

BECODIGITAL

Digital Co-Creation of Public Services with Citizens: Understanding Pre-Conditions, Technologies and Outcomes

Contract - B2/223/P3/BeCoDigital

SUMMARY

Digital government is increasingly expected to move beyond efficiency gains toward more citizen-centric, participatory, and inclusive forms of public service delivery. Digital co-creation offers new opportunities for governments to actively involve citizens in the design, delivery, and evaluation of public services. However, important knowledge gaps remain regarding the preconditions for inclusive participation, the effective combination of digital technologies, and the evaluation of the outcomes of digital co-creation initiatives. The BECODIGITAL project (2022–2025), funded under the BELSPO BRAIN-be 2.0 programme, addresses these challenges in the context of the Belgian federal government.

The main objective of BECODIGITAL is to develop and validate a practical and scientifically grounded roadmap to support inclusive digital co-creation of public services with citizens. The project specifically aims to: (1) identify and analyze the human, technical, and organizational preconditions for inclusive digital co-creation; (2) study how digital technologies, including emerging AI-based solutions, can effectively support different stages of the co-creation process; and (3) conceptualize and evaluate the outcomes of digital co-creation across product, process, and institutional dimensions.

BECODIGITAL results demonstrate that successful digital co-creation requires a careful alignment of stakeholder preconditions, co-creation methods, and digital technologies. Combining multiple online and offline methods within a coherent technological ecosystem is key where AI can play a valuable role in supporting co-creation. The project delivers a scientifically sound digital co-creation roadmap and an online toolkit for practitioners, offering concrete guidance to policymakers and public administrations seeking to implement inclusive and effective digital co-creation initiatives.