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Exploring knowledge flows in citizen e-participation data

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A large quantity of data is generated when citizens voice their opinions online. This data represents citizen's knowledge about their cities and has been used by public and private organizations to understand and support citizens' needs. In order to support these needs, citizens as well as governments have developed Participatory Citizenship Applications (PCTs), the projects and platforms involving Information and Communication Technologies (ICTs) which help to gather, create and share information about urban issues (such as pot holes, dislocated garbage, report violent situations, etc.). PCTs have helped to raise awareness and solve problems in the city by mediating information and knowledge between citizens, the private and the public sector. However, our understanding about the nature of these platforms is still limited. In this research, I intend to advance our understanding about these platforms, by looking into the data that is produced, the information flows and their impact in improving urban livability in Brazil.

Biography

Daniele Menezes Nascimento is currently a PhD candidate at the McGill School of Information Studies in Montreal, Canada. Her Doctoral project centers on exploring computing technologies that mediate citizen participation in public decision-making to improve liveability in developing cities. Previously, she completed MSc in Urban Informatics from Osaka City University, Japan; MBA in Strategic Marketing Management from Fundação Getúlio Vargas, Brazil. More generally, her research interests involve: Urban Data, Urban Informatics, Community Informatics and Knowledge Management.

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