EUROPE,
LISTEN AND RESPOND

EUROPAEUM SCHOLARSHIP PROGRAMME – COHORT JANUARY 2018 / NOVEMBER 2019

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ENHANCING THE EUROPEAN COMMISSION’S ONLINE PUBLIC CONSULTATION TOOL

Introduction · Responsiveness · Recommendations · Conclusion
Mind the gap!

• The EU and its citizens are driving apart.
• Populism is on the rise.
• Disconnect between governor and the governed

How can the EU keep its citizens engaged?
Public Consultations

Consultations

Through public consultations you can express your views on the scope, priorities and added value of EU action for new initiatives, policies and laws.
Public Consultations

...are not a vote

...are a means of political participation and engagement

...have the potential inform better policies
80% of participants contribute only once
THE EU COMMISSION AND PUBLIC CONSULTATION

Engagement

- ???
- Shape policy
- Express yourself

Disengagement

- Illusion of Relevance
- Fatigue
- Lacking recognition
In order to achieve a desirable quality of responsiveness, the amount of consultations should neither overburden citizens nor the Commission staff.
Recommendation 1

Responsible executing bodies, a supervisory body, a complaints mechanism, and minimum standards have to be clearly defined and enshrined in law.
INSTITUTIONALIZATION

• Diagnosis: unpredictable and unaccountable EPCs.
• Institutionalisation ≠ complexification.
• “Office for the EPCs”.
• Independent supervisory body.
• EU Directive on EPCs.
Recommendation 2

Semi-personalized feedback is the silver bullet of responsive consultations. Automatization should only be used to identify relevant categories.
PERSONALIZATION OF FEEDBACK

• Diagnosis: Trade-off between quality of feedback and cost.

• Policy makers should make categories based on a representative sample of 100-200 responses.

• Software uses “machine learning to categorize” other responses.

• Answers are provided to your concerns.

• Example ‘Advance Passenger Information directive’.

2. BIG Data Analysis.


4. Interface designed according to “User Experience” principle.

5. 9 examples of platforms (cost varying 5000 USD - 56 mln USD):
   - “Census Data”.

6. Further research:
   - Prof. Flasinski prefeasibility study.
   - Create small testing platform for applying it on the bigger scale.
Recommendation 3

Consultations, the responses on opinions, and the communication of final results should follow a clear timetable, which needs to be abided by.

“Long absent, soon forgotten”
**Recommendation 3**

Consultations, the responses on opinions, and the communication of final results should **follow a clear timetable**, which needs to be **abided by**.

“Long absent, soon forgotten”
**Timing**

• Diagnosis: Trade-off between quality of feedback and timeliness.

• The European Commission committed to four weeks.

• No consensus among case studies.

Examples:
- Croatia e-Consultation
- Decidim, Barcelona
Recommendation 4
Consulting bodies should provide their feedback in a sustainable and engaging way.
SUSTAINED DIALOGUE

• Diagnosis: Trade-off between neutrality and re-engagement.
• Voluntary sign-up for newsletters.
• Possibility to select thematic preferences.
• Advertising related consultations, legislative procedures.
• Pointing to participatory possibilities beyond consultations.
CONCLUSION

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CONCLUSION

ENGAGEMENT

RESPONSIVENESS

- Shape policy
- Express yourself

DISENGAGEMENT

- Illusion of Relevance
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WE ARE HAPPY TO LISTEN AND RESPOND
Europaeum Scholarship Programme

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