Visual Feedback Interventions to Counteract Citizens' Polarization on Climate Change Policy

Motivation

- Although most citizens agree with the scientific consensus on environmental problems, climate change has proven to be an uphill battle. Therefore, constructing preferences on societal issues and acting accordingly in political decisions (e.g., elections or referendum votes) is a key task for citizens.

- However, societal issues typically require complex policy solutions. Citizens face more information than they can process, which leaves them overloaded with information in political decision situations.

- A lack of factual knowledge and understanding may result in irrational decisions that fail to reflect citizens' actual preferences and even in polarized attitudes.

- Feedback interventions are regarded as powerful instruments that enable individuals to make decisions in line with their preferences (e.g., by means of digital nudging).

- Providing citizens with feedback interventions would allow us to analyze how Information Systems (IS) may support citizens' decision-making by shifting their attention to implications of policy change that remained unclear before.

Source: ChangeActiviation.com

Ansprechpartner

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Research Question

- **How can IS-enabled feedback interventions support citizens' decision-making in the context of climate change policy?**

Approaches / Literature

Structured literature review in the field of IS-enabled decision support for citizens in the context of eGovernment, eParticipation:

- Aubert, A. H., Esculier, F., & Lienert, J. (2020). Recommendations for online elicitation of swing weights from citizens in environmental decision-making. Operations Research Perspectives, 7, 100156. https://doi.org/10.1016/j.orp.2020.100156
- Philpot, S. L., Hipel, K., & Johnson, P. (2019). Identifying Potential Conflict in Land-Use Planning Using a Values-Centered E-Participation Tool: A Canadian Case Study in Aggregate Mining. Proceedings of the 52nd Hawaii International Conference on System Sciences, 6, 3397–3406. https://doi.org/10.24251/hicss.2019.410

Concept development of an online experiment to evaluate the effect of IS-enabled visual Feedback on citizens' political decision making:

- Graf, Vanessa; Graf-Drasch, Valerie; Tiefenbeck, Verena; Weitzel, Robin; and Fridgen, Gilbert, "SUPPORTING CITIZENS' POLITICAL DECISION-MAKING USING INFORMATION VISUALISATION" (2020). In Proceedings of the 28th European Conference on Information Systems (ECIS), An Online AIS Conference, June 15-17, 2020.
- Tiefenbeck, V., Wörner, A., Schöb, S., Fleisch, E., & Staake, T. (2019). Real-time feedback promotes energy conservation in the absence of volunteer selection bias and monetary incentives. Nature Energy, 4(1), 35–41. https://doi.org/10.1038/s41560-018-0282-1