It is widely acknowledged that government works best when citizens are directly engaged in policymaking and public service delivery.

But what conditions are needed for citizen engagement initiatives to be effective? And does citizen engagement actually lead to tangible differences in people’s lives?

This course provides a critical analysis of citizen engagement both in theory and practice, and presents an overview of how it can be leveraged to achieve development outcomes.

**COURSE SYLLABUS**
- **Week 1:** Citizen Engagement – What it is and Why it Matters
- **Week 2:** Engaging Citizens for Improved Policymaking
- **Week 3:** Can Engaging Citizens Bring Better Services?
- **Week 4:** Innovations in Citizen Engagement
- **Week 5:** Citizen Engagement in Practice

**Workload**  2 – 4 hours/week

**AUDIENCE**
- Government officials
- Development practitioners,
- Students, and the general public.

There are no minimum requirements — anyone is welcome to participate.

"Massive Online Open Course"