



Taskforce Report

SEM 2 | AY 2018/2019

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ACKNOWLEDGEMENTS

We would like to thank **Dr Joshua Watkins** for his kind guidance and advice throughout the project. Your faith in us was as empowering as it was encouraging. We are also grateful for **Fabien Clavier** and **Lu Hangxin** for their constant help in refining our research direction and the delivery of our ideas. We deeply appreciate the stakeholders we engaged (**Participate in Design, HDB**) for their wisdom and insight.

Finally, we owe this report to the countless other friends and family who supported us on this academic journey. This report is very much yours as it is ours.

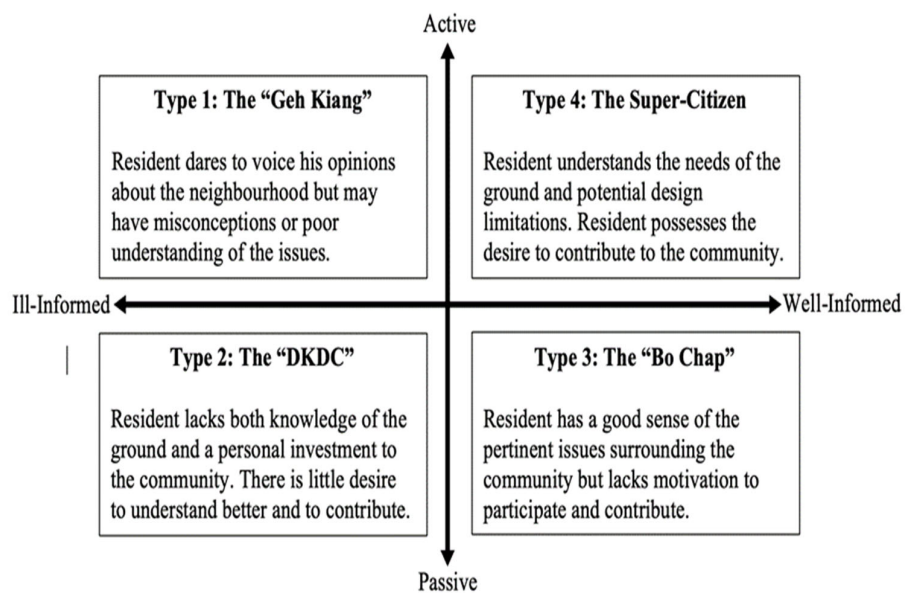
Executive Summary

This paper looks at how the participatory design (PD) process between governments and citizens can be improved to better deliver public goods and services, in the context of Singapore's Neighbourhood Renewal Programme (NRP). It argues that the gamification of the PD process between Singapore's government and its citizens would maximise the delivery of public goods and services; in this case the co-design and co-creation of shared spaces in residential areas. This is because the greater success in delivering public goods and services by the governments through enhanced accountability and efficiency would contribute to the legitimacy of the government and its administration. Crucial to this achievement is the enhanced participation of citizens in the policymaking process, not merely as information inputs but as co-creators and co-designers of solutions for public issues.

The co-creation of value is fundamental to public services that are capable of not only addressing individual social, health and economic needs in the present but also producing a broader, viable and effective contribution to society now and in the future. It is at the heart of the development of sustainable public services in the twenty-first century. Therefore, it is one of the motivations of this project to find a way in which both democratic and policy performances can be

enhanced without compromising on the other, through the use of PD as the form of co-creation and co-production of public value.

As we sought to implement gamified PD in the Singapore context, a mental model of Singaporean citizen types was needed. We proposed the Citizen Participatory Typology, in cheeky fashion, outlining the various notions of Singaporean citizens. This mental model then has prescriptive power in informing how policymakers can empower their citizens through the use of extrinsic and intrinsic motivations whenever appropriate.



Our recommended approach for gamified PD, in the context of Singapore's NRP, is represented as such:

Participatory Design	Engagement Platforms	Game Design Elements
Phase 1: Connect	Purpose: Ground Survey to Map Out Type-Composition of Residents	
	Kopi Session Pop-Up Booths Community Notice Board	Team Building Games Vouchers, Lucky Draw, CIP Hours
Phase 2: Understand	Purpose: Identify Needs, Desires and Underlying Motivations	
	Story-Sharing Walking Dialogues Community Mapping	Keep-Toss Board Game Visualisation Vouchers, Lucky Draw, CIP Hours
Phase 3: Create	Purpose: Co-Create & Co-Design Solutions with Expert Facilitation	
	Prototyping Build-a-Thon Design Competition	Lego / Minecraft Model Building Doodling Brainstorm Leaderboards Hall of Fame
Phase 4: Deliver	Purpose: Sustaining Projects through Empowered Residents	
	Sustainability Training Empowerment and Ownership	



Extrinsic Motivations
- Use of material resources for incentivisation

Intrinsic Motivations
- Contributing to project