

## TITLE

Dialogue mapping in eParticipation projects by Zebralog: Current practice and challenges

## ABSTRACT

Zebralog is an eParticipation service provider based in Berlin. Since its foundation in 2004, Zebralog has conducted a number of online dialogues for administrations on the local and state level. This presentation reports on a set of methods Zebralog employs to map deliberations in order to provide all participants, including the facilitators and administrators, with an overview of the online dialogue at any time. Of these methods, issue identification through theme tagging and dialectic summaries through wikis and newsletters are highlighted. This presentation concludes with a discussion of challenges for future mapping methods. On the one hand, even richer semantic information about deliberations are desirable such as the identification of sub-issues, pro and contra arguments, personal experience, suggestions for solutions or whatever is relevant in a specific dialogue context. On the other hand, mapping methods need to be efficient in the face of large volumes of dialogue contributions and may not add themselves to information overload.

## CONTACT

Matthias Trénel

Hans Hagedorn

Zebralog e.V.

Voltastr. 5

13355 Berlin

Germany

Tel: +49 30 6951 8694

Fax: +49 30 6162 3681

trenel@zebralog.de

<http://www.zebralog.de/en/>