Handout 4: Theoretical framework to explore structures of signification, legitimation and domination underpinning ICT-mediated citizen engagement
(Applicable to State-of-the-Art Review and Case Study)

Govt- End Analysis	Institutional Mediation Structures	ICT Mediation Structures	Notes for Researchers
1.1 Signification/ shift in meaning	a. What vision of citizen engagement informs emerging governance practices? b. What implicit and explicit premises underscore this vision? c. How is 'network governance' or PPPs in governance changing the meaning of citizen participation?	d. In the technological design of e-participation, what meanings and assumptions about participation, citizen will, citizen voice, citizen agency and deliberation are reflected?	The aim is to understand shifts in the normative ideals of citizenship (stated and unstated) with changes in the wider discourse of governance. eg. PPPs, and those with respect to advent of techno-governance. The latter usually involves PPPs.
1.2 Legitimation/ shift in norms	a. How are transparency, government responsiveness and social inclusion recast/ redefined in emerging governance structures and practices? b. What are the emergent norms for citizen engagement (including policies for e-information, e-consultation, e-decision making)? c. How are norms of decision making changing?	d. How do digitally mediated structures and processes (MIS, big data, biometrics, platform algorithms) influence norms of e-participation design, delivery and uptake?	Structures of governance in contemporary times become irrevocably transformed by technology, as a consequence of which e-governance architecture (comprising the software and hardware) begins to shape the experience and repertoire of citizenship. This phenomena is referred to by Larence Lessig (1999; 2000) as a moment when code becomes law and architecture becomes policy. i.e. by becoming the default mediator of state-citizen transaction, techno-governance structures shape the very nature of citizen engagement.
1.3 Domination/ shift in power	a. What changes are evident in the foll areas and how do they change state-citizen power:	c. How do techno-design structures and processes of government shift power between state and citizen?	This can be connected to 'digital as default' discourses and speak to larger identity and structural injustice

| | 1. in the locus of authority
2. in the layers of intermediation
3. in transparency, accountability and inclusion?

b. How are various interests and competing claims accommodated and addressed? | | issues; who is ultimately seen as a citizen. Recognizing that Giddens has been critiqued for a bias towards voluntarism, one needs to look at asymmetries of agency and how variations in capabilities are a factor in citizen engagement. |

Citizen-End Analysis	Institutional Mediation	ICT Mediation	Notes for Researchers
2.1 Signification/ shift in meaning	a. What assumptions about governance and public service delivery inform citizen engagement? b. What new civil society formations define citizen engagement with government? (for eg. new democratic movements)	c. How are citizenship practices recast through new ICT channels? d. How do emerging techno-mediated citizen engagement spaces (portals, mobile-apps, twitter townhalls) impact citizen agency, dialogue, negotiation, and voice and 'right to be heard'?	Exercise of citizen voice doesn't necessarily result in change. Voice can become a technicality of governance as opposed to being an ingredient of democracy. Eg. A seemingly inclusive process like polling may be done to create an illusion that voice is being represented. Is a subversion of 'code is law' possible? Do citizens use engagement practices subversively? What do new developments indicate for the "choice to do otherwise"?
2.2 Legitimation/s shift in norms	a. How do new regulatory frameworks enhance/ restrict citizen voice? (right to free speech/ assembly, content regulation, censorship) b. How are citizen perceptions of government	c. In what way have ICT capabilities become intrinsic to performing citizenship and exercising citizen voice? (i.e. learning to be a citizen)	Platforms can become extra-legal frameworks playing an important role in mediating voice but not regulated by government. Intervening platforms such as Facebook can become gatekeepers that control citizen access to government. Eg. Manipulations of news feed during elections and the

	responsiveness altered?		impact on how people vote.
2.3 Domination/ shift in power	a. How is power distribution evidenced in civic life (citizen participation, citizen will, citizen voice, citizen agency and deliberation)? b. Do emerging spaces of citizen engagement reflect/ promote pluralism and diversity? (Are ICT-mediated spaces in citizen engagement becoming echo chambers reinforcing the status quo or are they disruptive?)	c. What techno-capabilities mediate citizen engagement online? d. How do patterns of access impact political voice?	There are layers of choices – (from old methods of resistance to new forums like twitter) that lead to differently weighted expressions of agency. An important consideration in this regard is, 'are citizens also feeling collectively empowered'? How are new citizen engagements deepening democracy through enhanced civic liberties?