

Citizen Engagement and Public Participation – General Organizational Assessment

Utilize this self-assessment to evaluate your organization’s readiness, capacity, and approach toward citizen engagement/public participation. You can take the assessment yourself, or involve your organizational staff and elected officials—or even solicit feedback from the public—for a wider perspective.

Within our local government/department...	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Unknown/Unsure
Our <i>local government</i> has a comprehensive and coordinated citizen engagement plan	1	2	3	4	5	6	7
Our <i>department</i> has a comprehensive and coordinated citizen engagement plan	1	2	3	4	5	6	7
There is a formal process in place for <i>initiating</i> citizen engagement efforts	1	2	3	4	5	6	7
There is a formal process in place for <i>planning</i> citizen engagement efforts	1	2	3	4	5	6	7
There is a formal process in place for <i>implementing</i> citizen engagement efforts	1	2	3	4	5	6	7
There is a formal process in place for <i>evaluating</i> citizen engagement efforts	1	2	3	4	5	6	7
Citizen engagement efforts are carried out through informal/ad hoc processes	1	2	3	4	5	6	7
There are existing legal mandates that restrict the ways in which we can interact with the public	1	2	3	4	5	6	7
Local officials and staff have the <i>skills and training</i> necessary to work productively with citizens	1	2	3	4	5	6	7
Local officials and staff have the <i>cultural awareness</i> necessary to work productively with citizens	1	2	3	4	5	6	7
Local officials and employees have the <i>organizational support</i> necessary to work productively with citizens	1	2	3	4	5	6	7
Staff have the <i>resources</i> (time, money, facilitation skills, etc.) necessary to work productively with citizens	1	2	3	4	5	6	7
Staff have generally positive attitudes towards engaging citizens	1	2	3	4	5	6	7
Public officials have generally positive attitudes towards engaging citizens	1	2	3	4	5	6	7
There is a strong likelihood that decision makers will give full consideration to public input	1	2	3	4	5	6	7
We have had successful experiences engaging with citizens in the past	1	2	3	4	5	6	7
Within the broader community there are various and varied opportunities for public engagement	1	2	3	4	5	6	7

Open-ended Questions

1. How does your community set goals for public engagement and make decisions about what kinds of activities will fit these goals? What is the process by which public officials and employees make these decisions?
2. Where does the responsibility for citizen engagement lie?
3. What resources are available or allocated towards doing this work?
4. What is your general motivation for involving citizens?

Once you have an idea of your readiness and capacity for a comprehensive approach to citizen engagement/public participation, follow up with the Center for Management Strategies by visiting www.icma.org/engage or emailing chilvert@ICMA.org to learn about the latest leading practices in public participation and how they can assist your citizen engagement efforts.