

Designing Online Deliberative Processes and Technologies for Citizen Input to Policy Making

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Much of the political discourse in the world is now conducted online and there is increasing awareness about the need for designing productive online spaces for citizen deliberation. While many prior designs have been made to either facilitate existing political discussions or create new technologies for deliberation, we argue that our understanding of online deliberation design needs to be deepened through clearly defining both the technologies and the social processes. We present Online Deliberation Singapore (OD_SG for short), a comprehensive design at the level of both processes and technologies. Using survey and online activities data from 510 participants who have gone through a three-month experiment, we find that the demographic representativeness of citizen users is still lacking. Although users did participate, the activeness of participation varied. Their subjective evaluations of both specific platform features and overall experience were generally positive. The individual-level attitude changes were largely significant, which could be related to their subjective evaluations and activeness of participation.