



شهادة نشر

- بناء على القرار رقم 442 المؤرخ في 2021/04/22 المتضمن قائمة المجلات العلمية المصنفة صنف (ج).

- بناء على ترشيح موضوع :

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Sociology of Public Service Quality

Contribution of Facebook in spreading the culture of participatory democracy

- بناء على التقارير الايجابية المتعلقة بالموضوع والمقدمة من السادة الأساتذة الذين تم تعيينهم من قبل
الهيئة المختصة لذلك.

- فإن رئيس تحرير المجلة يشهد بأنه :

المادة الأولى : الموافقة على نشر الموضوع.

المادة الثانية : يقر رئيس التحرير بأن المقال قد نشر في المجلد (التاسع 09) العدد (الأول 01).

من مجلة الرسالة للدراسات والبحوث الإنسانية الذي صدر بتاريخ : 30 أفريل 2024

رئيس التحرير
م. رضوان بلخيري



EISSN : 2602-7771

ISSN :2543_3938

مجلة دولية فصلية محكمة
تصدر عن كلية العلوم الإنسانية والاجتماعية
جامعة المرعي التبسي - تبسة

الرسالة

مجلة
للدراسات والبحوث الإنسانية

المجلد 09 العدد 01 / أبريل 2024

EISSN : 2602-7771

ISSN :2543_3938

An international peer-reviewed periodic journal
Publication of the Faculty of Humanities and Social Sciences
University Larbi Tebessi - Tebessa

journal EL-RYSSALA

for Studies and Research in humanities

Volume 09 Issue 01 / April 2024



مجلة الرسالة للدراسات والبحوث الإنسانية

مجلة فصلية مفتوحة المصدر تصدر عن كلية العلوم الإنسانية والاجتماعية
بجامعة العربي التبسي - تبسة ، الجزائر.

The Journal of El-Ryssala for Studies & Research in Humanities

A quarterly open access journal, issued by the faculty of humanities and social sciences,
Larbi Tebessi University – Tebessa , Algeria

ISSN : 2543-3938
EISSN: 2602-7771

رقم الإيداع القانوني / Numéro du dépôt légal
January 2017

المجلد 09 | العدد 01 / أبريل 2024
Volume 09 Issue 01 / April 2024

For correspondence للمراسلة

السيد رئيس تحرير مجلة الرسالة للدراسات والبحوث الإنسانية
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طريق قسنطينة، تبسة 12000، الجزائر

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عبر البوابة الجزائرية للمجلات العلمية "ASJP"

The articles are submitted exclusively

via the Algerian Scientific Journal Platform "ASJP"

<https://www.asjp.cerist.dz/en/PresentationRevue/223>

E- Mail : jesrh@univ-tebessa.dz

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افتتاحية العدد

يأتي هذا العدد حاملا في طياته عصارة مجهودات ثلة من الباحثين في مختلف المجالات البحثية والتي تنوعت بين الدراسات الانسانية والاجتماعية والقانونية والأدبية ، وإذ نرفع في هذا المقام آيات الشكر والامتنان للسادة الباحثين الذين وضعوا ثقتهم في المجلة ، كما نسدي عبارات الشكر والامتنان للسادة أعضاء اللجنة العلمية والاستشارية للمجلة على مجهوداتهم معنا في تحكيم وتصويب وتنقيح المقالات فلکم منا كل عبارات التقدير والشكر والاحترام.كل التوفيق نتمناه لكم جميعا وأن تكون المجلة وطاقتها عند حسن ظنكم جميعا.

رئيس التحرير

أ.د. رضوان بلخيري

نسأل الله التوفيق والسداد ...

متطلبات إيداع الأبحاث للنشر والتحكيم

The requirements for submitting research for publication and reviewing



- 1- أن يتعلق البحث المراد نشره بأحد مجالات الدراسات والبحوث الإنسانية.
 2. أن يكون البحث أصيلاً أو مبتكراً لم يسبق نشره في كتاب أو مجلة أو ملتقى، وأن لا يكون جزءاً من رسالة أو مذكرة جامعية تمت مناقشتها.
 3. أن يتصف البحث بالموضوعية واتباع المنهج العلمي في إعداد البحوث العلمية من حيث التوثيق والاسناد والتخريج.
 4. يُكتب في الصفحة الأولى للبحث عنوان البحث واسم الباحث ولقبه العلمي والجهة التي يعمل فيها.
 5. تقدم نسخة إلكترونية مقاس 29.7×21 سم (A4) بفراغات مضاعفة بين الأسطر مع ترك هوامش بمقدار 2.5 سم من الجوانب الأربعة، على أن يكون مقاس الخط SakkaMjallah 14 على مسافة ونصف بين السطور للبحوث باللغة العربية، وبحروف من نوع Times New Roman بفونت قياس 12 للغات الإنجليزية والفرنسية.
 6. يتضمن البحث أو المقال ملخصاً وافياً ودقيقاً يكتب باللغتين العربية والإنجليزية.
 7. يحق لإدارة المجلة إعادة البحث لتحسين الصياغة أو إحداث تغييرات بما يتوافق والمنهجية العلمية لكتابة البحث وشروط النشر في المجلة.
 8. تخطر إدارة المجلة مقدم البحث بوصول بحثه.
 9. يرسل البحث المودع للنشر بصرية تامة إلى محكمين متخصصين بمادته العلمية، ويتم إخطار الباحث بملاحظات المحكمين ومقترحاتهم ليأخذ بها.
 10. تلتزم إدارة المجلة بإشعار مقدم البحث بقبول بحثه أو رفضه فور إتمام إجراءات التقويم.
- كما يجب أن يحترم المؤلف الضوابط الآتي ذكرها في إعداد النص المقدم للنشر:**
1. المقدمة: وتكون دالة على موضوع البحث، والهدف منه، ومنسجمة مع ما يرد في البحث من معلومات وأفكار وحقائق علمية، كما تشير باختصار إلى مشكلة البحث، وأهمية ...
 2. العرض: ويتضمن التفاصيل الأساسية لمنهجية البحث، والأدوات والطرق التي تخدم الهدف، وترتب المعلومات حسب أولويتها.
 3. النتائج والمناقشة: ويجب أن تكون واضحة موجزة، مع بيان دلالاتها دون تكرار.
 4. الخاتمة: وتتضمن تلخيصاً موجزاً للموضوع، وما توصل إليه من نتائج، مع ذكر التوصيات والمقترحات.
 5. إدراج الرسوم البيانية والأشكال التوضيحية في النص، وتكون باللونين الأبيض والأسود، وترقم ترقيماً متسلسلاً، وتكتب أسماؤها والملاحظات التوضيحية أسفلها.
 6. إدراج الجداول في النص، وترقم ترقيماً متسلسلاً، وتكتب أسماؤها أعلاها، وأما الملاحظات التوضيحية فتكتب أسفل الجدول.
 7. لا توضع الهوامش أسفل الصفحة بل في آخر المقال. كما أن المجلة لا تنشر أدوات البحث والقياس، وتقوم بحذفها عند الطباعة.

الآراء الموجودة في مجلة الرسالة لا تعبر بأي شكل من الأشكال إلا عن آراء أصحابها.

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***Contribution of Facebook in spreading the culture of
participatory democracy***

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Received: 20 /02 / 2024 **Accepted:** 21 /04 / 2024 **Published:** 30 /04 / 2024

Abstract:

Participatory democracy is one of the recent topics that have taken up a great deal of interest among researchers, as it focuses on involving citizens in decision-making and public policy-making, because participation gives everyone the right to criticism and dialogue in a democratic public space, and to form a public opinion in order to reach a consensus on the public interest.

Based on this new approach and its intersection with the tremendous technological development, especially social media, including the participation of individuals in the decision-making process and the management of public affairs, and this is what this study looks at, especially in how to employ this blue space through mechanisms and digital participation tools to spread.

Keywords: *Digital sharing tools; Facebook; participatory democracy.*

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I. INTRODUCTION

Participatory democracy is considered as a contemporary concept that integrates aspects of both direct democracy and representative democracy. It is a direct result of the inability of public policies to achieve social justice and provide the citizen with a decent position in political life by involving him in decision-making and managing public affairs through direct interaction with the existing authorities.

With the enormous and endless technological development of information and communication technology that the world has witnessed, especially in social media and its role in creating change, participation methods in the digital environment have developed, as the electronic citizen has found new channels and equal opportunities for social and political discussions and interactions without the need for representatives.

From this angle, this research aims to shed light on the relationship between politics and technology in the digital age and investigate the effectiveness of these new and available means of expression, as well as the extent to which they contribute to expanding and promoting participation through the mechanisms provided by this environment, through research into the following problematic:

To what extent does Facebook contribute to spreading the culture of participatory democracy?

To answer this problematic, we follow the subsequent methodology in analysis, relying on three main topics:

First: Participatory democracy: its concept and emergence

The participatory democracy approach is one of the new concepts that came as a result of international transformations and variables in the modern era with the aim of correcting the reality of democracy in developing societies, practicing it, and developing various sectors of society and the state. It carries several names and has the same meaning as consultative or deliberative democracy.

1. Definition of Participatory democracy

The word participatory democracy is one of the most ancient terms in global political thought with its Greek origins, and one of the terms that most express the superior nature of Greek political creativity, as the limits of its traditional meaning carry the rule of the people themselves, by themselves and for themselves (Zarfa, 2016/2017, p. 17). Democracy is considered an area of interest for political thought that appeared anciently in Greece BC. This concept has continued with more attention, especially in the last two decades, as the world is going through a decisive and sensitive stage in its civilizational development in general.

It is a system that enables citizens to participate in making priority political decisions, through direct interaction with the existing authorities and the problems at hand. Several research centers specializing in this subject have been established, including, for example, the Center for Public Consultation at the University of Colorado, the Center for deliberative Democracy at Stanford University, and the Center for Democratic Consultation at the University of Pennsylvania, and in Australia, the Centers for Consultative or Deliberative Democracy. (Al-Nadawi, 2021, p. 81)

Habermas considered that the theory of consultative democracy is based on the concept of deliberation, dialogue, and the release of communicative authority that contributes to the formation and collective forming of public opinion and public will, through the mechanisms of dialogue, as they are the basis of the legitimacy of laws. This legitimacy is not linked to what individuals have achieved, but rather has a universal nature, because The dialogue and discussion it establishes has a universal character, and because it emerges from moral values that have a scope of universal validity, as it establishes agreed-upon common understandings among members of society and allows them to interact in an organized and systematic manner .

Habermas links democracy with the theory of discussion, which enables us to determine the procedures and conditions of communication that contribute to the political formation of opinion and will, and it has a very sensitive function, which is linking authority and public space.(bacha)

Therefore, the public sphere is considered a social space that allows members of society to freely discuss collectively and form a public opinion regarding their common interests and issues, with the aim of reaching consensus regarding the public interest and how to realize it.

Participatory democracy is also presented as a system of political organization that gives citizens a greater, more active and direct ability to intervene and influence public decision-making. (<http://TiTANICA.org>)

Some propose it as a set of mechanisms and procedures that enable the involvement of civil society and citizens in general in public policy-making, and strengthen the role they play in making decisions related to the management of public affairs, through direct interaction with the existing authorities, whether at the national or local levels. (<http://www.jAsmine foundation.org>)

Therefore, it is a system that enables citizens to participate in making political decisions that are priorities for them through direct interaction with the existing authorities and the management of public affairs.

In the opinion of researcher Nashwa Mohamed Abd El Hamid, consultative democracy expresses an approach to making public policies and solving problems that encourages citizens to actively participate in discussing topics that will have a direct impact on the government's public policy decisions. (Mohamed, 2011, p. 3)

It opens the way for reformulating decisions, with the active participation of influential forces in local affairs.

Thus, the consultative meaning of democracy leads us to a new concept of society that is based on dialogue, discussion, participation, and interaction in political life and building a consensus opinion in which the state does not occupy the center stage.

Another opinion held that participatory democracy, in its simple form, is a set of mechanisms and procedures that allow the involvement of civil society and all citizens in making public policies and strengthening their role in making decisions related to the management of public affairs. (Mokhtar, 2004)

It is also the development of citizens' involvement in public life and decision-making, as it is an effective democracy, to solve problems closely, ensure everyone's involvement, and develop local management through integration between representative democracy and democracy Participatory. (Nouredine, 2014)

Or it is a collective decision-making process that combines elements of direct and representative democracy. Citizens have the power to make decisions on policy proposals and politicians assume the role of policy implementation. (<http://www.metropolis.org>)

Accordingly, participatory democracy emerged as a solution to eliminate the negatives of the representative system and get rid of the bureaucracy that prevailed at the local level, as well as all the issues and complications that obstruct development goals, in addition to instilling vitality in political life by expanding participation and strengthening the counter-authority represented by civil society and the public opinion of the masses of citizens. In order to give legitimacy and credibility to all decisions taken, to establish freedom of opinion and expression, and to achieve transparency and integrity.

2.The emergence of participatory democracy

This idea appeared in modern liberal theory, which aims to reconcile individual and group rights and set more positive standards to verify the existence of equal opportunities for individuals to achieve freedom and success.

Historically, despite the presence of features of participatory democracy, its practice was limited, although it was not always called that, and did not appear clearly in the traditional tribal and clan system across various parts of the world.

In ancient times, especially the Greek era, which is considered the origin of the emergence of this term, this word began to appear between the fifth and sixth centuries BC. (Aissaoui, 2008, pp. 45-46)

Where citizens had their voice and vote, real influence and specific weight in all public decisions without electing their representatives.

This also applies to some anarchist regions in Spain during the civil war in the 1930s, and some cantons (districts) in Switzerland, where laws are presented before being adopted by Parliament to civil society and to citizen assemblies in the provinces to poll opinions and submit proposals.

As for the modern era, the English Revolution of 1688 is considered the main turning point in the beginning of the spread and embodiment of the term democracy, because it paved the way and strengthened the powers of Parliament in confronting the king and the recognition of a set of basic rights for citizens in accordance with the Bill of Rights of 1689. Then it was followed by many major revolutions, especially the American and French ones. It came as a result of being influenced by the philosophical renaissance carried out by a group of thinkers and philosophers and was based on the so-called doctrine of natural rights, which was very popular in Western Europe in the seventeenth and eighteenth centuries. (Al-Bathani, 2008)

In the contemporary period, the concept has witnessed a broader development in the application of participatory democracy, especially in Argentina and Brazil, which knew a sophisticated experience in the city of Porto Alegre in 1989, when the mayor of the city elected by the Workers' Party succeeded in approving more effective mechanisms through which all residents of the city could participate in making decisions related to their city in a practical way. The first budget was approved after launching a single consultation in which more than 8,000 people participated. This budget reversed the priorities of the agreement in the city, which had always been concerned with development in the rich neighborhoods at the expense of the poor neighborhoods. (Fouzer)

In France, the presented experiences demonstrated that success and implementation occurred in stages, and that consultation on major projects had the positive impact on resolving disputes, for example the crisis that broke out around the high-speed train lines (TGV) in France in 1992, and then the approval of the embodiment of the principles of participatory democracy from during the issuance of the law of 02/27/2002 relating to neighborhood democracy, which required in its first chapter of the section relating to population participation in local affairs the creation of neighborhood councils in cities whose population exceeds 80,000 people, the outcome in France resulted in finding the solutions for the major projects. (Rajhi, 2015)

which led to finding final solutions to the most of the projects proposed by the state and received significant opposition from citizens.

As for Western Europe, calls were scattered here and there, the most prominent of which was the call for a European Union conference on participatory democracy held in the Belgian capital on March 8 and 9, 2004, where it was accentuated that participatory democracy is the solution to the crisis and an added value for the European Union countries, and it must inject new blood into representative democracy ((<http://m.facebook.com> > permalink) and ends the solution to the crisis that threatens democracy in Europe.

In the Arab world, and through the events that took place in the Arab regions, there was a need to apply profound reforms, in order to enable citizens to participate in decision-making on an ongoing basis, which is what was included in the constitutions of these countries by approving regional administrative decentralization as a method of decentralized administrative organization in the country.

In Algeria, the beginnings were about activating participatory democracy through Municipal Law 10-11, whose articles 11, 12, 13 and 14 stipulate that citizens contribute to the management of municipal affairs, and that the municipality constitutes the institutional framework for practicing democracy at the local level and neighborhood management.

Article 11: It is as follows: "The municipality constitutes the institutional framework for practicing democracy at the local level and neighborhood management".

Article 12 states that "in order to achieve the goals of local democracy, the Municipal People's Council shall ensure the establishment of an appropriate framework for local initiatives that motivate citizens to participate in resolving their problems and improving their living conditions".

Article 13 states: "The President of the Municipal People's Assembly has the right to consult any citizen who can provide the Council with information and additions that contribute to making appropriate decisions".

In order to ensure and guarantee transparency, Article 14 stipulates that "every person may review the extracts of the deliberations of the Municipal People's Assembly as well as the municipal decisions. (Fadhila, 2011)

This is what the 2016 Constitution enshrined in the state's encouragement of participatory democracy at the level of local groups, and expanding the circle of consultation, by establishing new advisory institutions within the executive authority.

With the passage of time, the authority's desire to work on establishing the mechanisms of participatory and preparing a draft charter for the participatory democracy law became clear, which falls within the projects that embody constitutional values, and also allows for the consolidation of true participatory methods between public authorities and the citizen. (Abdelhamid)

In 2017, Algeria launched the ninth workshop of the model program "Participatory Democracy and Local Development," which supports the capabilities of actors in local development. It is a tripartite cooperation program between the Algerian government, the European Union, and the United Nations for Development, under the supervision of the Ministry of the Interior and local groups.

Within the framework of this program, the Algerian government worked to rely on a set of reforms related in their entirety to the governance of local communities and revitalizing the local economy, while the European Union and the United Nations Development Program contributed to transferring expertise and experience to promote local development and good governance. (<http://www.interview.gov.dz>)

Participatory democracy has appeared in many countries of the world, in multiple aspects, but it carries the same content and goal. However, the difference lies in the mechanisms of its embodiment and application tools to ensure everyone's participation in decision-making.

Second: Digital tools for implementing participatory democracy

Participation in political decision-making through the digital environment is constantly increasing as a result of the great use of information and communication technologies. This is what is termed electronic participation, which aims to enhance civil participation and transparent participatory governance in light of a digital society that possesses new mechanisms for expressing opinion. Therefore, decision makers are no longer able to ignore these mechanisms and modern models of participation that have encouraged all societal groups to become active parties in the process of political participation and thus achieve the essence of participatory democracy.

It is clear, then, that the use of digital tools has enabled new forms of electronic participation and has provided an unlimited scope for interaction, as citizens have become able to use and employ modern communications technologies in a way that ensures greater involvement in public political affairs within formal or informal frameworks. (Karen, 2008)

This is what contributed to sending electronic messages with political content, putting pressure on governments and their decisions, and mobilizing the masses and electronic solidarity through virtual groups, which leads to increasing political participation and ensuring the success of the process of adopting participatory democracy.

The concept of electronic participation is a comprehensive concept of the relationship between citizens, governments, civil society, and the private sector. It is a concept that expresses the relationships between various actors in a particular society. (Zeddam, 2018)

To achieve electronic participation in the digital environment, several tools are relied upon, such as electronic voting, electronic petitions, government portals, and electronic platforms.

1. Electronic voting

Electronic voting is considered one of the most important tools for political participation and the advancement of the democratic system, especially in light of the inevitability imposed by the electronic environment. This is what has attracted the attention of public institutions, political parties, and politicians, because it is considered an alternative to the traditional systems under which elections are held, and whose integrity and accuracy are often questioned. It is Which prompted many countries to adopt it and implement it.

Electronic voting "is an activity that facilitates electronic democracy and includes the electorate, the official registration body, and the approved election body. Any electronic system through which a vote (ballot) is recorded and not using a paper or mechanical system is considered an electronic voting system". (Ahmed A. S.)

Electronic voting systems guarantee participants in the electoral process the opportunity to directly monitor the entire voting procedure, from viewing participation rates, observations of observers, and the progress of the electoral process until the election results are announced. (International Institute for Democracy and Electoral Assistance, 2011)

Therefore, electronic voting works to reduce the gap between citizens and political elites by creating an electronic space that brings them together and facilitates the communication process between them to enhance participation and expand its size.

It also works to reduce the costs of the electoral process in terms of dispensing tons of paper and all the human resources responsible for the electoral process.

On the other hand, all details of the electoral process are preserved in a secure manner in order to study all the data and ensure the integrity of the electoral process, which has led many countries such as Belgium, France, Switzerland, and India to adopt the electronic voting system because it is characterized by information security, accuracy, neutrality, and preservation of privacy in order to increase participation rates in the electoral process and ensuring its quality.

Arab countries remain far from electronic voting systems for several reasons, including those related to the political system and societal structure, in addition to other factors such as financial resources, mastery of modern technologies, as well as the spread of illiteracy.

In order to talk about digital and effective voting, a set of characteristics must be present in this system and mechanism, as they affect the voter's attitude towards this mechanism and his acceptance of it, which are privacy, accessibility to all voters, and finally accuracy, all of which contribute to adopting the inputs of good governance with its three characteristics, according to the United Nations Development Program, are participation, transparency, and accountability to achieve the essence of participatory democracy.

2. Electronic petitions

One of the mechanisms to encourage and enhance participation and setting public policies, and it is also called seam. An online petition, for example, is a means of activating the constitutional requirements related to participation and a mechanism that would activate citizens' participation in proposing, tracking and dividing public policies. (Synthesis report of the national dialogue on civil society and new constitutional roles, 2014)

The Ministry of Justice has developed a new electronic platform that allows natural and legal persons to submit complaints and petitions remotely, as it is one of the effective and influential mechanisms in the paths of participation through participatory democracy. There are many forms of petitions, such as the electronic petition available online, which is signed by registering personal information such as name and e-mail address, and is delivered to the authorized party after it has completed the full number of signatories via e-mail. Its creation does not require specific conditions, as many websites provide Individuals create an electronic petition and call for signing it, and then submit it to the competent body. It is a tactic of collective action seeking change, clarifying the people's position towards a specific matter and demanding change. (Ahmed N. H.)

3. Government portals

A modern system adopted by governments using the World Wide Web and the Internet to link their institutions to each other, linking their various services to private institutions and the public in general, and putting information at the disposal of individuals, in order to create a transparent relationship characterized by speed and accuracy aimed at improving the quality of performance. (<http://at.m.wikipedia.org>) As well as achieving effective communication. Enabling citizens to practice democracy and participate in all issues. On the other hand, the portal represents an embodiment of the principle of providing various government transactions from one electronic website. (<http://www.egovconcepts.com>)

In order to reach a transparent e-government model, the government must create an electronic services portal that brings together all electronic services under its banner, to enable citizens to find the service and benefit from it from that unified portal and without returning to the websites of the various ministries that actually implement the service. (<http://www.egovconcepts.com>)

This is done through a unified login system via computer or phone, based on smart device applications and websites, in a safe and fast manner.

Providing more data through government portals encourages citizens to have more political participation that contributes to decision-making in various fields.

4. Electronic platforms

It is defined as the interactive environment that employs all the different technologies associated with the web, and also combines the features of content systems with various social media networks such as Twitter, Facebook, and others. (Randa, 2022)

These platforms have spread, through which an elite group of actors and influencers have emerged in the decision-making process, either through discussions and comments or in an official and direct capacity.

Among the activities provided by these platforms are the following:

4.1 Blogs

It is a type of website where content is presented in reverse chronological order (the most recent content appears first), and is updated regularly with new content, meaning it is dynamic. (Mowafek)

Its use is relatively easy, and does not require in-depth knowledge of web languages. In order for the blog to have a strong impact, it must be linked to people who have an influence through their contributions, creativity, and ideas, as well as in the decision-making process.

Social media platforms: Zaher Radhi defines them as: "a system of electronic networks that allows its subscriber to create his own website, and then connect it through an electronic social system with other members who have the same interests and hobbies". (Arrawi, w.alma3raka.net)

Therefore, they are considered pulpits for forming public opinion and directing it towards specific issues, because they allow the user to interact with text, images, and sound, and present different ideas and viewpoints and build public opinion about a specific idea. They also enable the entry of new actors into the political scene due to the ability to interact with all events. For them, it is considered an alternative media in which criticism is practiced and new ideas and ways of cooperation are generated between all segments of society.

Some specialists argued that these platforms should be dealt with and recognized in research as an indicator to know the public opinion trends.

4.2 Chat rooms

It is a term used by the media, where users can communicate with others in real time, and they often have common interests, so it is an easy and simple way to communicate with other people from all over the world. (<http://www.liveagent.ae>)

Therefore, it is a technology that expresses chatting over the Internet about an issue, with the presence of moderators whose task is to control the sound in addition to monitoring the behavior of users, in order to facilitate interaction and control the discussion.

4.3 Discussion forums

It is one of the programs that allows users to send topics for members to read and comment on. One forum sometimes includes different sections, each of which specializes in a specific topic. It is divided into general forums that allow visitors to participate in commenting, and private forums in which one cannot participate except by registering for membership (User name - Password - Email). (alserty.blogspot.com)

Hence, democratic dialogue is created by encouraging participating members to articulate their ideas in a way that others can understand.

4.4 Electronic polls

It is one of the methods of studying the public in our time, especially after the spread of the concept of participatory democracy on the one hand, and on the other hand the awareness and acceptance of decision-makers of the importance of involving the people in the decision-making process and public policies of the state.

Public opinion on a particular issue is measured via the Internet, through immediate and real-time interaction by users, where the survey questions are displayed on the screen in a system that allows each respondent to deal with the questions, and the respondents record the answers they receive on the computer and they are processed automatically, and conclusions are drawn from them in the same way. (Achache, 2018)

Third: Facebook and areas of promoting a culture of participatory democracy

1. Facebook

It is considered one of the most important sites at the forefront of the scene, and has witnessed great development in terms of the number of users and spread in recent years, and contributes to greater citizen participation and gives them the opportunity to be active in the decision-making process.

This site specialized in social networking was founded in 2004 by a student at Harvard University - Mark Zuckerberg - to serve university students, faculty, and employees. Its scope has expanded to include all people, and the number of its users has increased very significantly in recent years, because it is considered one of the easiest platforms to use at the present time, and as some consider it the king of social media. With 2.91 billion monthly active users globally as of 09/30/2021. (Ahlgren, 2022)

The tremendous technological development has opened the way for citizens to obtain various information, and to discuss and defend all opinions, ideas, and suggestions. Therefore, Facebook has become a channel for communication and participation of citizens in various areas and fields due to the distance factor and costs it provides. Therefore, the circle of discussion has expanded, and the exchange in opinions between different actors and bridging the distances between them, especially between citizens and elected officials. It also contributed to improving the level of participatory democracy by involving citizens and listening to their opinions and suggestions regarding the management of public affairs, without taking into account gender, age, social class, and economic level. It creates a kind of justice allowing everyone to participate.

2. Facebook is a tool for promoting participatory democracy

Using the social networking site Facebook in a correct and rational way helps build positions and trends in all fields and areas, the most important of which is the political field, which allows for the practice of new types of democracy. This is what makes us ask the following questions:

How can Facebook make citizens' voices heard, and its impact on society?

How can Facebook develop the environment for practicing participatory democracy?

How can this practice fall within the good governance approach?

This virtual space was able to reach all segments and depths of society, by providing a service presenting and discussing ideas, which enhanced the spirit of dialogue and unified positions and interests by:

1. It attracted social groups of different ages, genders, and even cultural levels, which became a form of mass communication.
2. Involve them in preparing local policies, after decision-making was limited to the elite.
3. Eliminate all social differences, especially in popular participation, and allow everyone to express themselves freely. (John & al, 2007)
4. A means of political mobilization, building public opinion, and moving it from electronic public opinion to realistic and real popular public opinion.
5. Accessing and disseminating information, and evaluating the performance and activities of elected officials, which creates a kind of rapprochement between them.
6. Ensuring absolute freedom of intellectual and political exchange between individuals, and enabling them to know the truth of what is actually going on.
7. Increasing awareness of all freedoms and human rights issues, through discussions with other people at different levels.
8. Exposing the actions and transgressions of officials directly, and exposing cases of corruption and bribery.
9. Contributing to the success of local development through drawing up public policies.
10. Freedom of opinion and expression, and exposing all violations and mistakes committed.
11. Exerting pressure on governments by mobilizing virtual public mobilization and electronic solidarity.
12. Communicating all demands through the media in accordance with Facebook content, which moves officials and influences the decision-making process.
13. The inclusion of citizens under the banner of civil associations and bodies makes the influence more and the contribution greater, through the activities of the actors.
14. Facebook created a new architecture for participation by eliminating boundaries and obstacles, which contributed to reducing the restriction of democratic practice.
15. Participate in making government decisions by voting via mobile communications devices and electronically at the same time and remotely (Roberto, 2010)

16. The concept of participation cannot be limited only in elections and ballot boxes, and citizens are viewed as minors and do not have the competencies in making the political decision-making process.
17. Direct participation in all issues of public affairs, without relying on political parties and their representatives.
18. Finding tools for participation, such as direct dialogue with officials, in order to implement the right to express an opinion in reality.
19. Meeting and gathering through blue space, exchanging information and interacting, expressing and rallying, mobilizing positions, sounding out opinions and all the pro and opposition tendencies that are all involved in participation. (Arrawi, www.philadelphia.edu, 2022)

II. Conclusion

The individual today cannot remain untouched to the technological development that the world is experiencing, and this is what is translated by the great demand for various modern electronic devices, and the efficiency of dealing with these digital technologies, especially social networking sites, which have helped users greatly in obtaining information and expressing their opinions with absolute freedom. And convey all their ideas, concerns and demands.

Therefore, from this study we can draw the following conclusions:

1. Information technology has brought about a major revolution in the field of relations and interactions, which necessitated the involvement of citizens in public affairs, thus enhancing participation and giving everyone the opportunity to express their opinions.
2. Facebook website is considered an umbilical cord that activates participation and helps all marginalized groups to emerge and present their interests and ideas.
3. Participation via Facebook contributes to spreading political culture among individuals and makes the user a political citizen aware of the interests of his country and its future.
4. Facebook supported the concept of social space, and also worked to strengthen civil society activities and mobilize the masses virtually by imposing oversight on all types of corruption.
5. Blue Space was able to bypass the authority of the traditional media and became an alternative to it. After the latter was controlled by the authority, Facebook and other social networking sites became available to all people to freely publish all their ideas and opinions across its pages.
6. The social networking site Facebook is one of the tools for strengthening participatory democracy, as it is a platform for forming public opinion, directing it towards specific issues, as well as making local policies by opening the way for everyone.
7. The social networking site Facebook works through its pages to involve everyone, including political parties, civil society organizations, and all actors, to propose policies and solutions, and to participate daily in the decision-making process and follow up on its implementation.
8. Opening the way for these marginalized groups to participate in various processes related to political decision-making, and they have become a center of power and influence in the participatory political process away from obligation, pressure, coercion, and all the traditional roles in representative democracy.
9. Finally, the spread of participatory democracy with all its digital tools is in the countries that practice this type the most, because of the strong infrastructure they provide in the field of information and communication technologies, and Internet and modern means of communication, and this is what global experiences have proven, in addition to encouraging its individuals, whether natural or legal, to make widespread use of these technologies, which have become a space for exchanging ideas and enriching dialogue and debate on many important and ambiguous issues, and thus using them as a tool for drawing up various policies and embodying them on the ground and applying pressure to decision makers according to the participatory democracy approach

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