



# E-participation in the Public Consultation in Cultural Relic Evaluation in Macao

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**Abstract.** Digital technologies help increase citizen engagement and engagement. How does it help and promote civic engagement? What is the difference between E-participation and offline participation? The article selects three public consultation activities on real estate (cultural relics) evaluation carried out by the Macao government from 2015 to 2021 as cases. Research shows that, after years of development, electronic participation is still not the main way for citizens to participate, but the expression of opinions and emotional distribution of online participation are more diverse than offline participation. The study found that compared with traditional models such as offline participation, E-participation is more open, inclusive and convenient, providing a more open channel for the public to participate in public consultation activities, providing a relaxed expression environment and extensive communication opportunities, and enhancing the public's willingness to express their true feelings. Second, through the open, convenient communication and influence of electronic participation, the influence and effectiveness of public opinion have also been significantly improved. Compared with the "black box" of opinions that may appear in traditional methods, online opinions are more open and transparent, allowing different opinion holders to speak more willingly and dare to speak. Therefore, it is suggested to strengthen electronic participation in public consultation. On the one hand, it should meet the participation requirements of the information technology era and enrich the channels for the public to participate in public affairs in the future; on the other hand, it can promote the enthusiasm of public participation and make public opinions convenient, diverse and true.

**Keywords:** E-participation · public consultation · citizen participation · public policy

## 1 Introduction

Macao is an ancient city with a history of cultural exchanges between the East and the West for more than 400 years. A large number of cultural relics and historic sites are all over the city and are well protected. In 2005, Macao successfully declared world cultural

heritage. How to better protect and utilize cultural heritage has become a new social issue in Macao society. In 2013, Macao began to formulate a new cultural heritage protection law and take the principle of participation as one of the general principles of Macao's cultural heritage protection to ensure that residents of the Macao Special Administrative Region participate in the formulation and implementation of cultural heritage protection policies and the maintenance of cultural heritage. From 2015 to 2021, to implement the principle of participation in the protection of our cultural heritage, the Macao SAR Government conducted three public consultation activities on the evaluation of cultural relics to widely solicit the opinions of Macao residents on whether relevant real estate is listed as a cultural relic.

From the viewpoint of public administration, effective citizen participation is important to democratic government and modern governance. E-participation, namely, online public participation, uses electronic means to encourage public participation in governmental decision making. Starting from the theory of citizen participation and public consultation, this paper will explain the role and characteristics of e-participation in public consultation. By the case study of the e-participation in public consultation of cultural relics evaluation in Macao, the article explains the similarities and differences between offline participation and e-participation and attempts to give a realistic description of the e-participation in public consultation and put forward some suggestions for improvement.

## 2 The Theory of Citizen Participation and Public Consultation

The classical theory of citizen participation is from Sherry R. Aronstein's paper in 1969. In the paper named "A ladder of citizen participation", Sherry R. Aronstein advanced that citizen participation is citizen power, and according to the citizen power level, Aronstein illustrated eight types of citizen participation: manipulation, therapy, informing, consultation, cooperation, partnership, delegated power and citizen control (Sherry R. Aronstein, 1969). Arnstein's Typology and classification shows the whole picture of citizen participation and provides a useful corrective to naive enthusiasm for citizen participation. However, as an analytic tool, it is obsolete and defective in the way that it may improperly fuse an empirical scale with normative approval (Archon Fung, 2006).

Since Arnstein's essay was published, there have been many advances in the theory and practice of citizen participation. Like Arnstein, James A. Riedel also pointed out the power and politics face of citizen participation. To James A. Riedel, citizen participation is a political problem rather than a mechanical one in that some people but not all people participate and participation is essentially a process of power redistribution (James A. Riedel, 1972). Elena C. Van Meter (1975) suggested that "effective citizen participation can be the 'bottom line' for government. Judy B. Rosen (1978) considered that there are many debates about the goals and effectiveness of citizen participation, but we should add to our limited knowledge about the effectiveness of citizen participation.

Renée A. Irvin and John Stansbury (2004) listed conditions under which community participation may be costly and ineffective and when it can thrive and produce the greatest gains in effective citizen governance. Fung, Archon (2006) further proposed three dimensions that affect the mechanism of citizen participation: who participates,

how participants communicate with one another and make decisions together, and how discussions are linked with policy or public action. To make citizen participation more effective, it is suggested that improving public participation requires changes in citizen and administrator roles and relationships and in administrative processes (Cheryl Simrell King, Kathryn M. Feltey and Bridget O'Neill Susel, 1998).

Kaifeng Yang and Sanjay K. Pandey (2011) held that the value of citizen participation can enhance accountability, improve trust in government, maintain legitimacy, achieve better decisions and build consensus. However, if not carefully designed or implemented, it may delay decisions, increase conflict, disappoint participants, and lead to more distrust. Archon Fung (2015) argues that public participation can be a potent means to achieve key democratic values such as legitimacy, justice, and effectiveness in governance. Therefore, in his opinion, the potential of citizen participation is the three values of effectiveness, legitimacy, and social justice. Participation often takes the form of conventional public hearings and meetings. Because the meeting is open to the public, the participants are self-selected. As a result, those who participate are often those who are highly interested in the topics addressed. They are frequently more socioeconomically advantaged than the broader population.

Public consultation is a kind of citizen participation whose goal is to engage key stakeholder groups, such as citizens, NGOs, agencies, authorities and interest groups, to provide their input into policy-making. The essence of public consultation is to improve democratic governance by consulting citizens on policy issues and asking for the representative sampling of the citizenry. Therefore, the kernel problem in public consultation is a survey of a random and representative sample of respondents, which is called Deliberative Polling, who also obtain informed opinions from a scientific consultation method (James S. Fishkin, 2003). Research finds that in the process of public consultation, the use of binary messages (e.g., 'yes or no') is shown to be a robust mode of communication even when the preferences and policy space are nonbinary (Kohei Kawamura, 2011).

In the OECD report, consultation is defined as a two-way relationship in which citizens provide feedback to the government. It is based on the prior definition of information. Governments define the issues for consultation, set the questions and manage the process, while citizens are invited to contribute their views and opinions. During public consultation, governments receive solicited feedback from citizens when they inform citizens on an issue and ask for their views on it. Tools to support solicited feedback include Questioning, listening and reporting, Comment periods and actions, Focus groups, Surveys and public opinion polls. At the same time, governments always use the following tools for ad hoc consultation: inclusion of individual citizens in consultative bodies, workshops, seminars, conferences, public hearings, and nonbinding referenda. (OECD, 2001).

Although public consultation is a good way to help the government make better decisions, it still has inner drawbacks. Jenny Stewart (2009) listed seven bureaucratic sins of consultation, that is, many points that are raised in consultations are not relevant to the designated topic; the consultees have read all the documents, but their particular concern falls between several agencies; the consultation never gets near anything controversial or even concrete; the desire for control sometimes results in consultations that are not open to groups whose views are not sought or whose participation is not welcome; agencies

often misrepresent the true outcomes of consultation; lots of issues come up through the consultation, only to disappear into the black hole of the bureaucracy; decisions are made (often in a budgetary context) that affect a number of programs, leaving ‘unconsulted’ community organizations with contracts to deliver these programs.

### **3 The Role and Characteristics of e-participation in Public Consultation**

E-Participation is about fostering citizen participation and open governance through information and communications technologies (ICTs). Since 21 centuries, the Internet and ICT have been widely used to improve the engagement of citizens in public affairs. The practice has proven that e-government and E-governance can increase process-based trust by improving interactions with citizens and perceptions of responsiveness (Caroline J. Tolbert and Karen Mossberger, 2006). In e-governance, E-participation is thought to be one of the five interrelated objectives of e-governance, and the other four objectives are policy frameworks, enhanced public services, high-quality and cost-effective government operations and administrative and institutional reform (Sharon S. Dawes, 2008). E-participation is thought to be a new phase of citizen participation, as many government agencies have initiated electronic government (e-government) development and have taken advantage of Internet-based applications to facilitate community development and communication with constituents and to provide online application services (Soonhee Kim and Jooho Lee, 2012). In practice, European countries have started exploring e-participation as a way to regain citizens’ trust and revitalise European democracy by developing a more responsive, transparent and participatory decision-making process (Study for the AFCO Committee, 2016). It is concluded that the active and continuous use of e-participation over time can facilitate the engagement of citizens in consultation and decision-making processes along with governments. (Mijail Naranjo-Zolotova, Tiago Oliveiraa, Sven Casteleynb, ZahirIran, 2019).

There are many forms of e-participation in public consultation, such as online forums, virtual discussion rooms, electronic juries, and electronic polls. Based upon the OECD participation model, the United Nations defined a framework for e-participation. It can be decomposed into the following 3 steps: E-information, E-consultation and E-decision-making. E-information makes it possible for the citizen to know everything there is to know about a specific topic by making all the needed information available-consultation allows citizens to be part of deliberations regarding decisions that are to be taken on public policies and services. E-decision-making includes citizens in the cocreation of public policies and services (Pauline Rivière, 2017). Ann Macintosh (2004) developed three levels of participation that can be used to characterize e-democracy initiatives. The first level is E-enabling, which uses technology to enable participation to reach the wider audience by providing a range of technologies to cater to the diverse technical and communicative skills of citizens. The second level is E-engaging, which uses technology to engage with citizens to consult a wider audience to enable deeper contributions and support deliberative debate on policy issues. The third level is E-empowering, which empowers citizens to influence the political agenda from the bottom up.

Controversy exists regarding the difference between E-participation and offline participation. Someone signaled the possibility that the online environment might be giving rise to a new type of participation that lacked an obvious offline counterpart. Samuel J. Best and Brian S. Krueger (2005) showed that the factors predicting online participation often differ from the factors that predict offline participation. Jennifer Oser, Marc Hooghe and Sofie Marienonline (2013) also pointed out that activism is indeed a distinctive type of political participation where traditional socioeconomic status inequalities are reinforced in the online political part. The reinforcement of SES inequalities certainly limits the democratic potential of the Internet for affecting patterns of political participation and participatory inequality. On the other hand, Rachel Gibson and Marta Cantijoch (2013) found that e-participation and offline participation are so similar that types of political engagement are reemerging online. They showed that distinct submodes of e-participation, comparable to those occurring offline, can be identified.

#### **4 The Development of Public Consultation in Macao**

The public consultation in Macao has made many achievements in the last ten years. In 2011, the Macao SAR government issued the chief executive's instruction No. 224/2011 and published the Macao SAR's normative guidelines for public policy consultation, which was implemented on August 5, 2011. The purpose of the normative guidelines for public policy consultation is to standardize public policy consultation, create a good consultation environment, promote public participation, fully listen to public opinions and benefit the government's governance.

The guidelines stipulate that the implementation of public policy consultation should follow seven principles: effective arrangement and coordination, promoting equal participation of the public, providing full and timely policy information, convenient access to government information, strengthening interdepartmental cooperation, enhancing transparency and response, review and evaluation and continuous improvement. Meanwhile, the guidelines divide the public policy consultation process into three stages. The first stage is the preparatory stage, which stipulates that it is necessary to collect relevant social opinions and carry out corresponding policy research and integrate public opinions in advance before the formulation of the plan concept. The second stage is the consultation implementation stage. It is necessary to clarify the object, time and form of public consultation. It is stipulated that the consultation objects generally include the general public, groups and organizations. It is stipulated that the consultation period should generally not be less than 30 days. Make sure to cooperate with other departments to provide consultation information, collect consultation opinions, design consultation texts, and review evaluations in a timely manner. The third stage is the summary evaluation stage, which should be written within 180 days after the end of the consultation period, with a summary report and feedback on public comments.

The Guidelines also focus on the coordination and coordination of public policy consultation. It is stipulated that a public policy consultation and coordination mechanism shall be formed by the "Coordination Committee for Public Administration Reform" (CCPAR), the Chief Executive's Office, the offices of the secretaries-general and the implementing agencies and that the implementing agencies shall report to the "CCPAR"

no less than 180 days before the start of the consultation project. The content of the notification should include consultation objectives, objects, planning time and brief content of each stage of the process as a basis for coordination and overall planning. Due to the continuous improvement of the public consultation system, Macao public consultation has begun to reflect the basic characteristics of active public participation and careful preparation by the government, and the government attaches importance to public opinion. (1) Active public participation actively participates in the government's written, fax and related activities through various channels, such as e-mail, fax and telephone, and actively participates in the government's policies and relevant departments. (2) The government made careful preparations. Before the launch of public consultation, relevant departments of the SAR government will generally carry out relevant information collection and research. (3) The government attaches importance to public opinion. In 2016, the Macao government paid great attention to public opinion and the participation of various associations in SAR policies. Many public consultations also have special consultation sessions for various sectors and associations and special public consultation sessions.

## **5 Case Study: Public Consultation of Cultural Relics Evaluation in Macao (2015--2021)**

### **5.1 Research Method**

#### **5.1.1 Literature Research Method**

Using relevant research literature, official documents, government report statistics and other evidence sources, the researchers selected three consecutive batches of "Real Estate (Cultural Relics) Evaluation Public Consultation Summary Reports" from 2015 to 2021 as the time series before and after. The comparative case materials are used to analyze and discuss the development, changes and evolution logic of public consultation and E-participation in the process of cultural heritage protection in Macao.

#### **5.1.2 Case Study Method**

Public consultation on the assessment of real estate (cultural relics) in Macao is one of the top ten public consultation projects launched by the Macao Special Administrative Region Government in 2015. As an important measure for the protection of historical and cultural heritage (real estate) in Macao, three rounds of assessment and public consultation activities have been carried out thus far. The changes and characteristics of choosing different channels to express opinions through public participation in each public consultation, especially the impact of e-participation, are an important reference for the study of citizens' participation in social public utilities and community governance. Therefore, this study selects the statistical reports and literature data of three batches of the project, uses the case study method, observes and studies the characteristics and changes of "e-participation" in Macao public consultation in the way of sequential cross comparison, and analyzes and discusses the follow-up development trend of Macao public e-participation and its possible impact on community public affairs.

## 5.2 Selection of Cases

The public consultation on the first batch of real estate evaluation in Macao was conducted from December 28, 2015, to February 25, 2016, to assess the first batch of 10 real estate projects so that the public can understand the situation of relevant real estate projects and express their opinions. Members of the public are welcome to provide valuable advice to the Cultural Services Bureau by mail, fax, e-mail, website or in person.

The public consultation on the second batch of real estate appraisals in Macao was conducted from November 7, 2018, to January 5, 2019. The second batch of 9 real estate (see the table below) started the evaluation procedure and conducted public consultation on the relevant real estate to be evaluated in accordance with Article 24 of the above law, fully communicated with all sectors of society and widely listened to opinions. The public consultation lasted for 60 days.

The third batch of real estate assessment in Macao - public consultation (November 25, 2020 to January 23, 2021) the third batch of 12 real estate projects (see the table below) started the assessment process, conducted public consultation on the real estate to be assessed in accordance with Article 24 of the above law, fully communicated with all sectors of society and widely listened to opinions.

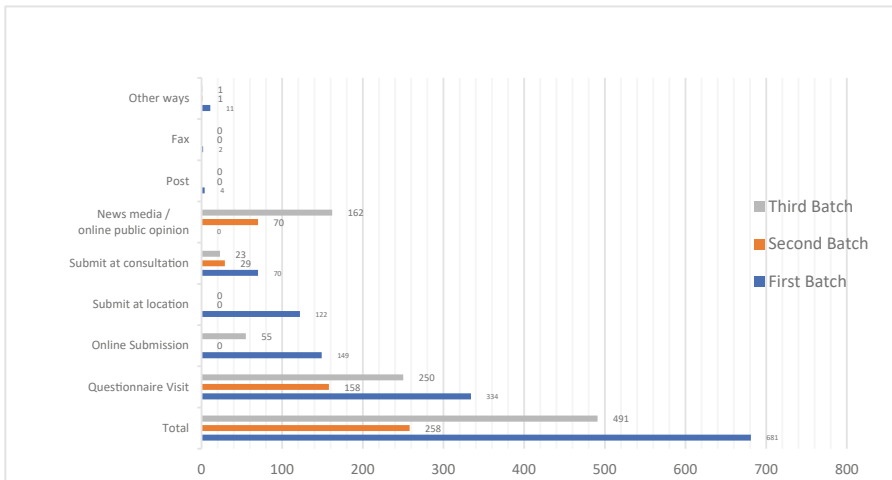
## 5.3 The Similarities and Differences Between Offline Participation and E-participation

As the cases selected in this study come from different periods and are affected by different social environments, policy orientations and statistical standards, there are subtle differences in the classification of statistical analysis of channels for public participation in public consultation, especially the changes in the ways and connotation of “e-participation”, the researchers first make a classification and definition. The “E-participation” of this study includes three opinion collection channels of “online submission”, “news media” and “online public opinion” in 3 batches, and the relevant synonymous items will be combined below to form relatively consistent statistical items, statistical data and statistical charts.

### 5.3.1 General Overview of the Three Batches of the Real Estate (Cultural Relics) in Macao

During the first public consultation, a total of 681 opinion collection forms were received, including 334 questionnaires, 149 online, 122 in person, 70 after the consultation, 4 by mail and 2 by fax. There were also 11 independent opinions in the form of a non-opinion collection form. In the second batch, the Cultural Affairs Bureau collected opinions through public consultation, online form filling, e-mail, fax, personal visits and other channels. All sectors of society actively participated. The Cultural Affairs Bureau collected 258 opinions. The social opinions generally agreed with the value of 9 real estate to be assessed and listed them as the assessed real estate in Macao. During the public consultation, a total of 258 comments were received, including 158 comment collection forms, 29 public consultation speeches, 1 written comment and 70 comments

**Table 1.** Statistics on the collection of public consultation opinions on the evaluation of real estate (cultural relics) in Macao (2015–2021).



from local newspapers and social media. Recently, a total of 491 views were collected during the third batch consultation. The largest number of social opinions were submitted on their own initiative (329, 67.0%), followed by news media (92, 18.7%), followed by online public opinion (70, 14.3%). There were 70 opinions on the Internet, mainly from Facebook (64, 91.4%), Forum (1, 1.4%), WeChat (4, 5.7%), and microblogs (1, 1.4%) (Table 1).

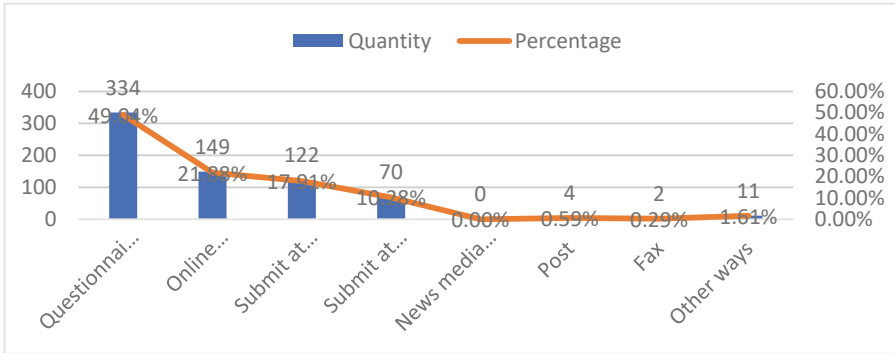
According to the public consultation statistics of the three batches of real estate (cultural relics) evaluation, the first batch has the largest number of consultations, the second batch has a large decline, and the third batch has doubled compared with the second batch. Various reasons are mainly due to the emergence of the first batch of public consultations in 2015. Cultural heritage is close to the topics of citizens' daily lives, attracting people's curiosity and arousing high enthusiasm for participation. In particular, the first batch of consultations are mostly submitted in the traditional offline way and still receive many consultation opinions. The second batch of real estate appraisal consultations was affected by the weakening of social heat and other social events, resulting in the decline of public consultation participation. The third batch of consultations occurred during the COVID-19 period. The residents' attention to social and livelihood-related events was relatively concentrated. In addition, the third batch of consultations adopted more diversified information collection methods and channels, resulting in a doubling of the participation compared with the second batch.

### 5.3.2 "E-participation" Status and Characteristics of Public Consultation on the Evaluation of Three Batches of Real Estate (Cultural Relics) in Macao

The concept of citizen "e-participation" can be interpreted in broad and narrow senses. In this study, the researchers take the broad concept of "e-participation", that is, the



**Table 2.** Statistics of the collection of public consultation opinions on the evaluation of the first batch of real estate (cultural relics) in Macao.

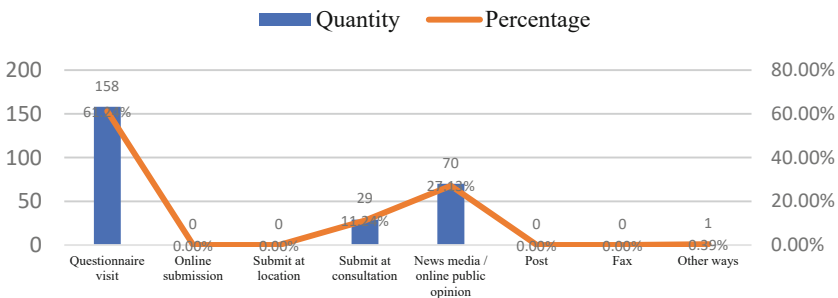


participation channels used to distinguish the traditional and face-to-face communication forms. Therefore, citizens’ electronic participation through online websites, news media, social media and other forms is attributed to the “e-participation” model. Therefore, e-participation in the three batches of public consultation practice has different degrees, forms and characteristics:

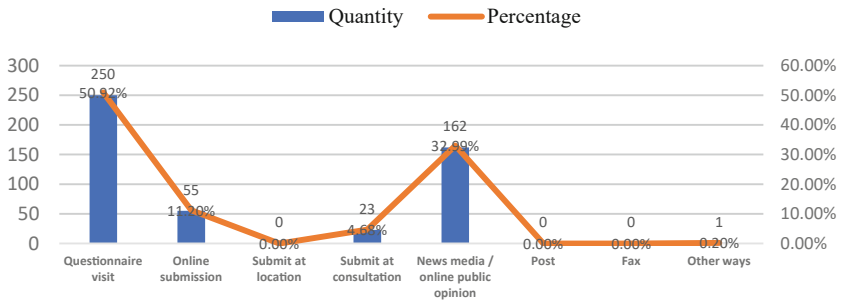
The first public consultation on real estate (cultural relics) evaluation (Table 2) opened the form of “online submission” opinion, and the e-participation rate reached 21.9% (149/681). However, due to the submission of opinion form only online, the channel is relatively single, the amount of opinions collected in the form of traditional questionnaire interviews and consultation meetings far exceeds the number of e-participations, and the 10 real estate evaluations show an overwhelming convergence of “approval”.

Although the total number of opinions collected in the second batch of public consultation (Table 3) decreased significantly, the distribution of the number of participants in different channels changed. Affected by epidemic prevention and control, the number of on-site consultation meetings and submission of opinions in person decreased sharply.

**Table 3.** Statistics of the collection of public consultation opinions on the evaluation of the second batch of real estate (cultural relics) in Macao.



**Table 4.** Statistics of the collection of public consultation opinions on the evaluation of the third batch of real estate (cultural relics) in Macao.



Although no opinions were collected through online submission channels, they were supplemented by a certain amount of “e-participation” in news media and online social public opinion channels. The e-participation rate was 27.1% (70/258), which actually increased slightly compared with the first batch, but the increase was not obvious. For the evaluation of the batch of 9 real estate, the “agree” opinion still accounts for an absolute majority.

Compared with the practices of the first two batches, the third batch of public consultation (Table 4) integrates the practices of the first two batches and applies the submission channels of special websites, news media channels and public opinion channels of social media networks, making the electronic collection channels of public opinions more diversified, and the “e-participation” of citizens naturally becomes more prominent. Among them, according to the calculation of integrating the participation of online submission, news media and online public opinion, the participation rate of E has reached 44.2% (217/491), which has been significantly developed. The use of diversified electronic channels can, on the one hand, make up for the difficulties of offline channel opinion collection activities under the epidemic situation; on the other hand, it also adapts to the increasingly normalized, diversified and networked behavior habits of citizens’ participation in public affairs and activates the enthusiasm of public participation in a way loved by the public.

### 5.3.3 The Differential Influence of Different Channels on the Emotional Distribution of Public Opinions

Due to the different application of public consultation channels for the evaluation of real estate (cultural relics) in the three batches of cases, considering that the opinion channels of the first and second batches of projects are mainly collected offline, the e-participation rate is low, and the statistical data do not classify the opinions of different channels, so only the opinion consultation statistical results of the third batch are taken as an example to observe the impact of different channels on the emotional distribution of public opinion. Since the “e-participation” channels adopted in the third batch are more diversified and the e-participation rate is as high as 44.2%, it is found that under the

“e-participation” channel, the differences in opinions on the evaluation list of real estate (cultural relics) provided by the government are more prominent, and the proportion of “opposition” opinions is more likely to be higher than “approval” in e-participation. (as shown in Table 5).

The study found that the overall opinions of the three channels are mainly in agreement (76.1%-94.0%) for the sentiment distribution of the 12 real estate projects to be assessed and the consultation texts. The sentiment distribution of opinions from different channels is different. The social opinions submitted voluntarily were mainly based on approval (84.9%-94.0%).

Stakeholders’ opinions in the news media have relatively diverse sentiment distributions on various issues, among which attitudes toward 3 real estate projects to be assessed (Tai Hang Ruins at High Park Street, Ruins of St. Paul’s College, Coloane Pier) and consultation texts The proportion of disapproval is high (54.5%-75.0%); the attitudes toward the remaining 9 real estates are all consistent (100.0%).

The emotional distribution of online public opinion on various issues is also relatively diverse, with a relatively high percentage (66.7%-100.0%) of those who agree with 4 real estates (Shi Gandang Hanging Terrace, Pier 1, the former Taipa Pier site, and Coloane Pier). The two real estate projects, the ruins of St. Paul’s College (100.0%), the former leper house and the recreation room (75.0%), had a relatively high proportion of disapproval (average 50.0%).

It can be seen from the data feedback that the opinions collected through the traditional opinion feedback channels are relatively consistent and the heterogeneity is not high. The emotions of most opinions will tend to “agree” with the evaluation opinions of the government. After the news media and online public opinion channels are involved in the collection, the diversified differences of opinions begin to emerge, and there will be a large discrete distribution under different matters. What are the main reasons why this is more prone to opinion differentiation in e-participation? First, e-participation is characterized by openness, inclusiveness and convenience. It provides a more open channel for public participation in public consultation activities, a relaxed expression environment and a wide range of communication possibilities, and it enhances the public’s willingness to express their true feelings. Second, with the open and convenient communication and influence ability of participation, the influence and effectiveness of public opinion are also significantly improved. Compared with the possible “black box” of opinions in the traditional way, online opinions are more open and transparent, making different opinion holders more willing to speak and dare to speak. Third, the explanation and explanation in the form of a questionnaire, consultation form and consultation meeting opposite the line will enhance the sense of identity. Relatively speaking, e-participation lacks the information guidance of this face-to-face communication. On the one hand, it gives the public the independent space for rational thinking; on the other hand, it also reduces the public’s practical understanding of the project content. Therefore, the possibility of opinion splitting rises sharply.

**Table 5.** Examples of collection channels and emotional distribution of public consultation opinions on the evaluation of the third batch of real estate (cultural relics) in Macao.

Topics	Active submission		News media		Online opinion		General opinion		
	agree	object	agree	object	agree	object	agree	object	
1. Pit on Rua de D. Belchior Carneiro		85.1%	14.9%	3.3%	66.7%	-	-	4.6%	15.4%
	N	257	45	1	2	-	-	258	47
2. Ruins of St. Paul's College		84.9%	15.1%	25.0%	75.0%	0.0%	100.0%	82.8%	17.2%
	N	253	45	2	6	0	2	255	53
3. Seak Kam Tong Hang Toi		92.3%	7.7%	100.0%	0.0%	100.0%	0.0%	92.4%	7.6%
	N	275	23	1	0	2	0	278	23
4. Templo de San Sheng		90.3%	9.7%	100.0%	0.0%	-	-	90.3%	9.7%
	N	269	29	1	0	-	-	270	29
5. Wharf NO.1		91.9%	8.1%	100.0%	0.0%	100.0%	0.0%	92.0%	8.0%
	N	272	24	1	0	2	0	275	24
6. Former Taipa Terminal Site		91.2%	8.8%	100.0%	0.0%	100.0%	0.0%	91.3%	8.7%
	N	270	26	1	0	2	0	273	26
7. Colone Wharf		87.6%	12.4%	33.3%	66.7%	66.7%	33.3%	86.4%	13.6%
	N	262	37	2	4	2	1	266	42
8. House 55 Deshengxie Road		92.9%	7.1%	100.0%	0.0%	-	-	93.0%	7.0%
	N	276	21	1	0	-	-	277	21
9. House 2, New Road Behind Gaslan		91.2%	8.8%	100.0%	0.0%	-	-	91.2%	8.8%
	N	270	26	1	0	-	-	277	21
10. Our Lady of Mercy Nursing Home		92.5%	7.5%	100.0%	0.0%	-	-	92.5%	7.5%
	N	271	22	1	0	-	-	272	22
11. Remains of the lepro-sarium		93.2%	6.8%	100.0%	0.0%	25.0%	75.0%	92.4%	7.6%
	N	276	20	2	0	1	3	279	23
12. Our Lady of Sorrows Church		94.0%	6.0%	100.0%	0.0%	-	-	94.0%	6.0%
	N	280	18	2	0	-	-	282	18

## 6 Conclusion and Suggestions

The case of E-participation in the public consultation in Cultural relic evaluation in Macao revealed that when the public initiates a proposal, the final decision is determined by the government, which is stipulated in articles 19 to 26 of the cultural heritage law. Whether electronic participation or offline participation, the purpose of citizen participation in Macao is to exchange information between the government and residents, which is far from reaching the stage of citizen control.

While e-participation platforms using new technologies have spread rapidly in developed countries in the first decade of the 2000s and in developing countries during the last 10 years, it is not clear that their multiplication has translated into broader or deeper citizen participation (David Le Blanc, 2020). Only carefully crafted can citizen participation be a good means to accomplish the value of good governance. The openness, transparency and accountability of institutions.

For Macao, we should further improve the public consultation process and design good public consultation methods, such as representative respondents sampling, and make citizen participation more effective. It is also necessary for the Macao government to promote e-government to boost e-participation.

In the future, with the continuous development and deepening of e-participation, the ability, channels and influence of public participation in public affairs are bound to change greatly. How to objectively view the involvement of this model and guide and apply this participation channel will also be an important issue that the government cannot avoid in dealing with social governance and national governance issues in the future.

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