



# ISNGI 2022

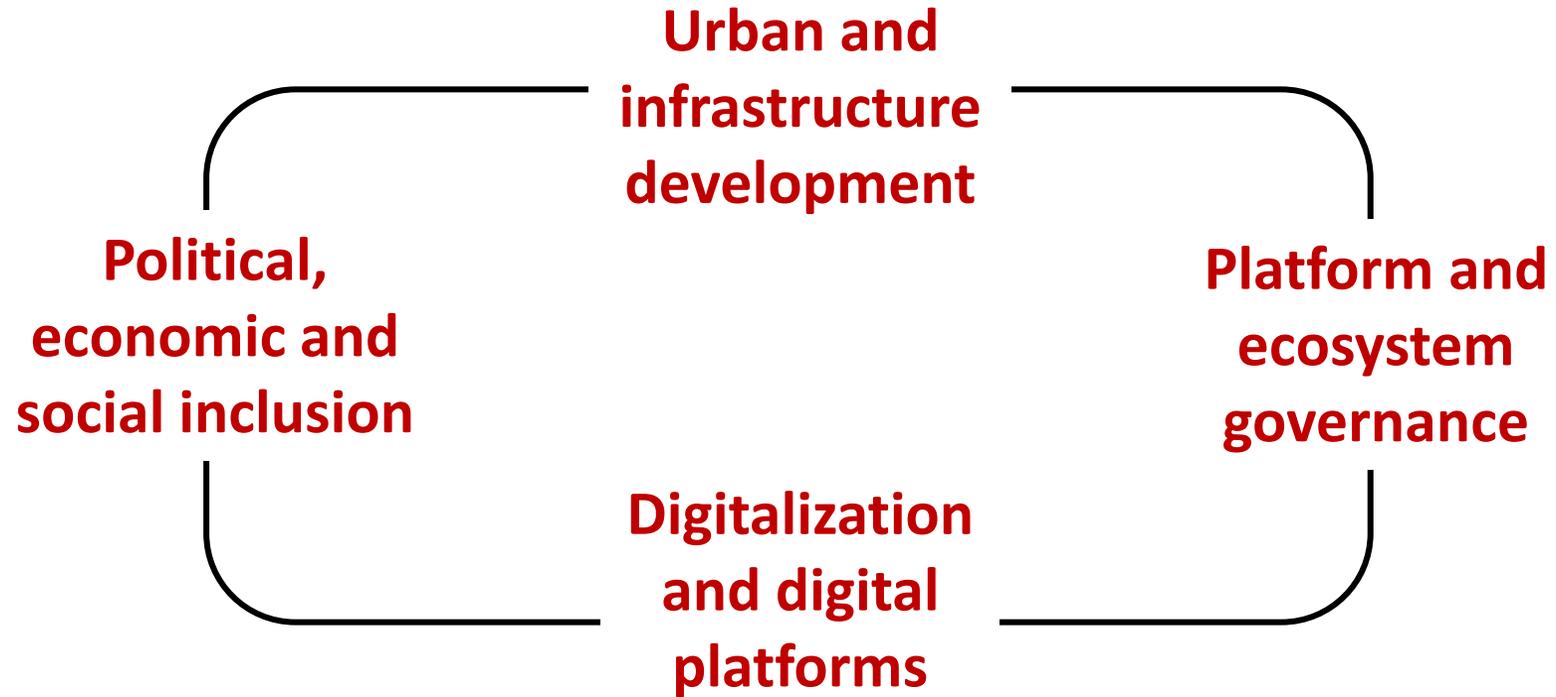
## Session 3A: Infrastructure for inclusive cities and communities



Panel discussion, September 9, 2022

Ari-Veikko Anttiroiko

# Inclusive digital platforms in the field of urban infrastructure





# Platforms

## Urban platforms as a mode of governance

**Arto Haveri**

Tampere University, Finland

**Ari-Veikko Anttiroiko**

Tampere University, Finland

### Abstract

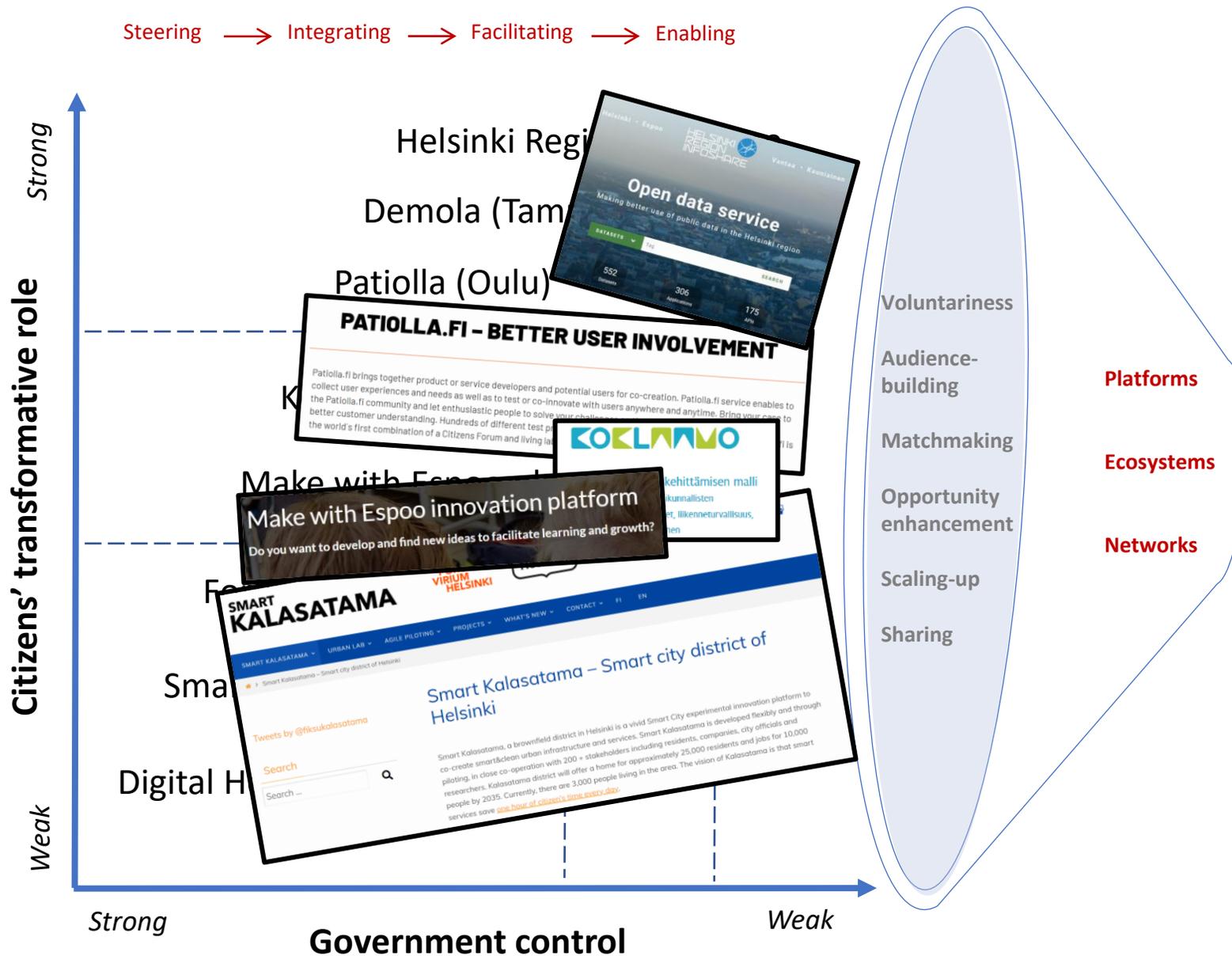
This article provides an analysis of urban platform forms of public governance and depicting the theoretical analyses and empirical views from the cities in Finland, we assess the relevance of platform governance. It is plausible to view platforms as networks and markets, and, to some extent, they have some irreducible features, which makes it a mode of governance. Platform logic broadens the view of network governance to a broader set of connections, the orchestration of multiple logics and ecosystem thinking.

**Table 1.** Basic modes of governance versus platform governance.

	Hierarchies	Markets	Networks	Platforms
Typical territorial formation	Public bureau	Service markets of a region	Regional development network	Local innovation platform
The raison d'être of actorship and involvement	Authority, jurisdiction, status as an employer	Rational choices, self-interest	Resource dependency, shared interest	Opportunity seeking, match-making, audience building
Key mechanism in coordination of activities	Rules and instructions	Price mechanism, competition and contracts	Reciprocity	Creating and facilitating connections
Paradigmatic relation between actors	Centralized control and responsibility	Transaction	Resource pooling	Sharing, co-development and empowerment in real, digital or hybrid space
Primary mechanisms of public value creation	Bureaucracy competence, commands	Competition	Loyalty, shared interests	Orchestration of data and other resources, and facilitation of collaboration and transactions
Degree of openness and scalability	Closed, no scalability	Open, reasonably fast scalability	Relatively open, slow scalability	Open, fast extra-local scalability
Conflict resolution mechanism	Authority	Legal action	Diplomacy	Platform rules

# Examples of platforms

Steering → Integrating → Facilitating → Enabling



## TRANSFORMATIONS

From a single authority to **multi-agency setting**

From in-house solutions to **ecosystem solutions**

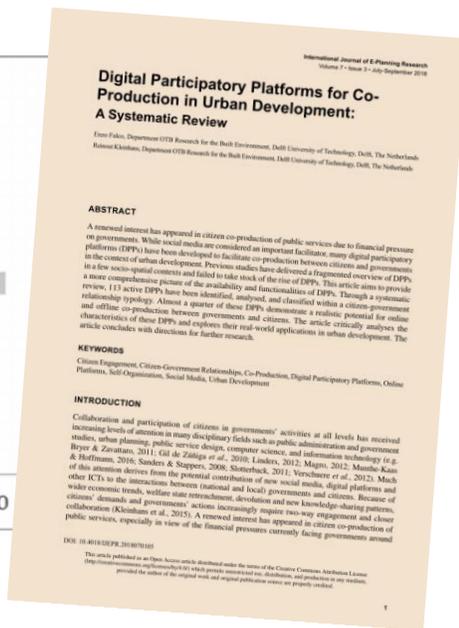
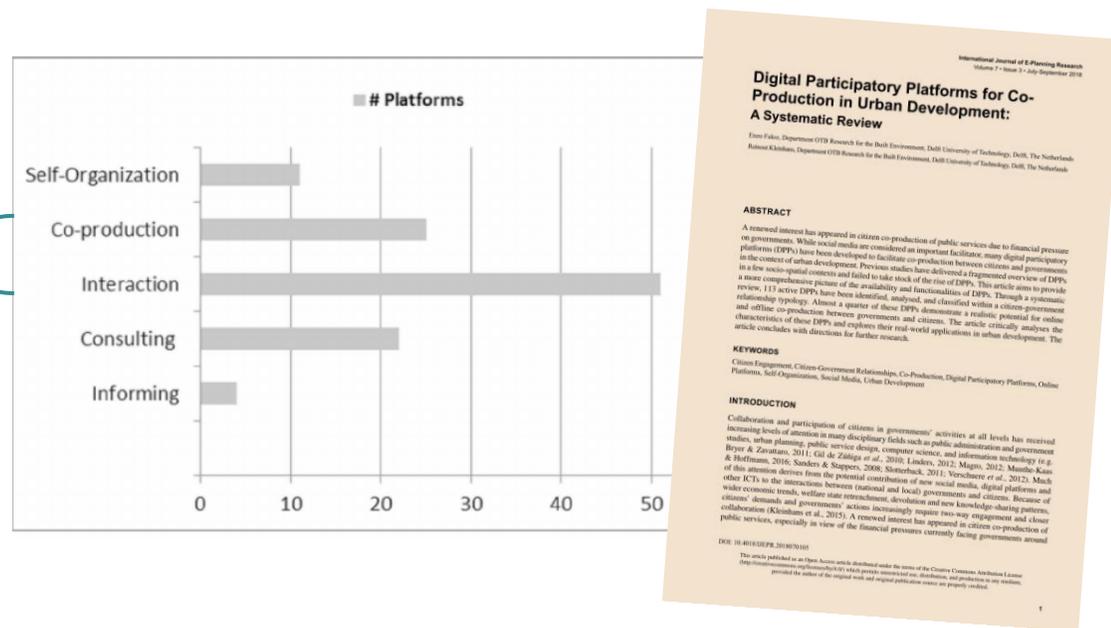
From hierarchical solutions to **sharing, audience-building and matchmaking**

From stand-alone models to **systemic models, resource integration, and scaling-up**

From administrative gatekeepers to **facilitative and enabling processes**

# Digitalization and urban platforms

While social media are considered an important facilitator, many **digital participatory platforms** (DPPs) have been developed to facilitate co-production between citizens and governments in the context of urban development.

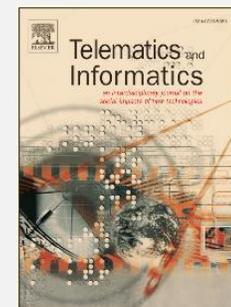


- There is a **lack of hard evidence** on the actual impact of digital technologies to enhance co-creation in public services.
- E-participation has a stronger relative influence on **complex problems** that involve multiple agencies, than with simple routine services.
- The three most appreciated uses of a **living lab trajectory by companies** are incorporating the external viewpoints of users and other stakeholders into innovation processes, improving new offerings and testing the product-market fit.



Lember, V., Brandsen, T. & Tönurist, P. (2019). The potential impacts of digital technologies on co-production and co-creation. Public Management Review. 10.1080/14719037.2019.1619807

Allen, B., Tamindael, L.E., Bickerton, S.H. & Cho, W. (2019). Does citizen coproduction lead to better urban services in smart cities projects? Government Information Quarterly.



Ballon, P., Van Hoed, M. & Schuurman, D. (2018). The effectiveness of involving users in digital innovation: Measuring the impact of living labs. Telematics and Informatics.

# Inclusive urbanism

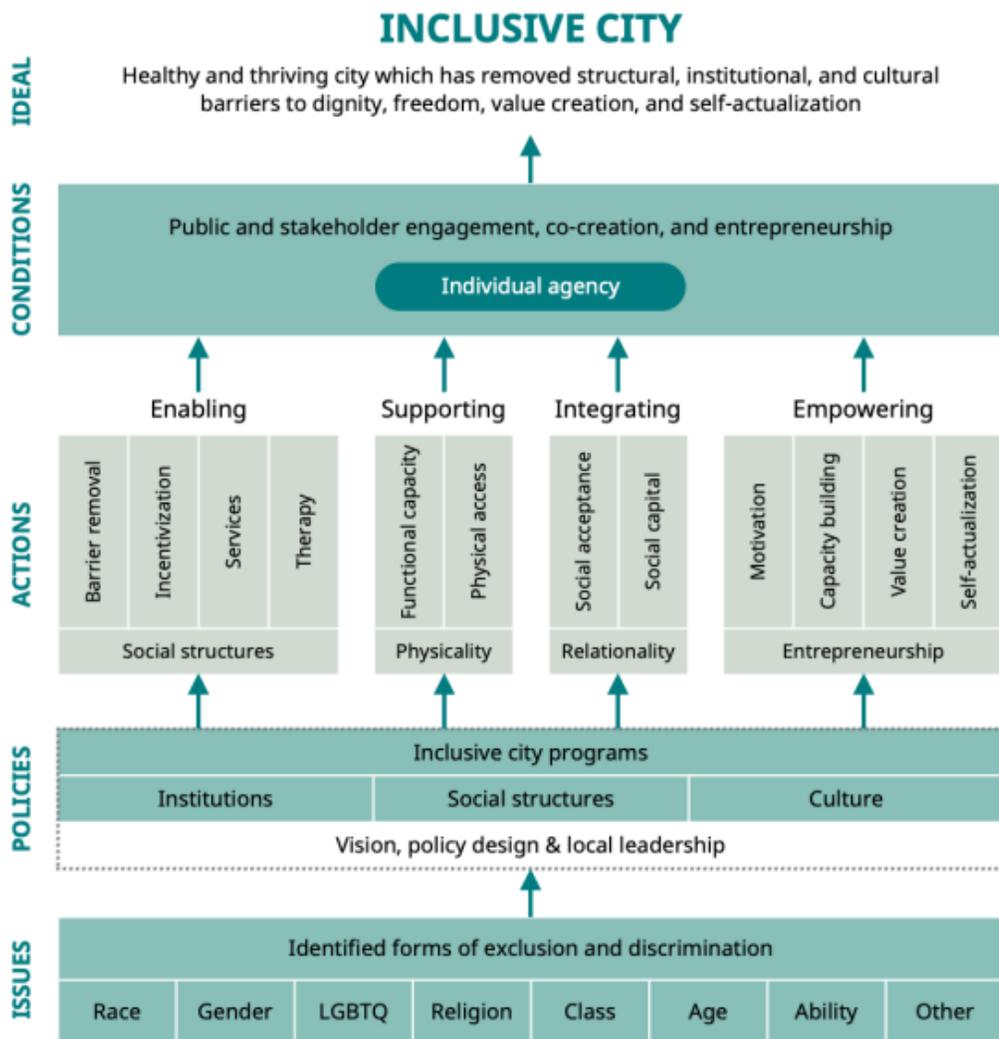


Fig. 6.2. Key elements of inclusive city policy. Modified from Anttiroiko & de Jong, 2020, p. 67

## Inclusion

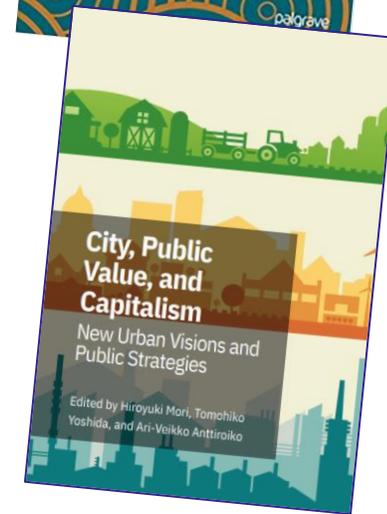
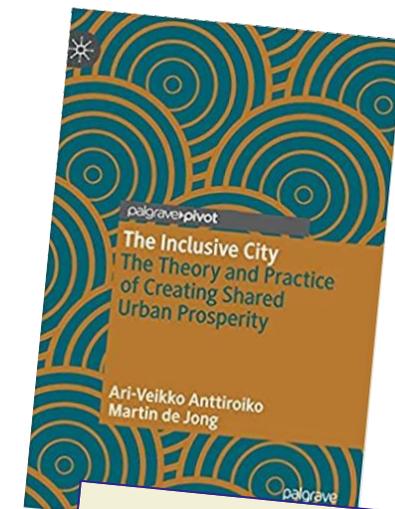
City as a platform for multi-dimensional inclusion



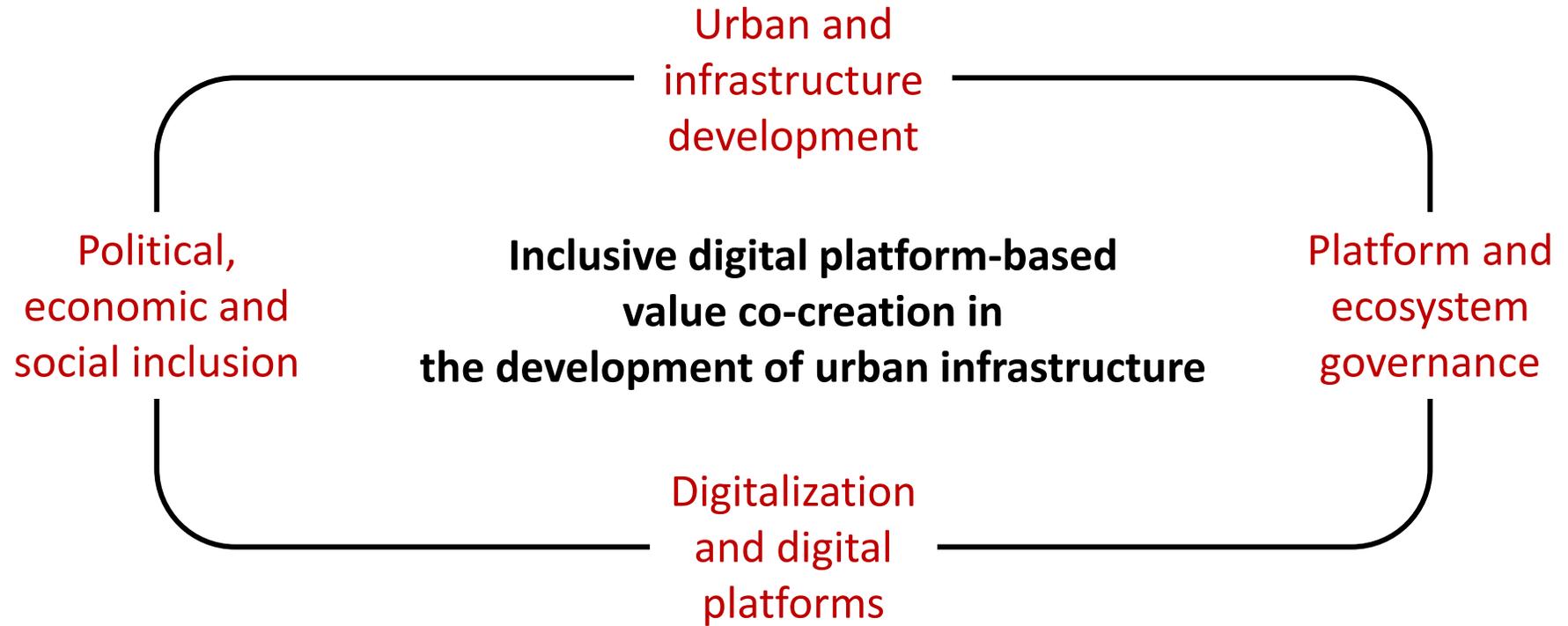
Inclusive digital platforms for infrastructure development

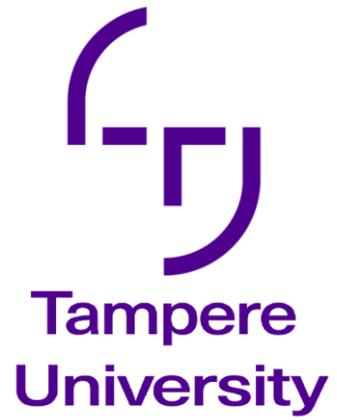
Focus on entitlements and rights or value creation?

Antagonistic identity political approach vs. harmonizing common humanity approach?



# Inclusive digital platforms in the field of urban infrastructure





**Thank you!**

Adjunct Professor Ari-Veikko Anttiroiko  
Tampere University  
Faculty of Management and Business  
Finland