

Appendix 2: Changing Roles in Democratic Governance

Developing Shared Civic Infrastructure

QUESTIONS ABOUT ENGAGING THE PUBLIC	TRADITIONAL CITIZEN INVOLVEMENT	DEMOCRATIC GOVERNANCE
Who is responsible for solving public problems?	Governments	Whole community — governments, citizens, businesses, community organizations of all kinds
What are the criteria for “good government?”	Openness and efficiency	Ability to work with the public — identifying priorities, marshalling a variety of resources, achieving tangible changes, and reporting on your progress
How should governments recruit citizens?	Public officials call meetings, use media for outreach	Proactive, network-based recruitment by governments and other groups, reaching large numbers and different kinds of people
How should issues be discussed?	Public officials “sell” the policy they support; citizens decide whether to buy	Basic background information provided, range of views laid on the table; chance to connect personal experience to policy debate
How should government treat citizen self-interest?	Citizen self-interest is static; we can’t expect people to change their minds	Citizen interests are malleable, and can be changed through information, exposure to others with different views
What is the civic duty of the average citizen?	Stay informed, vote, and obey the law	Become more informed, take part in dialogue, make decisions, take action
When should citizens be involved in public life?	Whenever there is a crisis, a big decision to be made, or some other specific reason	All the time — when there is a range of reasons to participate, people stay involved
Who governs?	Public officials, in the name of the electorate	Public officials, public employees, community organizations, citizens — all with roles and responsibilities that are distinct but complementary

