



# **jugend2help.gv.at**

## **E-government for young people**

**24.04.2009**

**Danube University Krems**

**The Leading Competence Center of Academic Continuing Education in Central Europe**

**[www.donau-uni.ac.at](http://www.donau-uni.ac.at)**

Danube University Krems

Department for Governance and Public Administration – Centre for E-Government



# Agenda



1. Introduction
2. Project overview
3. Outcome
4. Results
5. Next steps

# 1. Introduction

Danube University Krems  
Department for Governance and Public Administration – Centre for E-Government



# 1. Introduction & overview

## ➤ Participatory E-Government

EC: „e-Government Action Plan“

## ➤ **Topic 5:** Strengthening participation and democratic decision making in Europe

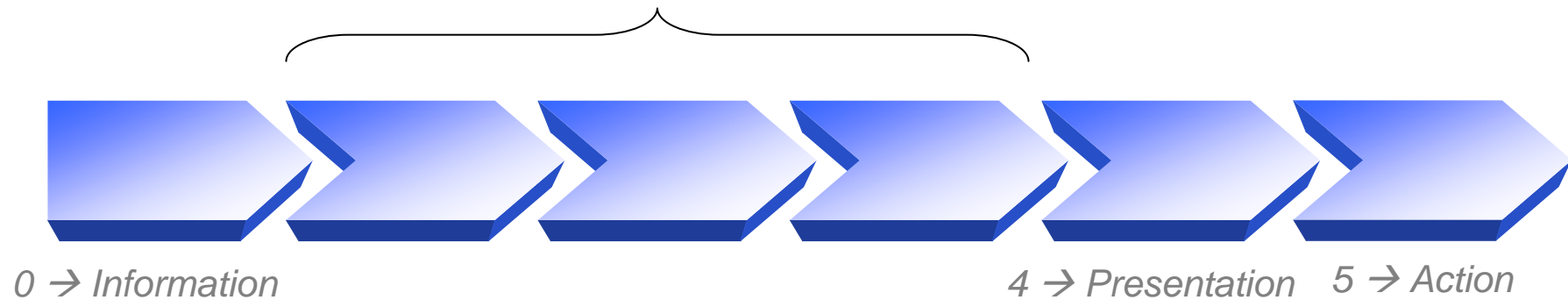
➤ “At the same time there are new opportunities: in particular, ICT has great potential to involve large numbers of citizens in public debate and decision-making, from municipal to European level.”

# Basic Research

- Stakeholder Research 2005/2006
  - Inquiry with decision-makers in the Austrian public institution about E-Democracy and their instruments
- Study Multiparty-Procedures 2005
  - Study about possible technology use in different multi-party-procedures

## 3-Step-Model for citizen participation (Procedure-model)


- 1 → Discussion/Comments
- 2 → Elaboration
- 3 → Rating/Prioritisation



# Why this kind of procedure?

- **It offers a pursuable method to introduce citizens in political and administrative processes**
- **The results are citizen-driven and expert-formulated**
- **Citizens can choose when and how they want to participate**
- **It scales**

# Realised Projects



**seidabei**  
The future platform of  
the young styria  
*February 2005*



The future platform of the city of Ebreichsdorf  
*October/November 2005*



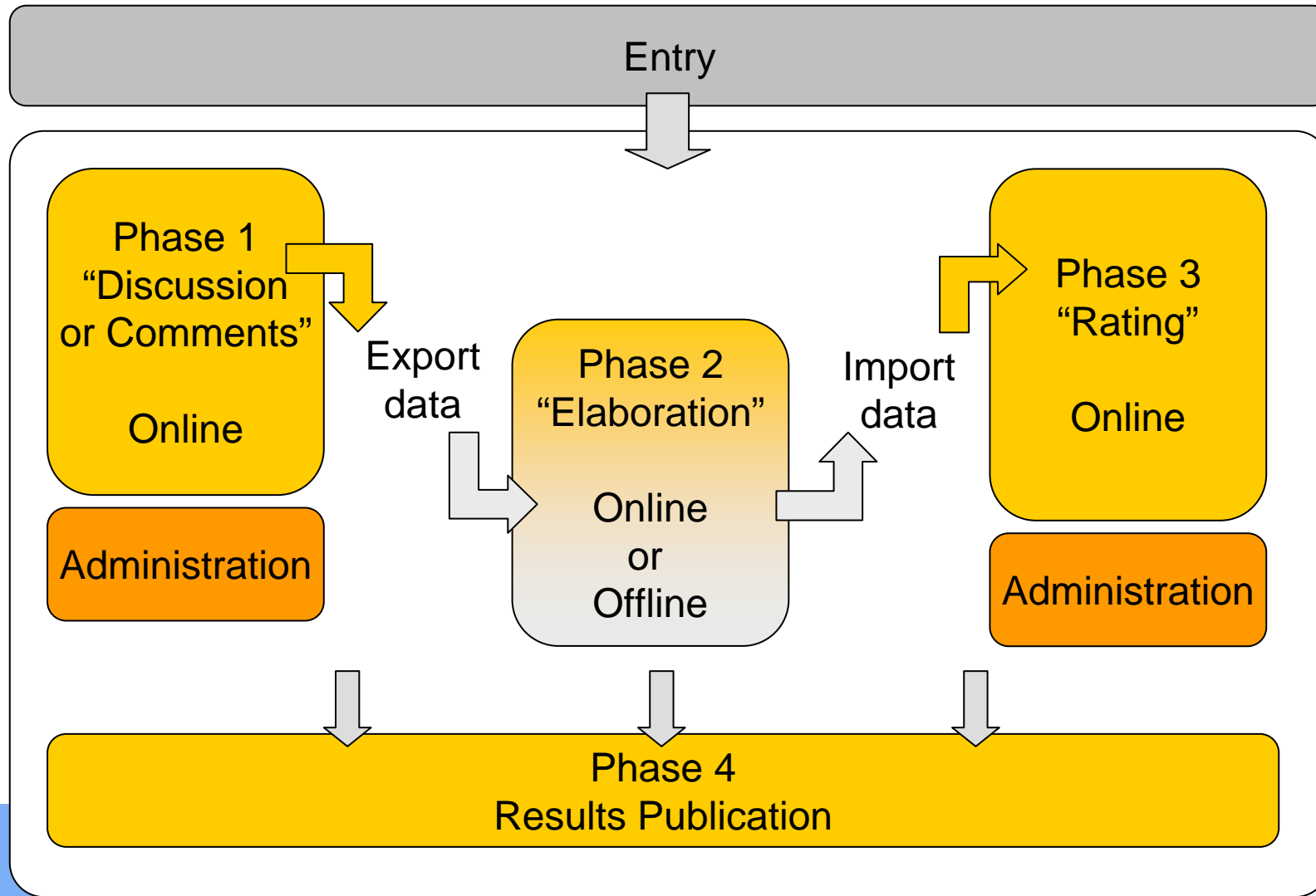
**mitmachen.at** - move your future  
*November 2006 – January 2007*



**jugend2help**  
*October 2007 – April 2008*

Danube University Krems  
Department for Governance and Public Administration – Centre

# Procedure - Processes



# Prerequisites for the platform

- WAI-Conformity (AAA)
- Open as possible access with security mechanism against automated spam
- Easy to use
  - Visualisation of the phases (one view)
  - Participatory functionalities
- Export and import functionalities
- Easy administration

## 2. Portal

Danube University Krems

Department for Governance and Public Administration – Centre for E-Government



# Entry area



HELP.gv.at  
jugend2help

jugend2help

it's your life - it's your government

**Danke für dein Interesse an jugend2help!**

---

Hier kannst du ab 26. Oktober 2007 den neuen Jugendbereich des Online-Amtshelfers mitgestalten.

Das mehrstufige, offene Online-Verfahren ermöglicht Jugendlichen, anonym ihre Meinung zu äußern.

Was ist für dich persönlich wichtig? Welche Themen, Infos und Services soll HELP.gv.at in Zukunft anbieten?

---

Zum Eintritt bitte die Zahlen/Buchstaben ins Textfeld übertragen (Spamschutz).

**Viel Spaß wünscht das HELP-Team!**

e m r n

Absenden

[Bild neu laden](#) [Sprachausgabe](#)

**Tipps:**

- Sollte das Bild schlecht lesbar sein, kannst du mit dem Link "Bild neu laden" ein neues anfordern.
- Als Alternativeingabe kann die Sprachausgabe mit Hilfe des Sprachausgabelinks erfolgen (Öffnet in einem neuen Fenster).

# Inner area

**HELP**<sub>.GV.AT</sub>  
**jugend2help**

How to Use | jugend2help.gv.at | Beenden | Über das Projekt

**Phase 1**

- [MEIN Thema](#)
- [Bildung & Arbeit](#)
- [Rechtsfragen](#)
- [Probleme & Risiken](#)
- [Mobilität](#)
- [Start-up](#)

**Phase 2**

- [Arbeitskreis](#)

**Phase 3**

- [Abstimmung](#)

**Phase 4**

- [Ergebnisse](#)

Du bist hier: [Startseite](#) » Phase 4 - Ergebnisse

## Phase 4 - Ergebnisse

Geschafft!

Ab **4. April 2008** sind alle Ergebnisse ausgewertet und stehen auch online zur Verfügung. Zugleich beginnt die Umsetzung im neuen Jugendbereich auf HELP.gv.at!

### Ergebnisse

- [Phase 1: Beiträge \(PDF\)](#)
- [Phase 1: Umfrage \(PDF\)](#)
- [Phase 2: Konzepte \(PDF\)](#)
- [Phase 3: Abstimmung \(PDF\)](#)

### Allgemeine Dokumente

- [Präsentation \(PDF\)](#)
- [Presstext \(PDF\)](#)
- [Reportage auf MonitorTV - dem IT- & Business-TV-Channel](#)

- [Netiquette](#)
- [How to Use](#)
- [Feedback](#)
- [Newsletter](#)

- [Arbeitskreis](#)
- [Der wissenschaftliche Beirat](#)
- [Projektpartner](#)

# Specific functionalities

- Administration of phase 1
  - Comments had to be set active online
  - Comments had to be set re-active offline
- Rating of comments (different roles)
  - User rating
  - Expert rating (phase 2)
- Tagging functionality of comments within the administration to support the organization of the experts within phase 2
- Enhanced search (tags, keywords)

# Commission View

The screenshot shows a web interface for a 'Commission View'. It features a navigation bar with tabs for 'Administration', 'Kommission', and 'Benutzeransicht'. The current view is 'Kommissionsansicht'. A button 'nur unbewertete Kommentare anzeigen' is visible. The main content area displays a list of contributions, with two visible: 'Beitrag 231' and 'Beitrag 230'. Each contribution shows its title, date, time, and rating information. Below each contribution, there are tags and a 'Tag erstellen' form. The interface includes pagination controls at the bottom of the list and a 'Tagname' input field with an 'Erstellen\*' button.

1 → Administration | Kommission | Benutzeransicht

2 → Kommissionsansicht

3 → nur unbewertete Kommentare anzeigen

4 → Sortiert nach: Datum / Uhrzeit | Bewertung | Kommissions-Bewertung

5 → Beitrag 231 vom 11.12.2007 um 17:37:49  
Bewertung: ★★★★★ bei 1 Bewertung  
Kommission: ★★★★★ bei 1 Bewertung

6 → Das ist ein Testeintrag. #10  
vergebene Tags:  
Tagvorschläge: testtag1 testtag2  
neuen Tag erstellen |  Tag diesem Beitrag hinzufügen

7 → Du hast diesen Beitrag mit ★★★★★ bewertet.

Beitrag 230 vom 11.12.2007 um 17:36:49  
Noch keine Bewertung

Das ist ein Testeintrag. #9  
vergebene Tags:  
Tagvorschläge: testtag1 testtag2  
neuen Tag erstellen |  Tag diesem Beitrag hinzufügen

Beitrag bewerten: ★★★★★ ★★★★★ ★★★★★ ★★★★★

<< < 1 | 2 | 3 | 4 > >>

Tagname:   
\* Der neue Tag wird allen ausgewählten Kommentaren automatisch hinzugefügt. Erstellen\*

# 3. Organisation

Danube University Krems  
Department for Governance and Public Administration – Centre for E-Government



# Phase 1: Topics

- Apart from precast questions the juveniles could also bring in their concerns in six categories:
  - MY topic
  - Education & work
  - Legal questions
  - Problems & risks
  - Mobility
  - Start-up



# Phase 2: working groups

1.-17. 02.2008

- Working groups in schools in Vienna and Lower Austria:
- Students consolidate the topics and work out concepts
- Scientists accompany the process (behaviour in the group & decision making)
- ? For further follow up studies & youth projects



Danube University Krems

Department for Governance and Public Administration – Centre for E-Government



# Phase 3: Ballot

18.02. - 31.03.2008

## Public Online-voting: juveniles judge the concepts that where worked out in the first two phases

- My topic (226)
- Education & work (223)
- Legal questions (224)
- Problems & risks (215)
- Mobility (209)
- Start Up (212)

Over-all:  
1.309 questioners  
10.800 number of individual  
questions answered

Danube University Krems

Department for Governance and Public Administration – Centre for E-Government

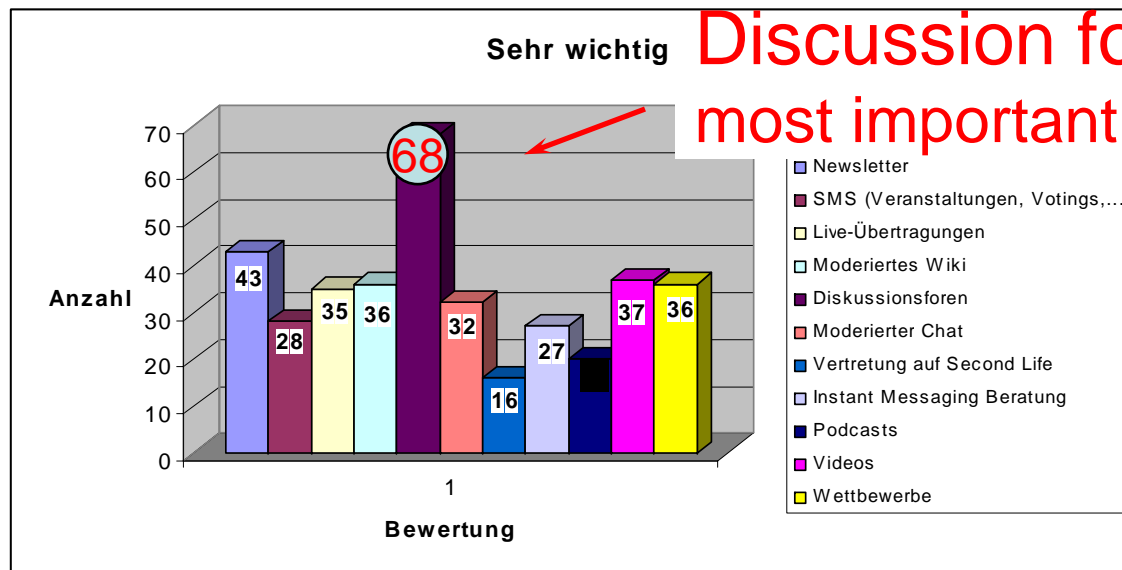


## 4. Results



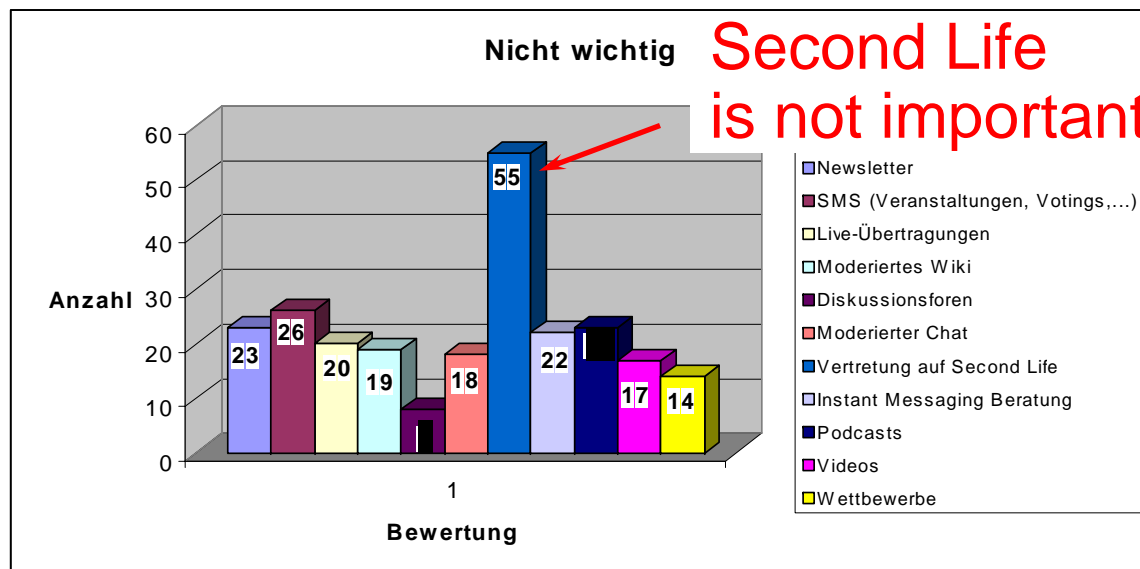
# Phase 1: survey

- Which services should be offered at HELP.gv.at?
- Which services are particular of importance to you?



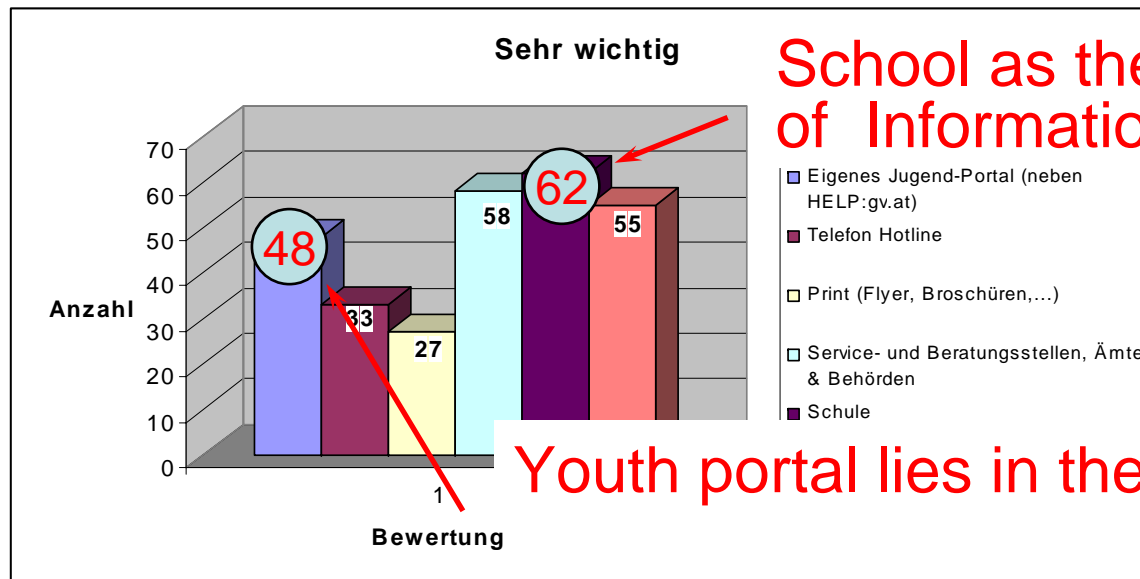
# Phase 1: survey

## ➤ Which services are not important?



# Phase 1: survey

- Media & Information channels:
- How do you want to be informed?

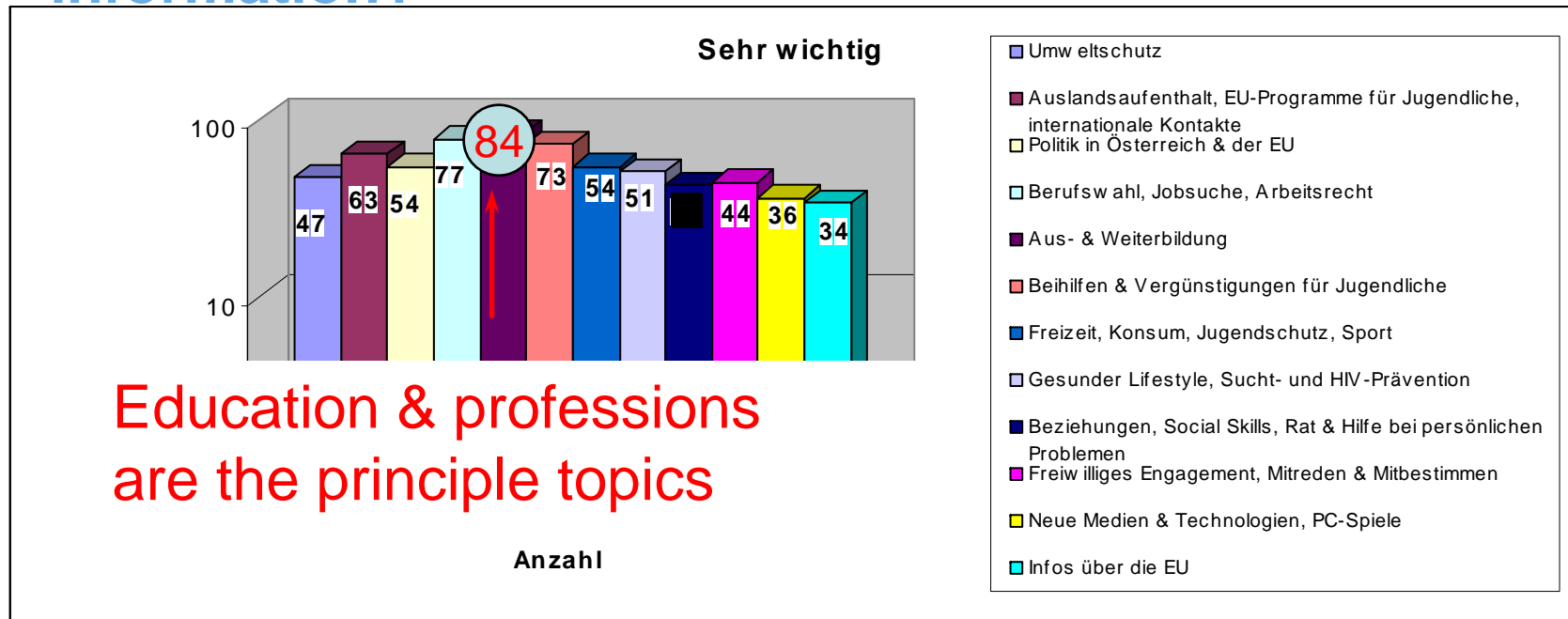


**School as the favoured channel of Information!**

**Youth portal lies in the middle**

# Phase 1: survey

## ➤ What are the topics that the youth wants (more) information?



# Results Summary

- **Survey (Phase 1)**
  - Discussion forum most important
  - Second Life not important
  - School as the favorite channel of Information!
  - Youth portal lies in the middle
- **Ballot of concepts (Phase 3)**

# Phase 3: Outcome (1)

## ➤ My topic

1. Concrete lead
2. Leisure time facilities
3. Environmental friendly products

## ➤ Education & work

1. Financial
2. School options
3. Perspectives for the future

## ➤ Legal questions

1. Protection of minors & juvenile law
2. Labour law
3. education

# Phase 3: Outcome (2)

## ➤ Problems & risks

1. Work and school problems
2. Counselling by professionals
3. Prevention Nutrition & Fitness

## ➤ Mobility

1. Public transport
2. Driving licence
3. Education & academic study

## ➤ Start-up

1. Support, convenient available housing
2. Legal questions
3. Apartment offers

## 5. Next Steps & Summary

# Next Steps

- **Development of the youth section on help**
- **Extension of the communication possibilities**
- **Content review by youth**
- **New incorporated content online**
- **In the future youth will be able to suggest and work out content on Help.gv.at**

# Summery

- **A moderator is essential during the phase of raising the themes**
- **PR is a necessary instrument for promotion**
- **PR with non traditional media – like facebook, mayspace, ...**
- **Involvement of the target group into all phases is beneficial**

## Contact

**Mag. Dr. Peter Parycek, MAS**

**Mag. Daniel Medimorec**

**[peter.parycek@donau-uni.ac.at](mailto:peter.parycek@donau-uni.ac.at)**

**[daniel.medimorec@donau-uni.ac.at](mailto:daniel.medimorec@donau-uni.ac.at)**

**Danube University Krems**

**Dr.-Karl-Dorrek-Str. 30**

**3500 Krems**

**AUSTRIA**

**+43 2732 893-0**

**info@donau-uni.ac.at**

Danube University Krems

Department for Governance and Public Administration – Centre for E-Government

