A TRUST-ENHANCED APPROACH TO THE EPARTICIPATION LIFE CYCLE

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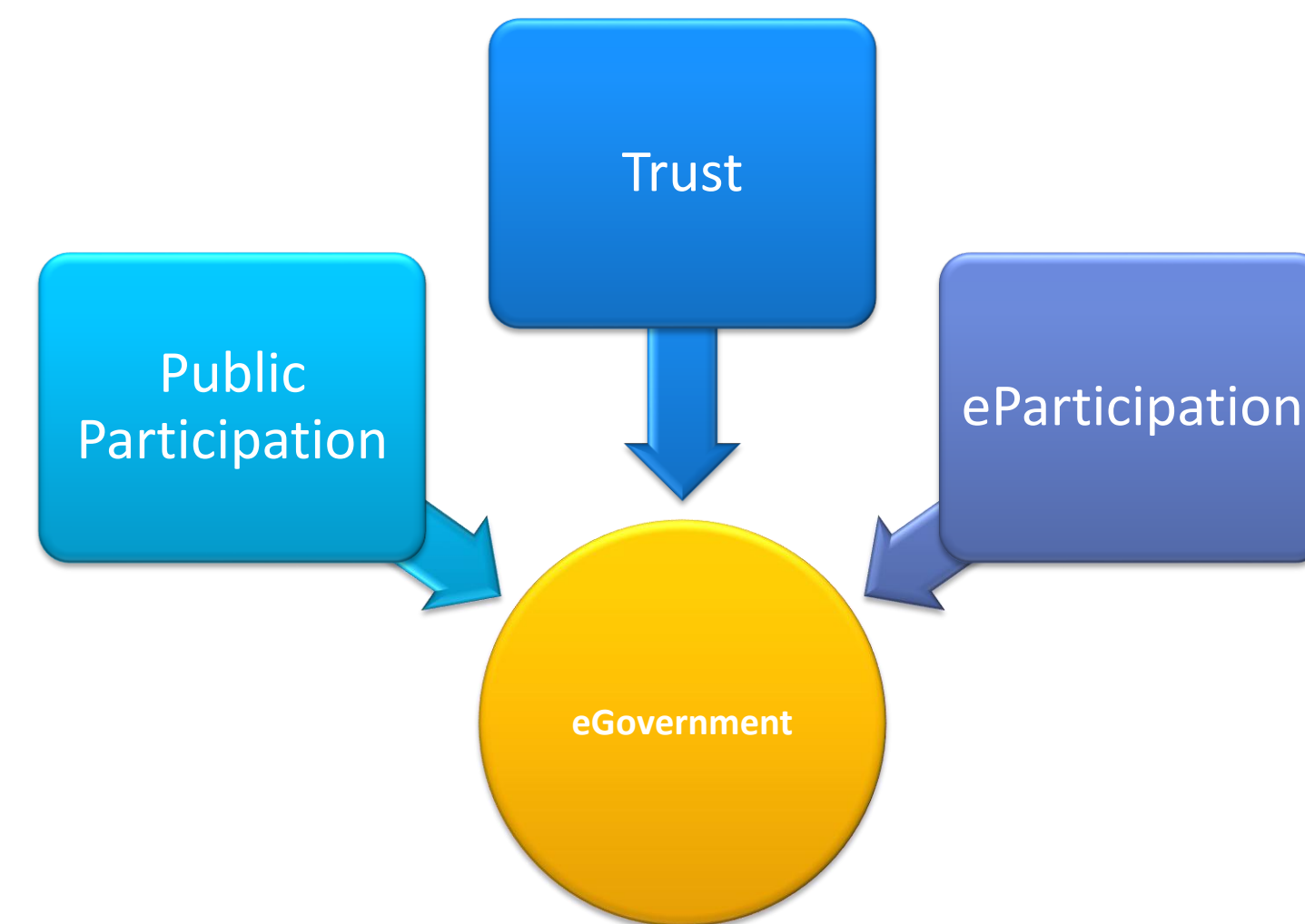Dr. M. Carmen Penadés

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1. MOTIVATION

Many research efforts have been developed towards the definition of theoretical frameworks for public participation processes. However, current process implementations are far from applying the knowledge generated through decades of research. Current participation tools cover only partially the lifecycle of participation processes. Moreover, such processes are vulnerable regarding trust in both potential participants and institutions.

2. GOALS

GENERAL

- To obtain a generic eParticipation framework, adaptable to any application domain, incorporating trust management techniques to enhance the reliability of participation processes.

SPECIFIC

- To design a framework to manage eParticipation processes. The framework will include models and methods supporting the definition of the different types of public participation processes.
- To identify the critical points of "trust" in eParticipation to incorporate trust techniques in the framework.
- To develop a prototype implementation of the framework proposed.
- To apply the proposal in case studies in different countries (Spain and Ecuador, among others).
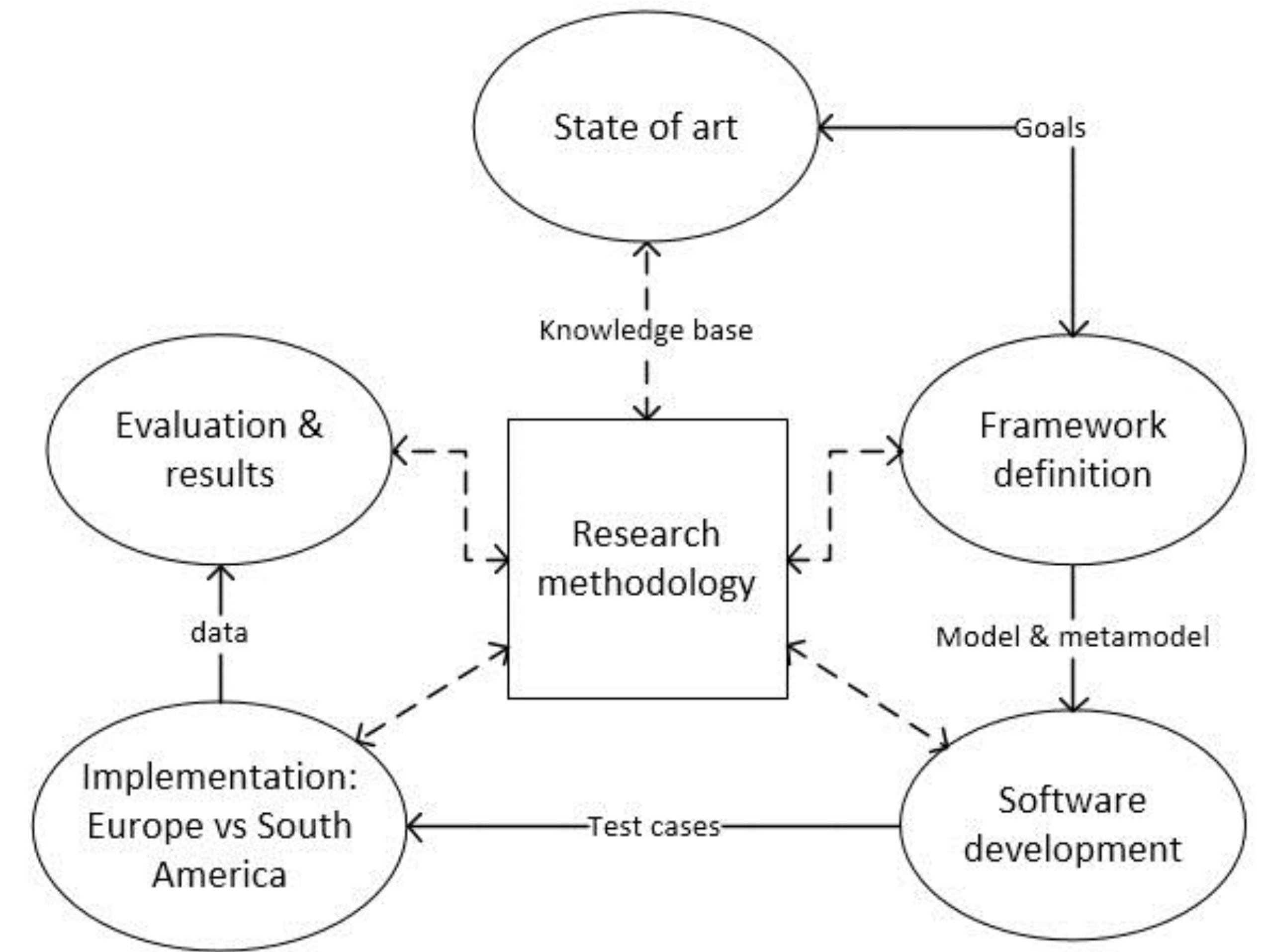
3. RESEARCH PLAN

Fig 1. Development based on "Design Science Research Methodology", K. Peffers et al., 2007
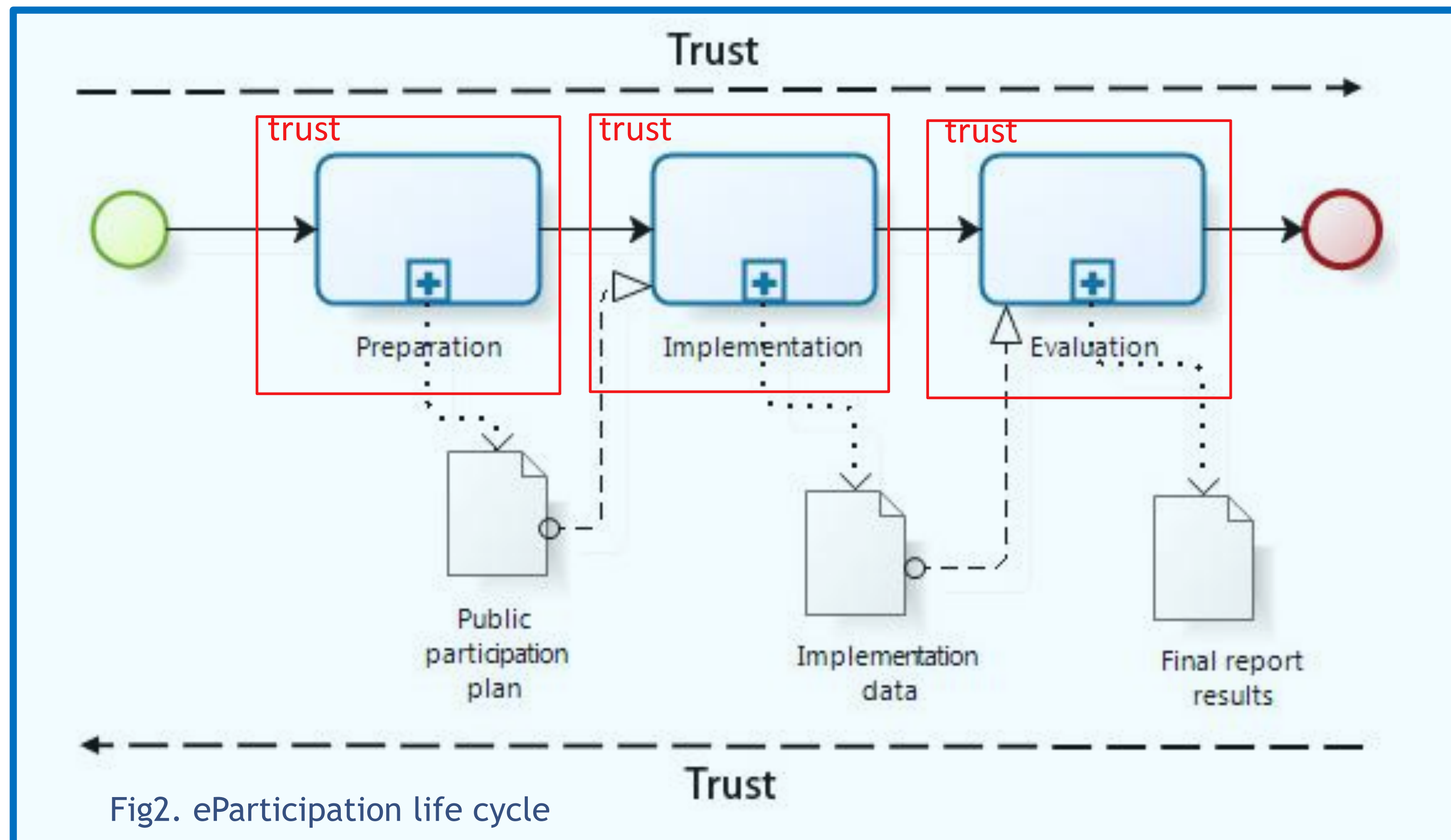
3. EPARTICIPATION FRAMEWORK

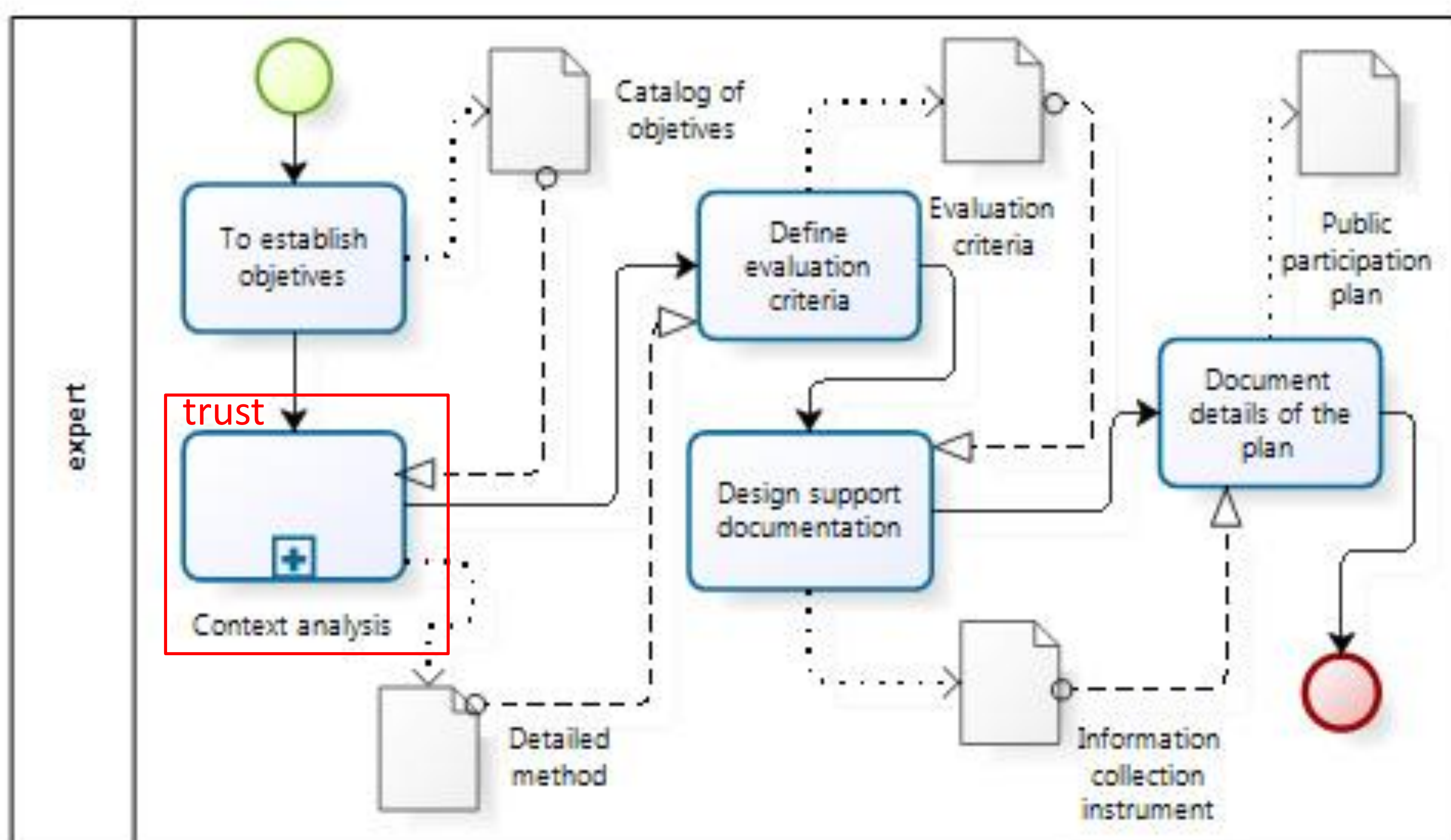Fig2. eParticipation life cycle

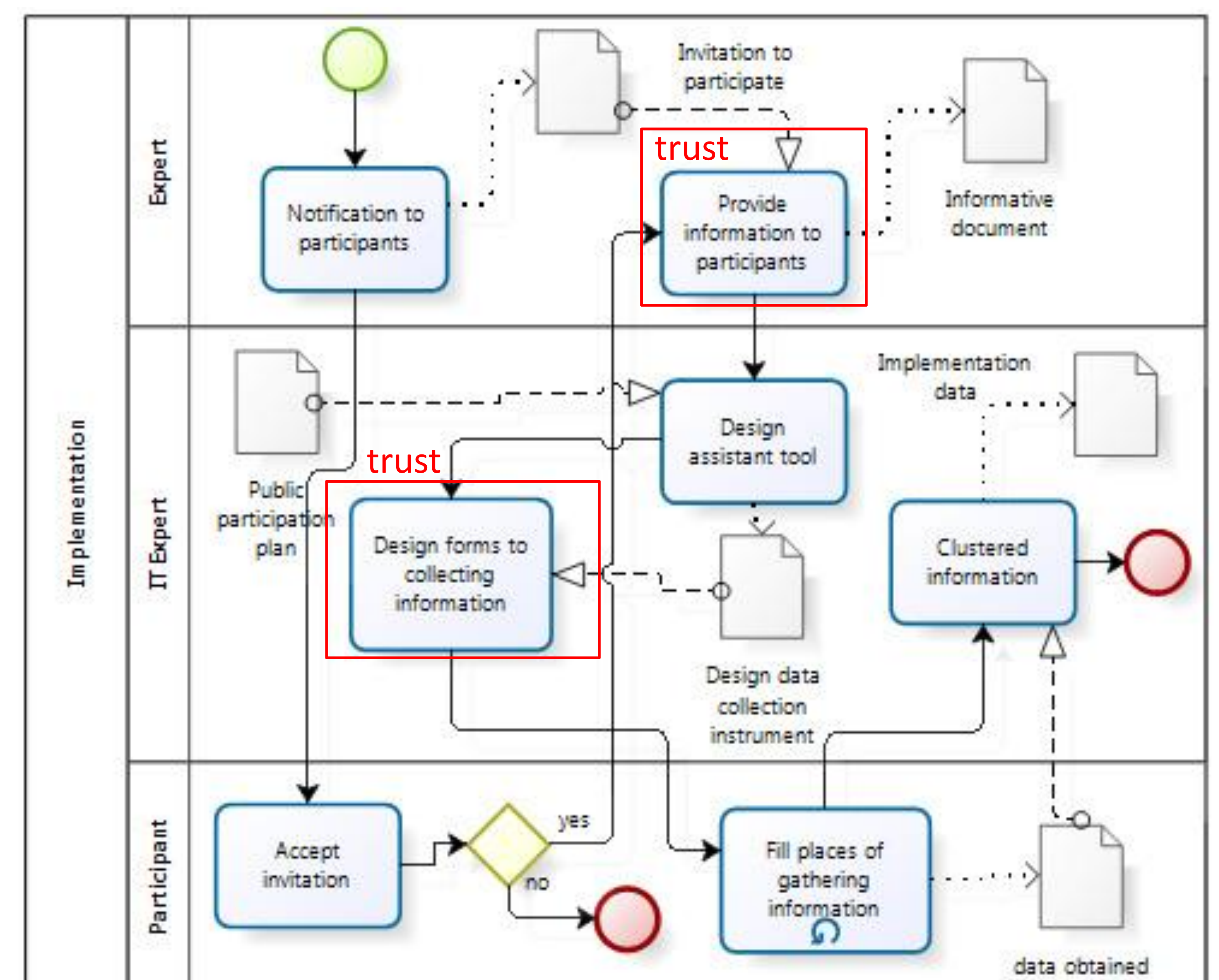Fig3. Preparation subprocess

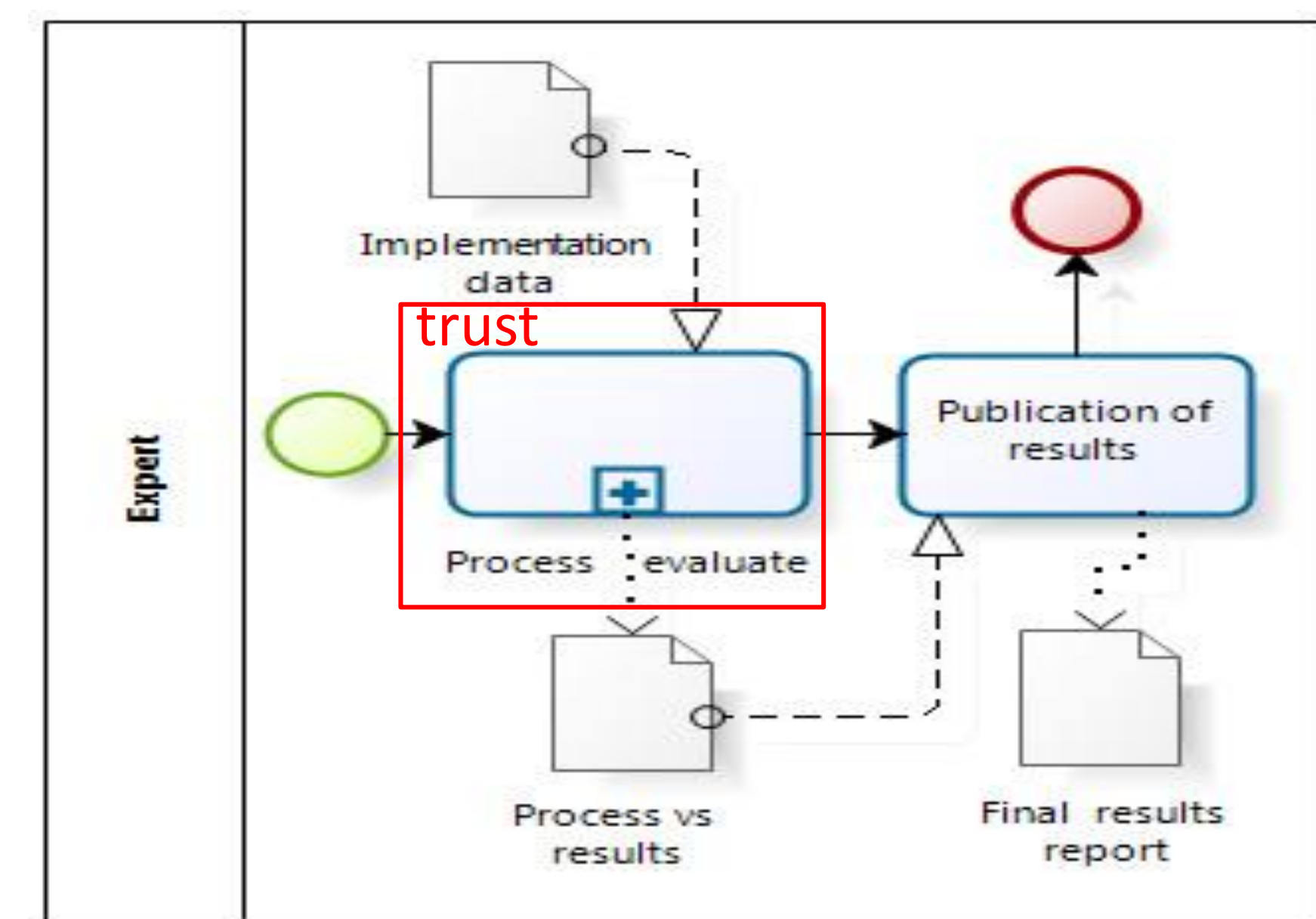Fig4. Implementation subprocess

Fig5. Evaluation subprocess

5. WORK IN PROGRESS

- We performed a study of the state of the art through a method of systematic review about Public Participation, eParticipation and Trust. We built a a catalog of methods, levels, tools and eParticipation frameworks.

- We have designed an eParticipation framework (modeled in BPMN) adaptable to any application domain.

- We have identified the critical points of trust in the eParticipation framework designed.