

# Evaluation of ICT-based Citizen Participation in Urban Planning and Management - Cases in Moscow City

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## ABSTRACT

All around the world cities are facing challenges of rapid urbanization and increasing complexity of urban system. Clash of interests of different stakeholders leads to difficulties in urban governance. In this situation, strategy of engaging citizens into a process of urban planning and governance gains popularity. It is considered, that such approach should contribute to making better and more legitimate decisions and enhance quality of living environment.

The idea of increasing direct participation of citizens into urban planning and management was mentioned in SDG 11 and the indicator for measuring the progress on achieving SDG includes need of creating such mechanism of direct citizen participation in more cities. This makes it necessary to come up with a role model to follow.

However, existing mechanism for direct citizen participation have many disadvantages, one of which is underrepresentation. Using ICT is considered as a possible solutions, which can overcome the issue of low representativeness and foster citizens' engagement into planning and management.

Still there are no clear evidence proving the effectiveness of ICT based participation, neither there are any internationally agreed methods for evaluation of such systems. That is why, it is

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unclear which are good examples to follow when creating new mechanisms for direct citizen participation.

This research aims to propose a framework for evaluation of ICT based citizen participation mechanism, make an attempt of applying the framework of actual evaluation of exiting mechanism in case study area and produce recommendation from the results of evaluation on how to improve existing and build new ICT based systems for citizens participation.

Analysis of criteria proposed in previous studies on evaluation of citizen participation mechanisms was used for design of a new framework, which is aligned with requirements of SDG indicator 11.3.2 and is suitable for assessing effectiveness of ICT based mechanisms.

Case study of Moscow was chosen because of existing ICT platforms, which have been in operation for over 4 years. The case study was evaluated with criteria of the new framework, that allowed to see successful and unsuccessful aspects of the case study.

Analysis of evaluation results showed interconnections between some criteria. It was succeed to formulate recommendations on improvement of the mechanisms existing in Moscow and to determine important points, which should be considered when building new ICT based mechanisms for direct citizen participation.

*Key words:* Citizen Participation, Evaluation, Urban Planning and Management, ICT, Moscow