cluster analytics



Information curator

- Complex to accessible language
- Support in drafting inputs
- Fact-checking and context



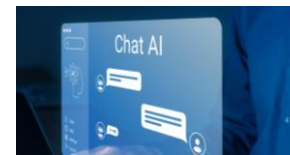
Moderator

- Ranking content
- Reduce toxic or harmful content
- Support facilitation / moderation of deliberative spaces



Translator

- Language accessibility
- Speech-text-speech



Assistant

- Chat interface
- Personalised notifications



Simulator

- Scenarios and digital twins
- Visualization of possible futures

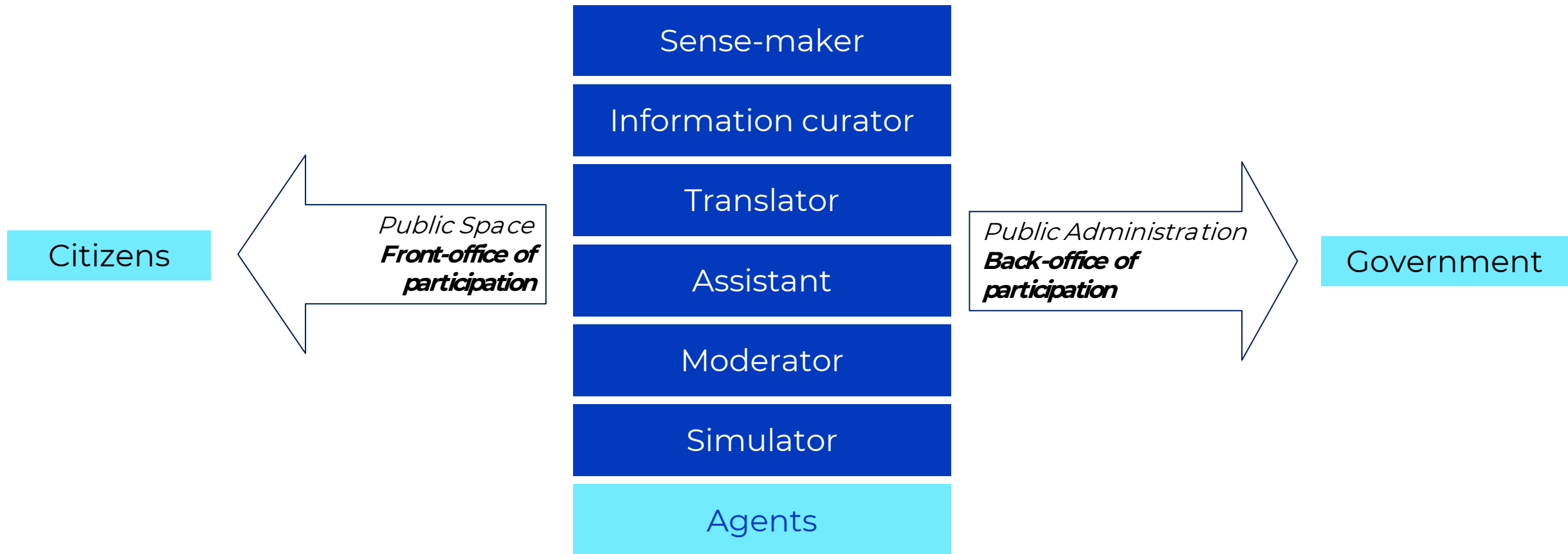


Agent

- Synthetic citizens

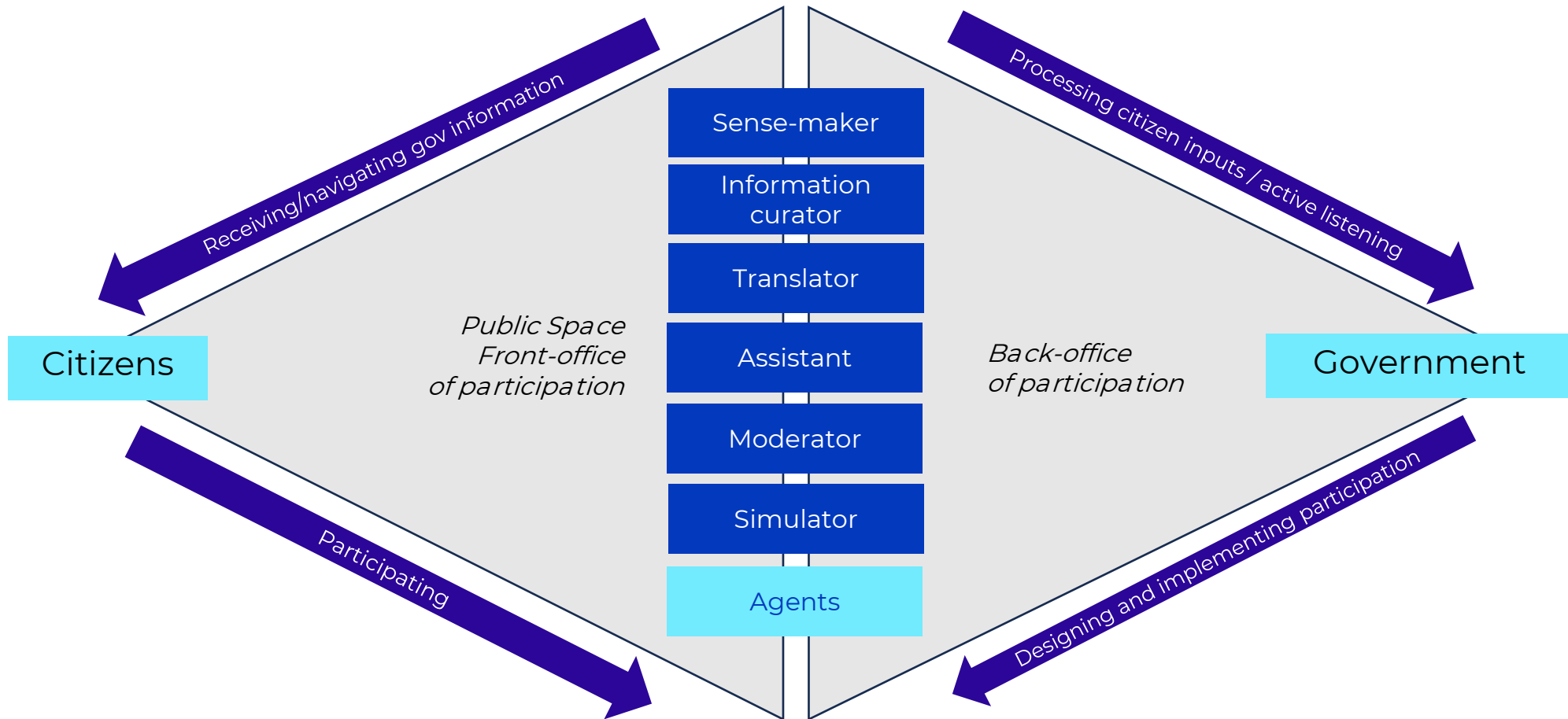
# A Typology of Uses of Artificial Intelligence Tools

Step 2: Opportunities for the Front-office and Back-office of Citizen Participation



# A Typology of Uses of Artificial Intelligence Tools

Step 3: An integrated vision of AI opportunities in citizen participation



# Pol.is: helping public authorities map citizens' voice and scale deliberation

Pol.is is an AI-powered open-source software for online conversations, using an algorithm that clusters opinions and identifies “consensus and divisive statements”, becoming a useful tool to reach consensus on controversial policy issues.



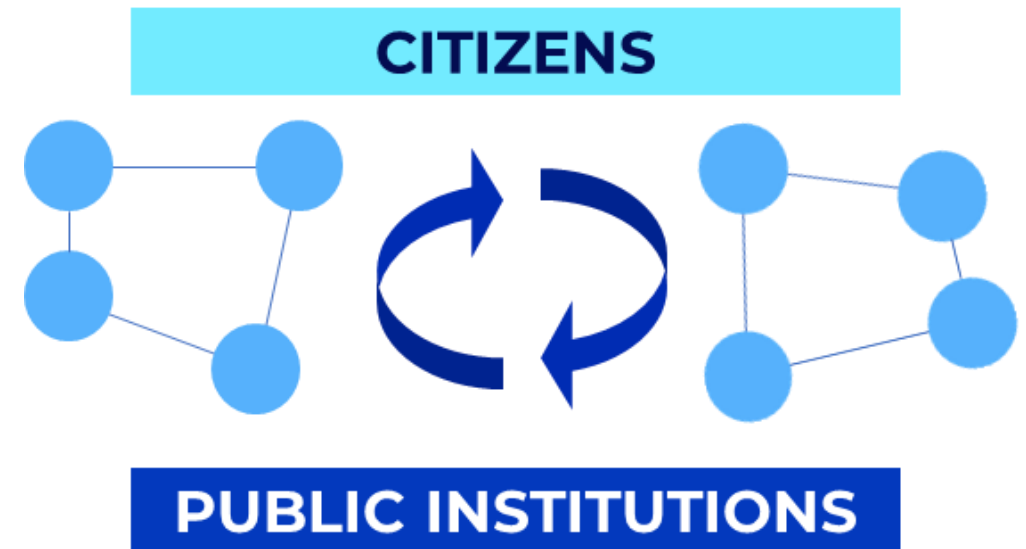
## Sense-maker

- Summary of results
- Cluster analytics
- Large conversations on divisive issues
- Scale deliberation

**IMPACT:** Complexity to process inputs received. Cluster mapping can help policymakers visualise citizens' inputs on complex topics and increase the uptake of their participation.

**ISOLATION:** Gap between process (and its outcomes) and the wider public. Pol.is can amplify the impact of a Citizen Assembly by combining small in-person and massive online deliberations.

**RESOURCES:** Insufficient time and skills to prepare and run the process. The use of AI tools like Pol.is can scale deliberation by multiplying small, representative groups deliberating on a same subject with the help of AI moderators



## Example cases



AI can facilitate consensus decision-making

# Panoramic: connecting Citizens Assemblies to the broader public

Panoramic AI is an online platform powered with generative artificial intelligence to ensure the results of the deliberative process, including the learning materials, hearings, as well as deliberation of the members are accessible to a wider audience, in an easy and interactive manner.



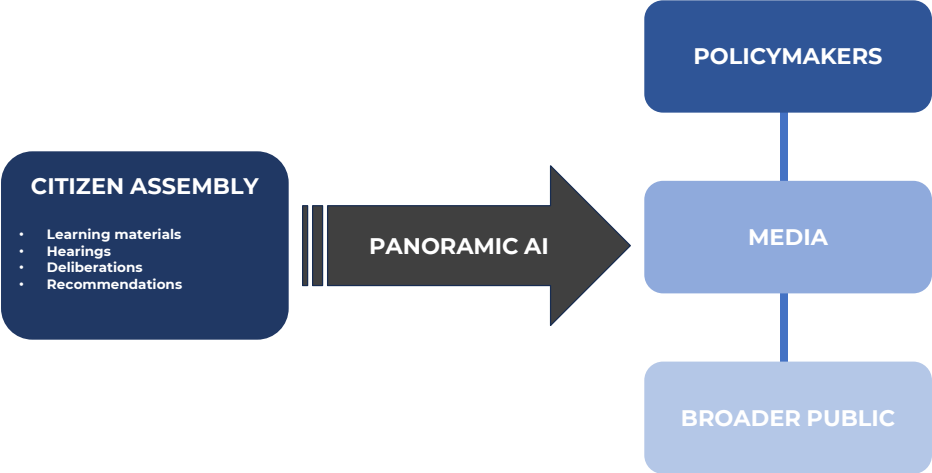
## Sense-maker

- Summary of results
- Cluster analytics
- Large conversations on divisive issues
- Scale deliberation

**IMPACT:** It can support uptake of recommendations by the media, civil servants, and public authorities by making the results of the process (recommendations and deliberations) easy to navigate.

**INCLUSION:** Citizen assemblies usually deal with complex topics, such as climate change. Panoramic AI helps the public navigate technical language whilst keeping links to original sources.

**ISOLATION:** Gap between process (and its outcomes) and the wider public. It can connect Citizen Assemblies with the broader public by making its content more accessible, appealing, and easy to re-use.



## Example cases



AI can amplify a deliberative process

Important **challenges** should be addressed to ensure artificial intelligence is fit for democracy.

### Trust

Lack of transparency and explainability, acceptability of use of artificial intelligence as intermediary between governments and citizens in the context of participation in policy and decision-making.

### Divides

Digital divides in data, access, skills.

### Civic space

Digital environments can threaten the online civic space by enhancing hate speech, surveillance, biased moderation, or predictive policing.

### Information

Accuracy, fairness and biases in information, information integrity, mis and disinformation.

# Any Question?

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Thank you!

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