Digital skill training for better citizen participation in France

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French Digital Agency

SOCIÉTÉ NUMÉRIQUE
L'AGENCE DU NUMÉRIQUE
Liberté • Égalité • Fraternité
RÉPUBLIQUE FRANÇAISE

GOV TASK FORCE ON DIGITAL EMPOWERMENT

Who we are >

@OrianneLedroit

Political and local gov background
Open & Commons activist

@PierreLouisR

Local gov
Dev skills
Open & Civictech activist

Building coalitions between communities and local governments, digital literacy stakeholders, public services, researchers, activists ...

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What we work for >>

A digital society should achieve **citizen empowerment** to be **innovative** and **inclusive**

#SocialContract
#Equality

#EconomicGrowth
#Skills #Jobs

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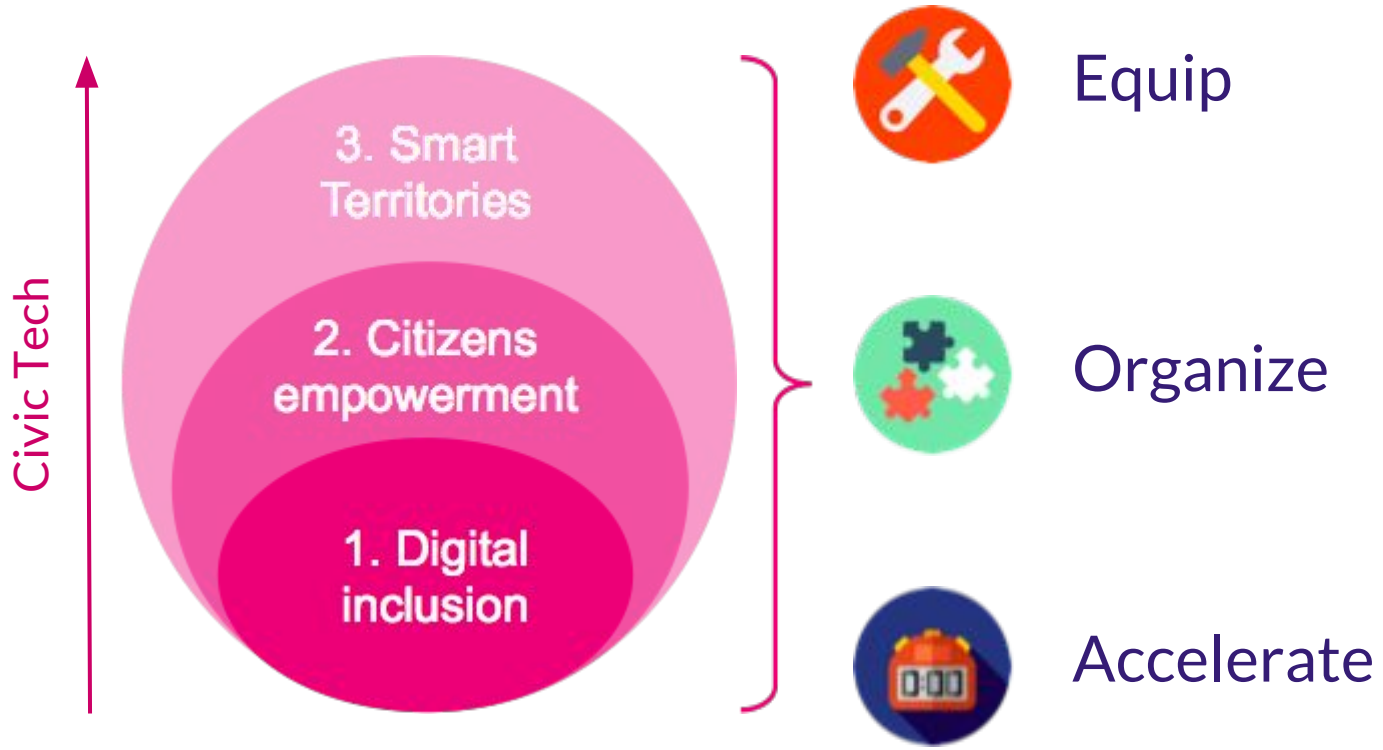
What we do >>>

We work on empowering citizens to seize the digital opportunities and we support the local governments' digital transition



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DIGITAL EMPOWERMENT IN FRANCE

What we know about digital literacy >

20%
of French people who have access to the Internet do not feel at ease to use it

15%
of French people do not have access to the Internet at home

40 %
of French people are afraid to make online administrative procedures

- 3 %
The confidence placed in the Internet is less important than in 2015

44%
of French people have already signed an online petition

91%
of French people do not consider the Internet as a political tool

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CIVICTECH NEEDS DIGITAL INCLUSION

Civic tech without digital inclusion is not a force of empowerment and social change

- ➔ We worked on local and nationwide online debates
- ➔ The successful ones relied heavily on field support, local community centers and internet public access points

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Schéma de circulation de la U ARENA.
Votre avis nous intéresse !

DESIGNING A VIRTUOUS CIRCLE

APTIC PLATFORM

- Dashboard & order management
- Mapping of the eligible training centers
- Order / supply / print management
- Certification of training centers

TRAINING AND INNOVATION CENTERS

- Fablabs, makerspaces, libraries, public internet access points…
- Receive the voucher kit (scanner, platform access)
- Register its training programs
- Train the users
- Go to the platform to get paid

PROVIDERS

- Order vouchers
- Define, if he choose to, distribution rules (targeting specific skills, areas, etc…)

USERS

- receive the voucher
- choose the training he needs
- pay entirely or partially the training with the voucher

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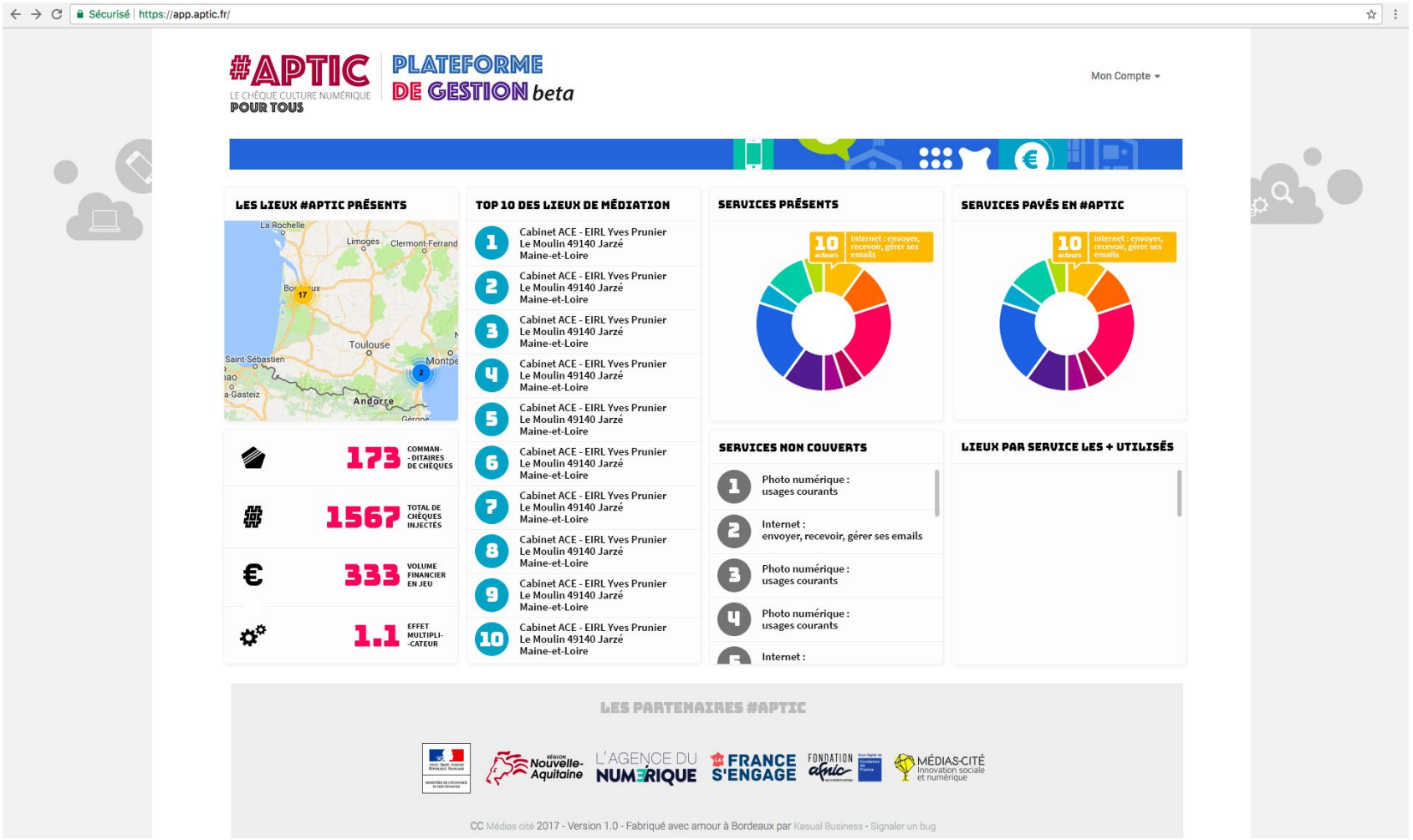
A GOV TECH THAT ENABLES CIVIC TECH



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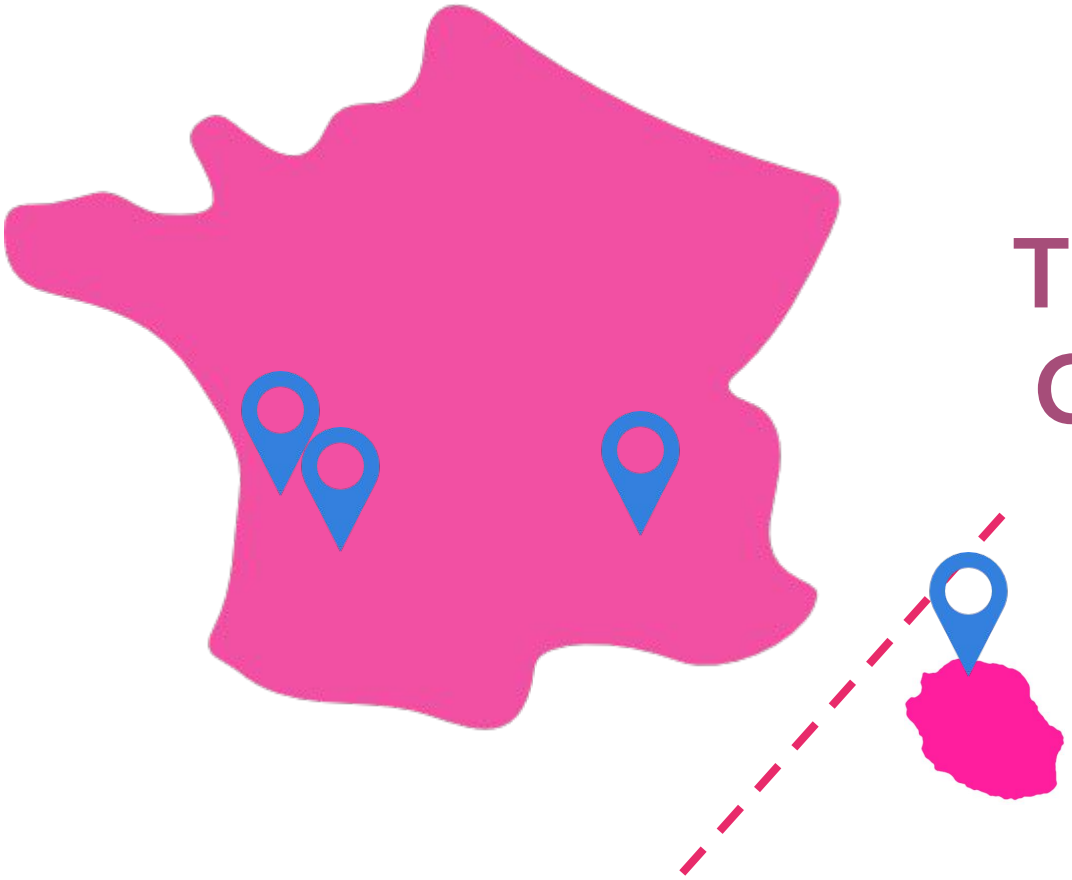
EXPERIMENT

A three-months experiment between april and june 2017

4
CITIES

4
TAX CENTERS

6
TRAINING CENTERS



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Territories chosen for their different social and digital backgrounds

EXPERIMENT

	Fiscal households	Eligible to income tax	Low income tax exempt households	% of tax exempt households	Estimated level of citizens filing their tax returns online
SIP ROMANS-SUR-ISERE	64 482	24 351	40 131	**62%**	**45%**
SIP LA REOLE	20 377	6 089	14 288	**70%**	**43%**
SIP LIBOURNE	87 322	30 605	56 717	**65%**	**39%**
SIP ST-DENIS-DE-LA-REUNION OUEST + EST	154 019	38 100	115 919	**75%**	**38%**
TOTAL NATIONWIDE	**37 458 506**	**15 960 398**	**21 498 108**	**57%**	**46%**

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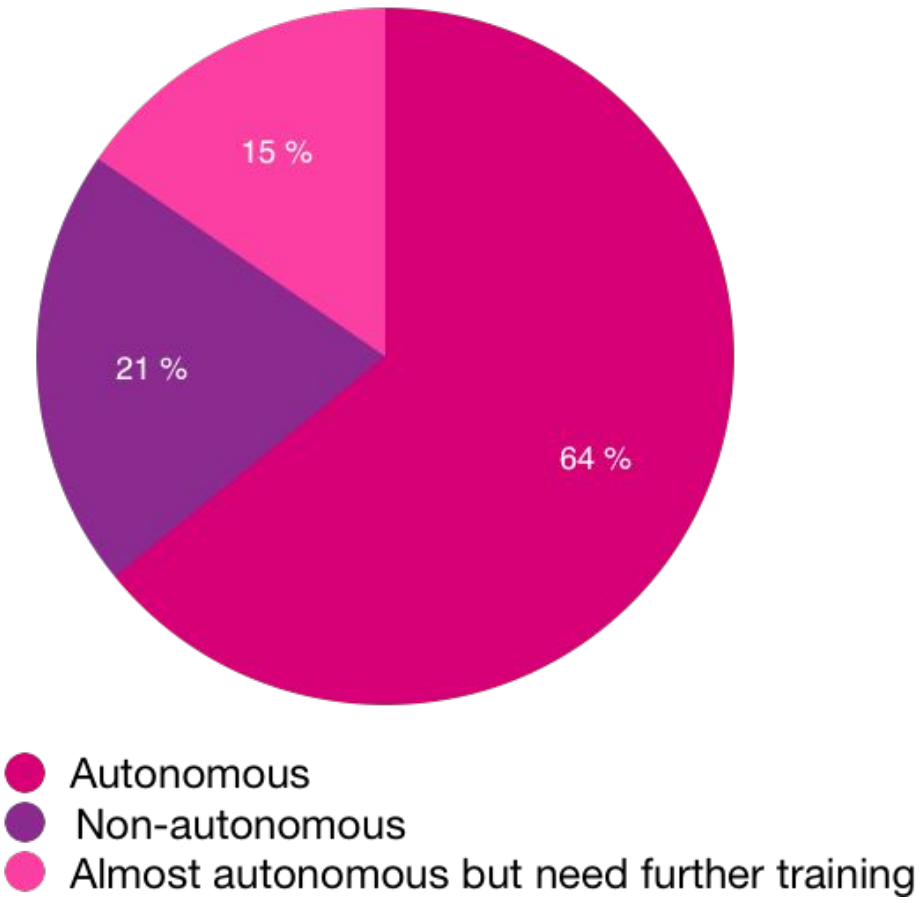
What we have learned >

EXPERIMENT

- ➔ Civil servants and digital trainers learned how to split their tasks between teaching fiscal issues and digital issues ; it was a major concern for unions representatives
- ➔ There was a significative gender gap (60% of those who applied were women).
- ➔ the turnout was lower than expected
- ➔ only 27% used all the vouchers

IMPACT RESULTS

Level of autonomy per user after the training sessions (self evaluation)



12%

of trained citizens were aware of the presence of a digital training center in their neighborhood

35%

used one of the vouchers to take a course in another topic

55%

expressed the will to learn more skills

CONTACT US

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Slides available on :

https://github.com/societenumerique

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