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Traditionally, the communication modality used in representative democracy is broadcasting from public institutions (governments and parliaments) to citizens: TV and newspaper interviews, information publishing in institutional websites, and the like. However this modality fails in opening a dialogue with citizens.

The use of Information and Communication Technologies (ICTs) can provide a support for local government’s websites that need to create a bidirectional communication environment, e.g. to listen citizens’ opinions before making decisions.

This paper deals with the design, implementation, and initial field-testing of an integrated communication and participation software platform, designed to support dialogue and citizens’ involvement in policy making processes.