

Digital Frontiers Seminar: Citizen Participation in Policy Development and the “Democracy Machine”

Thursday, 22 June 2017

Seminar Room 2-1, Level 2, Manasseh Meyer Building

Digital Frontiers Seminar:
Citizen Participation in Policy Development and the “Democracy Machine”

Public Engagement in Singapore

Ms Melissa Tan

Deputy Director
Office for Citizen Engagement
Ministry of Culture, Community and Youth



Citizen Engagement: Deepening Citizen Participation

**IPS Seminar on Deliberation and Decision-making
Office for Citizen Engagement**

The future of Singapore depends on what Singaporeans make of it together

"What will our future be like? It's up to each one of us to voice our hopes and future dreams. To make the choices to realise these dreams. To help one another and work as Team Singapore, to shape our own destiny so that we can build our own Singapore that's inclusive, diverse but united."



- Prime Minister Lee Hsien Loong, Launch of SGfuture, 29 Nov 2015

Today, more efforts to deepen participation



Today, more efforts to deepen participation



thehiddengood



DANCE FOR YOUR PRATA

"Both Sides, Now"
Community Theatre



What does Honour look like?
Look through the lens of our young emerging filmmakers.



"Diverse-City" Trails



SMU MUSLIM SOCIETY presents
ROSES of PEACE
2016
WORLD PEACE STARTS WITH ME

ROP YOUTH FORUM
EVOLVING DYNAMICS OF MULTI-CULTURALISM,
RACIAL & RELIGIOUS RELATIONS IN SINGAPORE

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However, changing context presents new challenges and opportunities

New fault lines in society



Issues are more complex while resources are limited



Increasingly people want to be heard



Social media amplifies voices and differences



Our Vision for Citizen Engagement

Citizen ↔ Citizen

Build **bridges** across divides

Rally broad based **contributions to common good**

Forge sense of **ownership and shared responsibility**

Government ↔ Citizen

Strengthen **trust** in Govt

Foster **shared responsibility for national outcomes**

Build sense of **partnership**

Where citizens are engaged in partnership with government to shape a common future; and where citizens are engaged in service to each other to contribute to the common good

Engagement covers a wide spectrum

Increasing level of citizen participation

Transact	Inform	Consult	Build Consensus	Co-deliver	Co-create
Citizen's Role					
<u>Customer</u> Receive Services	<u>Customer</u> Receive Information	<u>Contributor</u> Give inputs, validate	<u>Contributor</u> Empathise	<u>Contributor</u> Take action	<u>Co-leader</u> Plan and act
Government's Role					
Deliver quality service	Explain policies, programmes, and rationale, or campaign to inspire positive social norms	Obtain feedback to guide decision-making	Find common ground, manage conflicts, and/or bridge differences on issues and decisions	Involve citizens in implementing policies and programmes	Share ownership with citizens in designing and/or delivering policies and programmes; or facilitate ground-up initiatives

Local efforts towards greater co-creation and co-delivery with citizens

- **Our Singapore Conversation** (OSC) in 2013 generated a shared conversation about our vision, values and priorities for Singapore

Our Singapore Conversation IN NUMBERS

All that you need to know about the national conversation at a glance

ESTIMATED NUMBER OF DIALOGUES
(as of 15 July 2013)

~660



- Organised by:
- OSC Secretariat
 - Community group
 - Government agencies

ESTIMATED NUMBER OF PARTICIPANTS
(as of 15 July 2013)

~47,000
+ 4,000 surveyed

TOTAL NUMBER OF LOCATIONS

75

NUMBER OF LANGUAGES USED

7

English, Mandarin, Malay, Tamil,
Cantonese, Hokkien, Teochew

NUMBER OF ORGANISATIONS INVOLVED
not including government agencies
(as of 15 July 2013)

>40

ESTIMATED TOTAL NUMBER OF HOURS OF CONVERSATIONS

1,645 hrs



Watching all 8 Harry Potter movies
82 times

Local efforts towards greater co-creation and co-delivery with citizens

- More **high-touch** engagements:



Local efforts towards greater co-creation and co-delivery with citizens

- More ways to **take action**:

Giving of time and talents

giving.sg
the city of good

Taking care of the neighbourhood together



HOME MY NEIGHBOURHOOD SUBMIT NEW CASE TRACK CASES

HOME / OUR STORIES

Our Stories

Read how residents and agencies work together to resolve municipal matters.



A Cleaner and Safer Route for



A Lifetime of Learning and



An Artistic Pursuit of Nature



Local efforts towards greater co-creation and co-delivery with citizens

Our SG future
WHERE WILL WE TAKE IT?

*We are inspired by the possibilities.
Everyone can be a part of this.
Will you join us?*



- And most recently **SGfuture** to champion good ideas as co-creation/ground-up projects and encourage pledges / sign-ups as volunteers

Shared Vision

Together, we will make this a better Singapore

Shared Ownership

To make our home better, we will roll up our sleeves and turn ideas into reality.

Shared Experiences, Values and Ideals

We are proud of our home

>8,300 Singaporeans involved in sessions

What other countries are doing

- Alternative forms of engagement to **deepen citizen participation** and **build consensus** around complex, potentially divisive issues

Citizens' Jury (Australia)



Deliberative Polling (China)



Participatory Budgeting (France)



MADAME LA MAIRE
J'AI UNE IDÉE



National Volunteerism (US)



Deepening Citizen Participation

What needs to shift?

One-Size-Fits-All approach	➔	Innovation , testing broad range of approaches
Citizens as consumers	➔	Citizens as partners
Transactional Government	➔	Relational, collaborative, empathetic Government
Unfriendly relationships, Opposing perspectives	➔	Shared Responsibility for common good

REACH Listening Points

Inform | Consult

- Engaging the public **face-to-face** to better understand ground sentiments
- **Going to where citizens are**, and reaching out to those who do not naturally come for engagement exercises
- Open-concept booth for citizens to obtain information and leave feedback on national policies and issues
- E.g. Pre-and post-Budget Listening Points – to engage members of the public, working adults, university students



MOH Dementia Friendly Communities

Co-deliver

- **Ground-up movement** to support seniors with dementia and their caregivers to age in place
- Community is aware of how to better support seniors with dementia and their caregivers
- Resources on dementia are readily available
- Role of community partners:
 - Dementia Friends
 - Dementia Champions
 - Go-To Point Partners



MCCY Founders' Memorial

Consult | Build Consensus |
Co-create

Phase 1

Oct 15 – Jan 16

- Founders' Memorial Committee
- Consulted to 2000 Singaporeans – public dialogues, surveys, online feedback
- Roundtables with historians, grassroots leaders, educators and academics, etc.



Phase 2

Sep 16 – Feb 17

- Engaged over 700 Singaporeans over a series of workshops to envision visitor experience, programmes, physical features

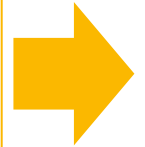


Phase 3

Mar – May 17

- Inspire the public: values and ideals upon which our nation was built; updates on Founders' Memorial project
- Mar-Apr – Showcase at Gardens by the Bay
- Apr-May – Roving showcase at heartlands

Ongoing...



SDN Community Panel

Consult | Build Consensus |
Co-create

- Engaging over 70 citizens over 4 weekends to generate solutions around topic of marriage and parenthood
- Fully facilitated, access to resource persons, research
- Final recommendations presented to Min(SF)
- Greater citizen involvement: giving time to **deliberate**; equipping them with more **information**; encouraging them to take **ownership**; and **co-creating solutions** with them



HDB “Hello Neighbour”

Consult | Build Consensus |
Co-create

- HDB partnered NUS to co-create the Tampines Social Linkway with the community
- **Participatory engagement**, bringing residents on board decision-making on matters relating to their living environment



Game-changers for Deepening Citizen Participation in Singapore

1. Mindset shifts: Role of Government and Citizens

- Citizens as partners with assets and not just needs
- Public officers as civic enablers and not just service providers or regulators

2. Building competencies and structures in public service

- Relational skills to mobilise and manage networks, manage tensions etc.
- Processes that facilitate rather than hinder collaboration

3. Continual investment in building civic capacity

- Capacity among citizens to deliberate and contribute towards common good
- Capacity among community leaders to organize community, bridge differences and co-create public value

THANK YOU

VISIT US AT:
MCCY.GOV.SG



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