

DIGITAL GOVERNANCE AND MOBILE PARTICIPATION AS AN URBAN RIGHT IN TÜRKİYE

Türkiye’de Kentli Hakkı Olarak Dijital Yönetişim ve Mobil Katılım

Dilek ŞAHİN*

ABSTRACT

In today’s society, radical changes occur in the scale of socio-economic relations. In this context, where information and communication technologies are used intensively, urban public administration processes are also changing. This digital technology-based change is called the ‘digital governance process’. In this study, in which the participation of the people in local administrative processes is considered as a human and an urban right, the digital participation of the people in local administrative processes is examined on the basis of mobile digital participation. The aim of this study, which examines the digital governance process as an urban right in the context of human rights in Türkiye, is to reveal the potential of mobile digital technologies to create a leverage effect in the participation of the public in the urban spatial management process. There are many studies that focus on the possibilities of citizens to participate in urban spatial management, but these researches generally mention of technological methods as a means of participation, but do not focus on a specific model of the participatory technological process as an effective tool. It seems important in terms of democratic and transparent management processes that the people produce solutions to the problems of their place of residence by web-based and mobile application systems. In this regard, the participatory spatial management process together with the

Öz

Günümüz toplumunda sosyo-ekonomik ilişkilerin ölçeğinde köklü değişiklikler meydana gelmektedir. Bilgi iletişim teknolojilerinin yoğun olarak kullanıldığı bu bağlamda kentsel kamusal yönetim süreçleri de değişime uğramakta; dijital teknoloji tabanlı bu değişim ise “dijital yönetim süreci” olarak adlandırılmaktadır. Halkın yerel yönetsel süreçlere katılımının bir insan hakkı ve kentli hakkı olarak ele alındığı bu çalışmada halkın yerel yönetsel süreçlere dijital katılımı mobil dijital katılım temelinde incelenmektedir. Türkiye’de insan hakları bağlamında kentli hakkı olarak dijital yönetim sürecinin incelendiği, bu çalışmanın amacı mobil dijital teknolojilerin halkın kentsel mekânsal yönetim sürecine katılımında bir kaldıraç etkisi yaratma potansiyelinin ortaya konmasıdır. Kentsel mekânsal yönetime vatandaşların katılım olanaklarına odaklanan birçok çalışma bulunmaktadır, ancak bu araştırmalar genellikle teknolojik yöntemlerden katılımın bir aracı olarak bahsetmekle birlikte katılımcı teknolojik sürecin etkili bir araç olarak belirli bir modeline odaklanmamaktadırlar. İnsanların yaşadıkları yerin sorunlarına web tabanlı ve mobil uygulama sistemleri aracılığıyla çözümler üretmeleri demokratik ve şeffaf yönetim süreçleri açısından önemli görünmektedir. Bu bağlamda, mobil akıllı telefonların ve uygulamaların yaygın kullanımıyla birlikte katılımcı

* Doktora Öğrencisi, Ankara Hacı Bayram Veli Üniversitesi Siyaset Bilimi ve Kamu Yönetimi Doktora Programı, d_sahinn@yahoo.com, ORCID: 0000-0002-8879-0830

widespread use of mobile smart phones and applications has a great potential to change the dimensions of participation. With the understanding of the value of mobile applications in the extent that information, communication and digitalization have reached today, by the effect of public participation on local administrative decision processes democratic, transparent, sustainable, participatory governance will be realized and the boundaries of traditional municipality will be exceeded by mobile municipality.

In our study, mobile digital participation in local administrative processes in Türkiye is discussed as one of the most important components of the digital governance process. As a method in the study, a literature review was conducted on the subject. The current situation has been revealed by examining the metropolitan municipalities in Türkiye with their digital mobile applications that allow the participation of the people in local administrative processes.

Keywords: Digital Governance, Urban Right, Mobile Participation, Digital Governance in Türkiye, Mobile Participation in Türkiye

mekansal yönetim süreci katılımın boyutlarını değiştirme konusunda büyük bir potansiyele sahiptir. Bilginin, iletişimin ve dijitalleşmenin geldiği noktada mobil uygulamaların değerinin anlaşılmasıyla, yerel yönetim karar süreçlerinde halk katılımının etkisi ile, demokratik, şeffaf, sürdürülebilir, katılımcı bir yönetim gerçekleştirilecek ve mobil belediyecelikle geleneksel belediyeceilik sınırları aşılacaktır.

Çalışmamızda dijital yönetim sürecinin en önemli bileşenlerinden biri olarak Türkiye’de yerel yönetsel süreçlere mobil dijital katılım ele alınmaktadır. Çalışmada yöntem olarak konuya ilişkin literatür taraması yapılmıştır. Türkiye’de halkın yerel yönetsel süreçlere katılımına olanak sağlayan dijital mobil uygulamaları bulunan büyükşehir belediyeleri incelenerek mevcut durum ortaya konmuştur.

Anahtar Kelimeler: dijital yönetim, kentli hakkı, mobil katılım, Türkiye’de dijital yönetim, Türkiye’de mobil katılım

1. INTRODUCTION

Although cities have existed since ancient times as places where the majority of the population lives in the world, they emerged with the Industrial Revolution in today’s sense. It has developed as a concrete basis for the concepts of human rights, democracy, administration and civilization. In this process, the people living in the city have become a part of the emergence of a new category of rights as urban rights with their expectations from social life. By expanding the scope of human rights, other new rights such as “urban rights” were brought to the agenda with the understanding brought by the contemporary order; with the intertwining of the concepts of city and administration within the framework of participatory understanding in terms of the implementation of democracy and its values; so “urban rights” have also taken their place in legal texts.

“Digital governance” emerges as one of the most important tools of participation in urban management, which is one of the components of urban rights. As it is known, governance refers to a multi-actor system that prioritizes public participation in order to increase efficiency in the public administration process (Erdoğan, 2019a, p. 12). Digital governance, on the other hand, enables the public participation in urban spatial management effectively, enables participation in in-

formation and services anytime and anywhere, and enables a much more democratic, transparent and accountable administrative process compared to the traditional management approach. Digital governance is shaped by concepts such as electronic government (e-government), mobile government (m-government), internet governance, mobile governance, mobile municipality, mobile participation and develops with technology.

In today's world where urban spatial data is increasing day by day, it is possible to process these data and develop and modeling unifying mechanisms thanks to digital devices and web-based technologies. The use of these technologies is of great importance in order to make effective decisions in the solution of urban management problems. By using information and communication channels like web-based technologies, mobile devices, geographic information systems, social media, etc., providing public access to urban data, through mobile applications result in modern cooperation in solving problems related to urban spatial management, in other words, creating and combining spatial data, ensuring public participation from the decision-making stage to the implementation stage regarding the spatial problems of the city results in urban rights' realization. In this respect, it is possible to participate in government anytime, anywhere, especially with the help of mobile applications and mobile devices, and there is a leverage effect in the participation of the public in administrative processes. From this point, the main theme of this article is to ensure more transparent, democratic and innovative solutions are produced through the use of smart phones and mobile applications in urban management process.

Method which is used in this article is using data collection and data analysis, document review by examination of Turkish municipalities' mobile applications. Participation of the public in the urban spatial management process as an urban right with the mobile applications based on information and communication technologies is handled by criteria which mobile services Turkish municipalities include and the factors affecting the citizen participation via mobile applications are also evaluated. Within the scope of the study, first of all it will be discussed the concept of human rights in terms of being a basis for urban rights and the European Convention on Human Rights, which was put forward by the Council of Europe in 1950 with its emphasis on the rights of local governments and local people and then "mobile participation" and "digital governance" concepts are explained, finally digital governance and mobile participation are discussed as a means of participation in the use of urban rights in Türkiye. Before we talk about the rights of urban rights, we need to talk about "human rights" and the "European Convention on Human Rights" as the basis of this right, which is one of the rights of solidarity.

1.1. Human Rights

The capacity of capability of doing what he wants and disposition that a person has on himself and the material and spiritual values of the physical environment he lives in is called “right”, and the recognition of this capacity by the political system and social environment to which he belongs is called “freedom” (Özsunay, 1982, p.97). “Fundamental rights and freedoms”, or in other words “natural rights”, refer to the rights and freedoms that people have and bring with them simply because they are human. These rights and freedoms one has due to living in a society are also called “public rights and freedoms” (Şenel, 2014, p.367). The 1789 French Universal Declaration of Human and Citizen Rights reflected the right to life, personal freedom and security, seeking rights in courts before the law, prohibition of arbitrary arrest, prohibition of unjust detention, sanctity of the right to defense, privacy of private life and inviolability of home, thought, conscience, Rights such as freedom of religion and belief, freedom of expression and expression of thoughts, right to assembly and association, prohibition of extending the penal rule to the past and respect for vested rights, right to education and training, right to property and inheritance, prohibition of discrimination constitute natural rights and carry a negative status (Ağaoğulları, 2015, p.608).

In these rights, individuals are protected from the state and even from themselves, and the basic feature of these rights is that there is no outside interference (Şenel, 2014, p.368-370). In this context, every individual has the right to life and physical integrity. No one can be arbitrarily deprived of their freedom. The private and family life of every individual is protected. Everyone has the freedom to choose their religion, practice and change their beliefs. Individuals have the right to express and disseminate their thoughts. Freedom of the press is one of the cornerstones of a democratic society. Everyone has the right to settle and travel wherever they wish in the country. Individuals’ property rights are constitutionally guaranteed.

The qualities of human rights to be valid for all people, to include what should be as well as what is, and to have a meaning above positive law show that it is the most comprehensive of similar terms. Not only the rights and freedoms recognized in written documents at a certain place and time, but also the rights and freedoms that should be granted to all people at all stages of development reached by humanity are within the scope of this concept (Erdoğan, 2017, 94). Here we encounter the universality of human rights: human rights, which are not specific to a certain place, time and people, are for all people at all times and places. In order for a right to be defined as a human right, it must have a general or universal character in terms of its essence. These rights belong to all people, including the unborn. In

short, human rights are universal moral rights that every human has just because he is human. The contemporary meaning of human rights also arises from the definition of rights as the universalization of rights through a political process as a result of international consensus (Tanör, 1994, p.14).

Economic and social rights, which constitute a subgroup of public rights that are accepted and recognized as a result of intellectual and operational developments during the last century, have a positive status. These are the rights that individuals can demand from the state and also impose some duties and responsibilities on the state. We can gather the economic and social rights included in the 22nd and 27th articles of the Universal Declaration of Human Rights, also called “second generation rights”, under the following headings: social security rights, right to work, right to union strike and lockout, intellectual rights, right to education and training, health, the right to culture, art and science, property and taxpayers’ rights, etc. (İnsan Hakları Evrensel Beyannamesi, n.d.). The scope of political rights and freedoms, which is another type of public right, constitutes a whole with economic rights and freedoms, and they are related to the participation of the citizen, which affects the decision process in political mechanisms. These can be expressed as the right of citizenship, the right to vote and to be elected, the right to form and be a member of political parties, the right to vote, the right to form a lobby or pressure group (İnsan Hakları Evrensel Beyannamesi, n.d.).

Within the scope of the new rights brought by the modern system, there are rights such as solidarity, minority rights, communication, environmental right, urban right, development, peace, women, children, and the rights to respect the common property of humanity (Akıllıoğlu, 1989, p.170).

1.1.1. European Convention On Human Rights within the Scope of Fundamental Rights

If we talk about the European Convention on Human Rights after the general introduction on fundamental rights and freedoms, the European Convention on Human Rights was signed by ten member states of the Council of Europe on November 4, 1950 and entered into force on September 3, 1952. The European Commission of Human Rights, one of the international supervisory bodies established by the Convention, started to work on May 18, 1954, and the European Court of Human Rights on January 21, 1959 (Gemalmaz, 2007, p.965).

What is intended to be done with the European Convention on Human Rights is stated concisely in the preamble of the document in question. “*Considering that*

this Declaration aims at securing the universal and effective recognition and observance of the Rights therein declared; Considering that the aim of the Council of Europe is the achievement of greater unity between its members and that one of the methods by which that aim is to be pursued is the maintenance and further realisation of Human Rights and Fundamental Freedoms; Reaffirming their profound belief in those fundamental freedoms which are the foundation of justice and peace in the world and are best maintained on the one hand by an effective political democracy and on the other by a common understanding and observance of the Human Rights upon which they depend; Being resolved, as the governments of European countries which are like-minded and have a common heritage of political traditions, ideals, freedom and the rule of law, to take the first steps for the collective enforcement of certain of the rights stated in the Universal Declaration “(Council of Europe, 1950).

Provisions regarding the enumeration of rights and freedoms include the “normative”, that is, the “rule-making part” of the Convention; the provisions regarding the assurance system also constitute the “institutional part”. There is no innovation brought by the European Convention on Human Rights in terms of the rights and freedoms it contains and protects in terms of its subject. It includes first generation rights selected from the Universal Declaration of Human Rights. Economic and social rights, on the other hand, have been the subject of another convention in the Council of Europe, the Turin Charter of 18 October 1961 – the European Social Charter. This document entered into force on February 16, 1965 (European Union, 2010). The rights and freedoms that have been selected from the United Nations Universal Declaration of Human Rights and have been decreed in the European Convention on Human Rights are classical-liberal rights, also known as first generation rights and freedoms. These are rights: right to life, prohibition of slavery and servitude, prohibition of torture and ill-treatment, personal freedom, property right, freedom of belief and religion, expression of thought, establishing association, In time, new ones were added to these rights and freedoms in the main contract with protocols number 1, 4, 6 and 7. Some changes were made in the provisions of the institutional part with the protocols number 3, 5, 8, 9 and 10 (European Union, 2010).

The main innovation brought by the European Convention on Human Rights is the supranational control mechanism established to ensure compliance with the rights and freedoms stipulated in the Convention (Gözübüyük & Gölcüklü, 2002: p.14). In this respect, the European Convention on Human Rights has introduced a different system from the United Nations Universal Declaration of Human Rights, which does not have any control mechanism. In other words, based on the

rightful view that only the recognition of rights and freedoms (unless their implementation is supervised) will not be sufficient, a binding judicial review mechanism has been established (Uluç & Armağan, 1998, p.1382).

Another important innovation brought by the European Convention on Human Rights is that it opens the way for “individual complaint” or “application”, as well as “state complaint” to this mechanism. With this provision, the European Convention on Human Rights made a revolution in the field of international law. In addition to the state, which is the only subject of international law, it has also made the individual a subject of international law (Gözübüyük & Gölcüklü, 2002, p.33). Another innovation is that there is a constitutionally valued law contract (law making treaty) that creates the European public order on human rights. With this feature, the European Convention on Human Rights is a document that has direct consequences in national law (Gözübüyük & Gölcüklü, 2002, p.33) that is, it is a text worthy of national law (direct effect). In other words, it will be implemented directly without the need for a separate action by the national authorities. To put it briefly, it can be said that the European Convention on Human Rights established an international judicial review mechanism for the first time in the process of protecting human rights, and not only left the issue of protection of human rights and fundamental freedoms to philosophical, political and diplomatic grounds, but also brought it to the legal ground; In short, it has become a matter of law.

When it comes to the issue of whether the Convention constitutes an ideal model for human rights, first of all, with the judicial review mechanism it brings, the Convention is the only and the most effective one among the existing ones, especially in terms of violations against human rights and freedoms. But it is difficult to say that it is ideal, at least for the time being. However, it is an intention, desire and development towards the ideal. In other words, we can say that the Contract is developing itself. We can show that it is not at the ideal point for the moment, the process and desire for self-development have been accepted as proof of the adoption of 11 protocols, including changes and developments regarding both the normative and institutional aspects of the contract. These 11 protocols express some deficiencies, disruptions and gaps that were not foreseen at the beginning or that emerged in practice. However, to underline again that these 11 protocols also show a path followed towards the ideal (Ertan, 2014, p.88).

The emphasis on local governments as the main issue on which the European Convention on Human Rights forms the basis of our subject, and the European Urban Charter and the European Urban Rights Declaration, which we will deal with in this context, draw the framework of concrete urban rights on the basis of

intangible rights. The European Urban Charter adopted by the European Congress of Local and Regional Authorities (Yener & Arapkirlioğlu, 1996) at its ordinary meeting in 1992 regulated the rights of urban residents living in European settlements. Citizens' rights listed under the title of the European Declaration of Urban Rights: safety, an unpolluted and healthy environment, housing, mobility, health, sports and leisure, cultural activity, multicultural integration, functional compatibility, participation, economic development, sustainable development, accessible goods and services, benefiting from natural resources and riches, personal development, cooperation between city administrations, the necessary financial structures and mechanisms of local administrations, and equality rights. In general, the Charter and the Declaration in it are not yet legally binding (Tekeli, 2001, p.155). The aim of this text is to define a set of guiding universal principles for all countries in Europe, to create a practical urban management handbook for local governments, and to reveal the basic principles for a possible future "Urban Rights Congress" (Yener & Arapkirlioğlu, 1996, p.4, 5).

2. THE URBAN RIGHT AS A NEW HUMAN RIGHT

The term "urban right" is the right that can be considered within the scope of 'environmental rights' since they aim at creating an urban environment that will allow the urban citizens who own the city and its problems to live in a healthy environment and develop in it (Ertan, 1997, p.46-48). When the environment is considered in a broad sense as the physical, chemical, biological and social environment and conditions that directly or indirectly affect humans and other living things, it becomes difficult to think of the right to the city and the urban environment in which these rights are provided separately from the environmental rights. It should be noted that there is a nuance between the term "urban right" and "the right to the city". According to this, "right to the city" means transforming the city more than the right to access urban services (Lefebvre, 2016).

Urban rights should not be considered separately from the rights of those living in other settlements, and the 'city' should be considered synonymous with 'settlement' (Yeter, 1993, p.46). In fact, the concepts of the "urban rights", "environmental rights" and "sustainable settlement", developed as a result of HABITAT conferences; overlap with each other to the extent that they serve the right to live in a healthy, livable environment that allows human development. It is also possible to consider urban rights as a reinterpretation of human rights in the context of the city. In general, human rights are based on an abstract society formed by atomistic individuals, while urban rights are based on the people in the city and more concrete (Tekeli,

2001, p.171). In this respect, urban rights are an arrangement that is the result of the tendency from universality to locality, from abstraction to concreteness, and from generality to specificity (Geray, 2000, p.502).

The striking aspect of urban rights, whether envisaged as a separate category of rights or perceived as the embodiment of human rights in the urban dimension, is that these rights feature “third generation human rights”, that is, “solidarity rights”. Solidarity rights, which aim to protect present and future generations from the dangers of technical and scientific progress, have a universal character. Solidarity rights are rights that require the solidarity and cooperation of the state, all kinds of institutions and all individuals, and gain meaning with the contribution of everyone, as per the philosophy of solidarity. In the preliminary draft of the UN Third Pact of Human Rights, these rights are enumerated as the right to environment, the right to development, the right to peace and the right to respect for the common existence of humanity (Kaboğlu, 1996, p.11). The urban rights in the declaration also seem suitable to be evaluated as the concretization of human rights, especially the rights of solidarity, in the context of the city. These rights do not consist of rights that provide areas that the state cannot touch (negative status rights-active status rights) or that impose actions on the state (positive status rights). The realization of urban rights depends on the acceptance of equal obligations of individuals regarding solidarity and responsible ‘citizenship’ (Yener & Arapkirlioğlu, 1996, p.1).

From another aspect, the Declaration describes an urban environment that is livable in all aspects and suitable for individuals to develop themselves in terms of social, political, economic, cultural and physical aspects, and an ideal city design is described. The ideal city protects the urban rights; derives its value from the people who live, visit, work, have fun, attend cultural events, and receive education there; they are living places that accommodate the functions and activities they offer in harmony (Yener & Arapkirlioğlu, 1996, p.9). As Geray puts it, the city stands for fundamental rights and freedoms; It becomes a quality city to the extent that economic, social and cultural rights, third generation solidarity rights can be realized and there is a space where these rights are provided (Geray, 1998, p.335). Whether it is considered as an evaluation of urban living standards in the context of human rights or as a set of principles describing an ideal city, it is extremely important in terms of urbanization policies. Urban rights are guiding and usable principles for everyone who has a role in the determination and implementation of urban policies, especially for local governments. Environmental standards, which are taken as a basis in development plans, should be regulated in the context of urban rights, and this criterion should be taken into account not only by the authorities that pre-

pare the plans, but also by other administrative authorities and judicial bodies that inspect the plans or evaluate the objections to them (Geray, 1998, p.335).

It is difficult to rank the importance and priority among the rights listed in the European Declaration of Urban Rights and to determine the most important of them. Just like human rights, urban rights constitute a whole. The full take advantage of any right in the Declaration is dependent on the realization of the others. Damage to one of them will make it harder for the others to come true. For example, participation is necessary for cooperation between city administrations, the right to have money and financial mechanisms; or to provide good and democratic management. Also for the right to a safe and healthy urban environment is also necessary for the existence of an urban environment where other rights can be used (Karasu, 2008, p.43). The difficulty of assigning an importance rank among the rights to the city is more evident from the subjective point of view. The importance of each right varies from person to person, or the loss suffered in the intervention of any right is evaluated differently from person to person. As a matter of fact, there may be people who sacrifice themselves for their thoughts and prioritize freedom of thought over the right to life. Therefore, each of the urban rights is important in its own way and it is very difficult to establish a hierarchy among them (Ünlü, 1996, p.64-69).

In general, it is said that there are three different ways to implement urban rights (Geray, 2000, p.503). The first of these is the “enforcement of rights with a defensive approach through protectionism”, the second is the “development of rights through the development of the personality of the citizen”, and the third is the “realization of these rights by the rights holder demand from the public (state, city administration)”. In all three cases in order to realize the rights to the city as a right of solidarity, duties fall on the state, especially the city administrations, voluntary organizations and the people themselves. In order for local administrations to fulfill these duties, their powers should be increased and they should be equipped with sufficient financial means (Geray, 1998, p.342-343). The existence of a participatory democratic environment is essential in order to contribute to the development of rights. It is also stated in the mentioned Charter that the basis of urban development is the direct participation of the people in local administrations (Yener & Arapkirlioğlu, 1996, p.8).

2.1. Digital Governance and Mobile Participation Concepts

If we talk about the concept of “governance” before the concept of “digital governance”, the term “governance” was first used in a report on Africa, “Sub-Saharan Africa: From Crisis To Sustainable Development”, prepared by the World Bank in

1989 (Çukurçayır, 2003, p.260). In the report, the cause of the development problems in Africa is determined as the ‘governance crisis’. The report recommends re-defining the relationship between the state and the economy during the implementation of structural adjustment programs, and reshaping the relations established by the state with civil society according to the principle of co-management by going beyond the understanding of participation in the administration. In this respect, the main proposition of the Report is that instead of the state governing the society, “civilian” actors outside the state should participate in the administration as equal parties (Korkmaz, 2021, p.97-99).

The World Bank has defined the term “governance” in three different dimensions:

1. The system of wide distribution of both domestic and foreign political and economic power,
2. A political regime with a democratic administration built on the separation of legislative, executive and judicial powers, with a presidential or parliamentary system determined by free and regular representative democratic processes on a pluralist basis, with the capacity to influence and control the executive body,
3. An effective, independent, accountable and transparent public administration structure.

The concepts “good governance” or “governance” that the World Bank replaces with “development management” has been adopted by the OECD exactly. The OECD highlights six principles on governance. These are accountability, transparency, effectiveness and efficiency, sensitivity, far-sightedness and legality.

The United Nations has also attributed the similar meaning to the concept of governance with the World Bank and OECD for underdeveloped countries (Habitat, n.d.). According to the United Nations Development Program’s definition of governance, it is the application of economic, political and administrative powers used at all levels for the management of a country’s affairs. Governance encompasses the state, but transcends the state to include the private sector and civil society. The concept of governance is used to mean good governance, network governance, governance as a Socio-Cybernetic System, Governance as the “New Public Management”, Governance In terms of Institutional Analysis, Governance as a Minimal State, Governance In Terms of Neo-Marxism and Critical Theory (Rhodes, 1996). The concept of governance is shaped and developed by the concept of “digital governance” in the extent that information and communication technologies

have reached today. In the most general sense, “digital governance” can be described as the transfer of information to digital media and the promotion of public participation in administrative processes (Demirel, 2010, p.70). The transfer of information to digital media is also expressed with concepts such as electronic government (e-government), mobile government (m-government), mobile participation, mobile municipality, internet governance, etc (Sundberg, 2019).

The use of information and communication technologies in the public administration process enabling a more democratic, transparent and accountable management approach, creates a leverage effect on the participation of the public in the process and paves the way for a paradigm shift in the public administration process. The participation of the people in the local administrative process is realized through channels such as web 2.0, e-government, m-government, social media on the basis of the internet, and mechanisms are created to benefit from the common wisdom and cooperation of the people in the most effective way. Today, smart and portable digital devices form the basic infrastructure of the digital governance process, allowing the public to participate in the local administrative process anytime, anywhere. Accordingly, the digital governance process carried out using mobile devices is called “mobile participation” (Schroder, 2014, p.2). In the literature, concepts such as mobile participation (m-participation), electronic participation (e-participation), digital participation, digital democracy are similarly used to express the participation of the public in administrative processes through the internet and geographical location-based mobile applications.

2.2. Digital Governance and Mobile Participation as a Participation Tool in the Use of Urban Rights in Türkiye

In today’s society, where information and communication technologies are used intensively, urban public administration processes are also changing. More effective, efficient, fast and high quality public service delivery forms and more effective participation of the public in these processes are possible in the digital governance process. Local governments, as the closest units to the public, have important duties at this point. The digital participation of the public in urban spatial management processes is realized through the internet, mobile devices and social media, forming the basis of common mind and cooperation. As one of the most important areas where collective intelligence is organized, social media and mobile applications support citizen participation in urban spatial management; smart cities also provide infrastructure for such systems. Cities shaped by collective intelligence appear as smart cities and shape today’s world. In such cities, the use of common

sense and the basis of cooperation in spatial management processes are incomparably more effective with digital citizen participation than in previous processes (Erdoğan, 2019b, p. 297-298).

In this study, the participation of the public in the local spatial management process with information and communication technologies, and in particular with mobile devices, is explained as “mobile digital participation”. When we examine the mobile digital participation applications, it is seen that there are many examples from mobile applications that allow the participation of the public in decisions, especially in local governments, to traffic information services, to websites designed for the production of scientific creative solutions for research and development. With the use of location-based smartphone applications integrated with mobile devices, participation processes are possible from anywhere, anytime. If we list the examples of Mobile Digital Participation in the world, OpenStreetMap, Make a Suggestion Application, CitySourced Application, SenseCityVity Application, CHANGIFY Application, SeeClickFix Application, ArkiCity Application, Fix-MyStreet Application can be counted. In addition, applications that enable mobile public participation used in disaster management can also be listed in this category.

The internet infrastructure, which will form the basis for Mobile Digital Participation in Türkiye, has been developing rapidly in recent years. The 2022 Household Information Technologies Usage Survey (see Figure 1) has determined the rate of individuals using the internet in Türkiye as 82.7% and the opportunity to access the internet from home as 94.1%. While the rate of internet usage was 82.6% in 2021 for individuals in the 16-74 age group, it was announced as 85.0% in 2022. While the rate of individuals using e-government services was 68.7%, it was announced that 82.0% of individuals use WhatsApp (TÜİK, n.d.).

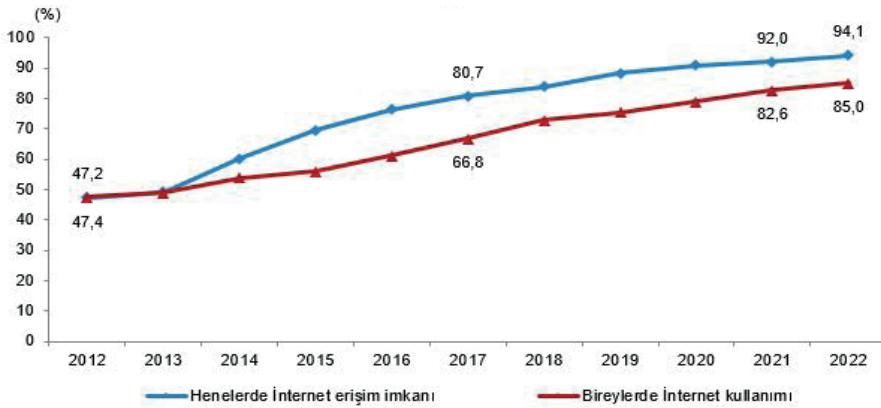


Figure 1. Internet Access Facility in Households and Internet Use by Individuals, 2012-2022 (TÜİK, 2020)

According to the “Turkish Electronic Communications Industry Quarterly Market Data Report” prepared by the Information Technologies Authority (BTK), the number of mobile subscribers in Türkiye reached 86.9 million as of the third quarter of 2021 (BTK, 2021). Mobile applications in municipal services in Türkiye, e-municipality services such as transportation, traffic situation, public transportation routes and times, city guide, pharmacies on duty, access to city cameras, list of cultural and artistic events, tenders, information and promotion, announcements, council decisions, property tax, water debt payment, construction permit application, document tracking, etc. include issues request, suggestion and complaint notification (Arslan, 2012, p.9).

Firstly, the mobile participation of the people in local administrative processes was realized primarily through short message services (SMS), later the framework of mobile participation has been expanded with internet-based applications, and nowadays, a much more diverse environment of participation is provided with geographical location-based interactive applications (Muti & Kanadikırık, n.d.). According to a study covering 30 metropolitan municipalities in Türkiye in 2015 (see Table 1), 60% of municipalities (18 municipalities) use applications that are accessible via mobile devices. According to the research, mobile state applications of municipalities are examined under three headings. These are: “information”, “interaction and participation”, “inquiry and transaction”. Accordingly, the success of municipalities under the title of “information” is found to be 21.55%, under the title of “participation and interaction” 19.52%, and under the title of “inquiry and transaction” the average of success is 8.88% (Gürses & Engin, 2016).

In another field study on the use of mobile applications by medium-sized municipalities in Türkiye, conducted between September and November 2019, based on the three criteria determined for mobile municipality in this research, the sub-criteria were arranged according to current municipal services, based on these three basic criteria. According to this; it is grouped as announcements, projects, events, transportation information, road and traffic conditions under the title of “information” services; under the title of “interaction and participation” message to the mayor, mobile suggestions and requests, mobile complaints and petitions, mobile surveys, mobile voting; last under the title of “inquiry and transaction” services, sub-criteria such as debt, development plan status inquiry, document tracking, mobile payment, mobile application is determined. In this context, 41 cities and 175 district municipalities with a medium-sized population between 100,000 and 750,000 were examined and the scope of the research was kept wider. Accordingly,

it has been observed that mobile applications are used in 19 provinces and 73 municipalities. It has been determined that 45% of provincial municipalities and 41% of district municipalities have mobile applications. As a result of the research, the overall success rate of municipalities in terms of using mobile municipality application is determined as 40.47% (Kaya, 2019).

Table 1. Metropolitan Municipalities in terms of Mobile Application Ownership in Türkiye (2015)

Province	Mobil Application Yes/No	Province	Mobil Uygulama Yes/No	Province	Mobil Application Yes/No
Adana	1	Hatay	0	Muğla	0
Ankara	1	İstanbul	1	Ordu	0
Antalya	0	İzmir	1	Sakarya	1
Aydın	0	K.Maraş	0	Samsun	1
Balıkesir	0	Kayseri	1	Şanlıurfa	1
Bursa	1	Kocaeli	1	Tekirdağ	1
Denizli	1	Konya	1	Trabzon	1
Diyarbakır	0	Malatya	0	Van	0
Erzurum	0	Manisa	1	Frekans (n:30)	18
Eskişehir	1	Mardin	0	Ortalama (%)	60
Gaziantep	1	Mersin	1	Var: 1 Yok: 0	

Source: (Gürses & Engin, 2016).

If we talk about Examples of Applications Regarding Mobile Digital Participation in Türkiye, Ankara Metropolitan Municipality's mobile application "Başkent Mobil" (Google Play, n.d.) put into service in 2020 within the scope of smart municipality and e-democracy, Istanbul Metropolitan Municipality with the "İstanbul

Yours” mobile application put into service in 2019, a local government gets opinion of the public, albeit symbolically, in creating a strategic plan for the first time (İstanbul Büyükşehir Belediyesi, n.d.). The “Benim şehrim (My City)” mobile application, which was put into service by Gaziantep Metropolitan Municipality within the scope of the “Benim Aklım Benim Şehrim (My Mind, My City)” project in 2020, as one of the most important mobile applications for interactive municipality in Türkiye in order to provide transparent, fast and sustainable communication with the citizens in municipal services (Google Play, n.d.). In the mobile application developed by Denizli Metropolitan Municipality, there are many services from current news to transportation information, from accessing city cameras in important parts of the city to council decisions. It was awarded as the “smart city” by the Ministry of Environment, Urbanization and Climate Change in 2017 with 23 smart city applications in line with the goal of increasing the life quality of citizens and sustainable city (Denizli Belediyesi, n.d.).

In addition, the UbiPOL (Ubiquitous Participation Platform for Policy Making) Project, which we can describe as the Citizens Participation in Public Policy Making Project from Mobile Devices, was developed as a part of the 7th Framework Program of the European Commission. This project consists of a mobile platform that envisages the participation of citizens in local government policy-making processes from anywhere at any time, thus increasing the transparency of policies, ensuring the efficiency of the process, and allowing 100,000 citizens to vote on decisions at the same time (European Commission, 2023). When the mobile applications of metropolitan municipalities (see Table 2) in Türkiye are examined, it is seen that most of them are very new services, they are one-sided “information”, “online survey” and “announcement” rather than interactive, or they provide services for payments. When we look at the citizen feedbacks regarding the mobile applications used by the municipalities, it is observed that there are technical software, interface and update problems, the difficulties in accessing up-to-date information due to these reasons, and the response times for the complaints notifications by the authorities are prolonged. When we examine both foreign and domestic examples, it is thought that it would be beneficial to combine all applications in one single application and constantly update the applications for fast and effective communication.

On the other hand, it should be noted that the budget constraints of some of the metropolitan municipalities in Türkiye and most of the municipalities prevent them from establishing these systems. In some cases, it is observed that for political reasons it is preferred to remove the system established by the previous mayor rather than develop it (Mecek, 2017, p.1818).

Table 2. Mobile Applications Used by Metropolitan Municipalities in Türkiye (2023)

	Metropolitan Municipality	Mobile App					
1	Adana Metropolitan Municipality	Adana Büyükşehir Belediyesi Android Uygulaması			Adana Akıllı Kent Uygulaması		
2	Ankara Metropolitan Municipality	Başkent Mobil (all related other mobile apps gathered under this app)		Ego Cepte	ASKİ Online	Kültür Ankara	Mezarlık Bilgi Sistemi (Mebis)
		Şeffaf Ankara		Meclis Gündemi	Ankara Kent Rehberi	Ankara Asist	Kurban
		EPati	Ankara AR	Muhtar Ankara	ABB Trafik	ABB Hafriyat	
3	Antalya Metropolitan Municipality	Antalya Mobil		Antalyakart	Antalya Akıllı Şehir		
		ASAT Mobil		Antalya Airport	WeR		
4	Aydın Metropolitan Municipality	Aydın Mobil Şehir			Aydın Şehir Rehberi		
5	Balıkesir Metropolitan Municipality	BTT Ulaşım		Balıkesir Büyükşehir Belediyesi	BASKİ Genel Müdürlüğü Mobil Uygulaması		
6	Bursa Metropolitan Municipality	Bursa Cepte		BursaKart Mobil	Bursa Büyükşehir Gençlik Kulübü		
		GoTo Bursa			Bursa Büyükşehir Kadın Kulübü		
		Bursa BB 3D Kent Rehberi		Enjoy Bursa	İnteraktif SMS Sistemi		
		Bursa 3D Mobil Turizm Atlası			Mobil Zabıta Uygulaması		
7	Denizli Metropolitan Municipality	Denizli Büyükşehir Belediyesi Resmi Android Uygulaması			Okul Yolu Mobil Uygulaması		
8	Diyarbakır Metropolitan Municipality	Diyarbakır Büyükşehir Belediyesi Android Uygulaması			Diyarbakır Ulaşım		
9	Erzurum Metropolitan Municipality	Erzurum Büyükşehir Belediyesi Resmi Mobil Uygulaması			MCM-Mobil Şehir Yönetimi		
		Erzurum Kart		Palandöken	Rota Erzurum	Ejder 3200	
10	Eskişehir Metropolitan Municipality	Eskişehir Büyükşehir Belediyesi Resmi Mobil Uygulaması			Eskişehir Ulaşım		
					Estram Mobil		
11	Gaziantep Metropolitan Municipality	Gaziantep Büyükşehir Belediyesi			Gaziantep Okuyor		
		Genç Gaziantep		Gaziantep Çiftçi Kart	Gaziantep Esnaf Kart		
		Kadın Dostu Kent Gaziantep		Bi'Bilet	E-Bisiklet	Evim Dünyalara Bedel	
		Gaziantep Kart		Benim Şehrim		Şehrimi Güzelleştir	
12	Hatay Metropolitan Municipality	Hatay BB Mobil Vatandaş			Hatay Kart		
13	İstanbul Metropolitan Municipality	İBB İstanbul Senin ((all related other mobile apps gathered under this app))			İBB CepTrafik		İBB İmarSor
		İBB BeyazMasa		Miniatürk	İBB KareKod		İBB
		iTaksi	İBB AR	İstanbul Eczane	Simultane		
		İSEM (İBB Engelliler Müdürlüğü)			İstanbul Şehir Haritası		
		İBB Şehir Tiyatroları		Yürü & Keşfet	İsbike Akıllı Bisiklet		
				Sosyal Tesisler	İBB Koronavirüs		

		Sesli Kütüphane		İBB	TUDES	Ulaşım Asistanı	
		İBB Anket		Kurban	MobiETT	İBB SemtPati	
14	İzmir Metropolitan Municipality	İzmir Büyükşehir Belediyesi		Marble İzmir Fair		ESHOT Mobil	
		İktisat Kongresi		İzmir Tarımı		Yarımada İzmir	
		Acil İzmir	İzBB Akademi	Bizİzmir	İZUM	Gediz Deltası	
						İzmir Doğal Yaşam Parkı	
15	K.Maraş Metropolitan Municipality	Kahramanmaraş Büyükşehir Belediyesi				KahramanKart	
		KMBB Kurban	KMBB Muhtar Talep			KMBB Cep Trafik	
		Yedikuyular Kayak Merkezi		Kahraman Gençlik Can Dostum		Araç Talep Uygulaması	
16	Kayseri Metropolitan Municipality	Akıllı Şehir Kayseri		Spor A.Ş. Kayseri		Kayseri Ulaşım	
17	Kocaeli Metropolitan Municipality	e-Kocaeli		e-komobil		Akademi Üniversite	
		Kocaeli Mezarlık Bilgilendirme/Yönlendirme Sistemi				Kocaeli Hafriyat Yönetim Bilgi Sistemi	
		Kocaeli Bilişim Fuarı		Kocaeli Kitap Fuarı		Kocaeli Yürüyüş Parkurları	
						Çocuk Festivali	
		Kocaeli Platformu		Mobil Denetim		KO-MEK Sepeti	
18	Konya Metropolitan Municipality	Mevlana & Mesnevi- (Mathnawi)				Konya Mobil	
		Bir Bilenle				Kültür Sanat Konya	
19	Malatya Metropolitan Municipality	Malatya Büyükşehir Belediyesi				MASKİ	
20	Manisa Metropolitan Municipality	Manisa Kart					
21	Mardin Metropolitan Municipality	Mardin Kart					
22	Mersin Metropolitan Municipality	Mahalle Bizim		TeksinMersin		Mersin Ulaşım	
		Tesellüm		E-Muhtarım		Kaptan Köşkü Mersin	
23	Muğla Metropolitan Municipality	Muğla Büyükşehir Belediyesi				Muğla Kart	Muğla Kent
24	Ordu Metropolitan Municipality	Ordu Büyükşehir Belediyesi		Ordum Kart		Ordu Turizm Rehberi	
25	Sakarya Metropolitan Municipality	SBB Mobil				Sakarya Saski Genel Müdürlüğü	
26	Samsun Metropolitan Municipality	Samsun Mobil				SAMULAŞ	
27	Şanlıurfa Metropolitan Municipality	Şanlıurfa Büyükşehir Belediyesi				Urfa Ulaşım	
28	Tekirdağ Metropolitan Municipality	Tekirdağ Büyükşehir Belediyesi				TBB Araç Takip	
29	Trabzon Metropolitan Municipality	Trabzon Büyükşehir Belediyesi				Trabzon Ulaşım	
30	Van Metropolitan Municipality	Van BB Kent Bilgi Sistemi				VASKİ	Belvan Kart

Source: Data obtained from the official websites of 30 Metropolitan Municipalities as of April 2023 by author

Municipalities, which are a part of the civil administration system in the provision of local services in Türkiye, have an important place in the provision of public interest. Open, transparent, effective and fast execution of municipal services is the most basic feature of participatory democracies. In this respect, it is inevitable to benefit from technological systems in order to understand the preferences of the local people in the execution of local services, to include the people in the decision mechanisms regarding the administration, and to conduct the municipal services quickly and effectively. As we emphasized in our study, it is much easier for the public to be involved in the local government process through mobile phones and applications. In this regard, it is clear that mobile applications should be developed in municipalities. Mobile applications in Türkiye's municipalities include transportation data such as public transportation routes and times, traffic situation, city guide, access to city cameras, open pharmacies, culture and art events list, announcements, information and promotion, council decisions, property tax debt, e-municipal services such as paying the debt, applying for a construction license, tracking documents, and notification of requests, suggestions and complaints.

Mobile applications are considered as one of the most effective means of public participation in the local government process based on smart cities. As table 2 show, the aim of this study is to examine the mobile digital participation of the people in local government processes with mobile devices in Türkiye. The table includes mobile application services under which local governments manage the city. It can be concluded that as in Türkiye cities have different cultural, socio-economic and spatial characteristics, and districts have their own social, cultural and spatial dynamics, mobile applications have different aspects characterizing the city. So as spatial and socio-economic differences are taken into account, this study, which is carried out specifically for metropolitan municipalities it can be said that mobile municipality have potential to realize local services fast, effective, modern, transparent and public participatory model.

3. CONCLUSION

Today, the concepts of democracy and human rights are developing as concepts that expand their application area together with local governments as the closest administrative units to the people. Since the realization of human rights can be realized beyond all things in a healthy environment and in the city, the rights of the citizens, which are defined as the third generation solidarity right as well as the fundamental rights and social rights, have been put on the agenda as a relatively new category of right. International conventions such as the European Convention

on Human Rights and the European Declaration of Urban Rights have pioneered the development of the concept “urban rights” in order to ensure the implementation of democracy and human rights. It will be possible for the people living in the city to participate in urban life in a manner befitting human dignity, to benefit from the opportunities and to live in safety, if they are aware of their rights and responsibilities. It is possible for people with this consciousness to have a say in the design of cities, to create living conditions suitable for human dignity, and to cooperate and participate in urban management. In the process that we can describe as the governance process, participation in urban management is much easier, faster and possible from anywhere at the stage of information and communication technologies. Thanks to the developing internet, web 2.0, social media and location-based mobile applications, the process of participation in the solution of urban problems is described as digital governance.

In our study, the participation of the people in the local administrative process with mobile applications in the digital governance process is considered as mobile digital participation. In this context, the mobile digital participation of the people in the local administrative process has been examined specifically for the metropolitan municipalities in Türkiye. According to a field study conducted in 2015 (Gürses & Engin, 2016), 60% of metropolitan municipalities have mobile applications, while in another field study conducted in 2023 by author all metropolitan municipalities in Türkiye have at least one mobile application.

It is observed that the interactive mobile applications in Turkish metropolitan municipalities, the transfer of all municipal services on the websites to mobile applications, and the collection of the services in mobile applications in a one single mobile application will support citizen participation. In addition, it is another result of our review that the mobile applications in question should be constantly updated and the speed of responding to citizen complaints should be increased by the relevant municipality units. To summarize, citizens’ participation in the local administrative process is supported with mobile applications and enables a much more effective process than the traditional methods previously available. Thus, the sense of ownership of the city they live in increases with the motivation of cooperation and solidarity of the people who feel that they affect the administrative decisions.

GENİŞLETİLMİŞ ÖZET

Günümüz toplumunda bilgi iletişim teknolojilerinin yoğun kullanımı ile sosyo-ekonomik ilişkilerin ölçeğinde köklü değişiklikler meydana gelmektedir. Bu bağlamda kentsel kamusal yönetim süreçleri de değişime uğramakta; dijital tekno-

loji tabanlı bu değişim ise “dijital yönetim süreci” olarak adlandırılmaktadır. Halkın yerel yönetsel süreçlere katılımının bir insan hakkı ve kentli hakkı olarak ele alındığı bu çalışmada halkın yerel yönetsel süreçlere dijital katılımı mobil dijital katılım temelinde incelenmektedir. Bu çalışmanın amacı mobil dijital teknolojilerin halkın kentsel mekânsal yönetim sürecine katılımında bir kaldıraç etkisi yaratma potansiyelinin ortaya konmasıdır. Çalışmamızda dijital yönetim sürecinin en önemli bileşenlerinden biri olarak Türkiye’de yerel yönetsel süreçlere mobil dijital katılım ele alınmaktadır. Dijital ve mobil teknolojiler temelinde yükselen dijital yönetim süreci, halkın kentsel mekânsal yönetime katılımını etkin kılmak mıdır? Bilgi ve hizmetlere her zaman her yerden katılım sağlanması ile geleneksel yönetim anlayışı terk edilmekte midir? Böylece daha demokratik, şeffaf ve hesap verebilir bir yönetsel süreç mümkün olmakta mıdır? Soruları çalışmamızın temel sorularını oluşturmaktadır.

Çalışmada yöntem olarak konuya ilişkin literatür taraması yapılmıştır. Türkiye’de halkın yerel yönetsel süreçlere katılımına olanak sağlayan dijital mobil uygulamaları bulunan büyükşehir belediyeleri incelenerek mevcut durum ortaya konmuştur. Çalışmada halkın yerel yönetsel süreçlere mobil dijital teknolojiler aracılığıyla katılımı insan haklarından olan yeni kuşak bir hak kategorisi sayılabilecek “kentli hakları” kapsamında ele alınmaktadır. Kentte yaşayanların insan onuruna yakışır biçimde kentsel yaşama katılma ve olanaklardan faydalanması mobil teknolojiler sayesinde ucuz, hızlı ve kolay biçimde, her yerden sağlanabilmektedir. Yerel yönetimlerde e-devlet (elektronik devlet), sosyal medya, web 2.0, m-devlet (mobil devlet) gibi teknolojiler sayesinde halkın yönetsel süreçlere katılımı daha önceki dönemlerde hiç olmadığı oranda artmaktadır.

Etik Beyanı: Bu çalışmanın tüm hazırlanma süreçlerinde etik kurallara uyulduğunu yazarlar beyan eder. Aksi bir durumun tespiti halinde Kamu Yönetimi ve Politikaları Dergisinin hiçbir sorumluluğu olmayıp, tüm sorumluluk çalışmanın yazarlarına aittir.

Yazar Katkıları: Dilek Şahin, çalışmanın tamamında tek başına katkı sunmuştur.

Çıkar Beyanı: Yazarlar ya da herhangi bir kurum/ kuruluş arasında çıkar çatışması yoktur.

Ethics Statement: The authors declare that the ethical rules are followed in all preparation processes of this study. In the event of a contrary situation, the Journal of Public Administration and Policy has no responsibility and all responsibility belongs to the author of the study.

Author Contributions: Dilek Şahin has contributed to all parts and stages of the study.

Conflict of Interest: There is no conflict of interest among the authors and/or any institution.

REFERENCES

- Ağaoğulları, M. A. (2015). *Sokrates'ten Jakobenlere Batıda Siyasal Düşünceler*. İstanbul: İletişim Yayınları.
- Akıllıoğlu, T. (1989). Temel Hakların Gelişmesi Üzerine Bazı Düşünceler. *AÜSBF Dergisi*, 4 (1-2), 161-194.
- Arslan, A. (2012). Türk Belediyelerinde M-government Hizmeti Uygulamaları. <http://www.journalagent.com/iuyd/pdfs/> (Accessed: 12/03/2023).
- BTK (n.d.). <https://www.btk.gov.tr> (Accessed: 13.02.2023).
- COUNCIL OF EUROPE (1950). Convention for the Protection of Human Rights and Fundamental Freedoms. https://www.echr.coe.int/documents/convention_eng.pdf (Accessed: 05.10.2022).
- Çukurçayır, M. A. (2003). Çok Boyutlu Bir Kavram Olarak Yönetişim. In *Çağdaş Kamu Yönetimi I*, M. Acar & H. Özgür (Ed.). Ankara: Nobel Yayıncılık.
- Demirel, D. (2010). Yönetişimde Yeni Bir Boyut: E-Yönetişim. *Türk İdare Dergisi*, 466, 65-94.
- DENİZLİ BELEDİYESİ. <https://www.denizli.bel.tr/> (Accessed: 21.04.2023).
- Erdoğan, O. (2017). İnsan Hakları Bağlamında Engelli Kadınların Sosyo-Ekonomik Sorunları: Trabzon İli Örneği. *Hak İş Uluslararası Emek ve Toplum Dergisi*, 6(14), 89-114
- Erdoğan, O. (2019a). Yerel Yönetimlerde Dijital Dönüşüm: Molenwaard Belediyesi Örneği. *Süri Üniuersitesi Sosyal Bilimler Enstitüsü Dergisi*, 7(13), 59-74.
- Erdoğan, O. (2019b). Yerel Yönetimlerde Katılımcı Mekanizmalar ve Trabzon Büyükşehir Belediyesi Örneği. *Akademik İzdüşüm Dergisi*, 4(2), 295-310.
- Erman, T. (2002). Kent Yoksulu ve Şiddet: Gecekondu Bağlamında Eleştirel Bir Yaklaşım. In *Yoksulluk, Şiddet ve İnsan Hakları*. Y. Özdek (Ed.). Ankara: Türkiye ve Orta Doğu Amme İdaresi Enstitüsü Yayını.
- Ertan Akkoyunlu, K. (2014). *Kent ve Kentli Hakları*. Ankara: TODAİE Yayını.
- Ertan Akkoyunlu, K. (1997). Kentli Hakları. *Amme İdaresi Dergisi*, 30 (3).
- EUROPEAN COMMISSION (2023). eParticipation and eVoting. <https://joinup.ec.europa.eu/collection/eparticipation-and-evoting/document/ubipol-ubiquitous-participation-platform-policy-making-ubipol> (Accessed: 09.03.2023).

- EUROPEAN UNION (2010). Avrupa Sosyal Şartı: Avrupa İçin Yeni Bir Sosyal Anayasa. <https://www.anayasa.gov.tr/media/3681/avrupasosyalsarti2.pdf> (Accessed: 05.10.2022).
- Gemalmaz, M. S. (2007). *Ulusalüstü İnsan Hakları Hukukunun Genel Teorisine Giriş*. İstanbul: Legal Yay.
- Geray, C. (1998). Kentsel Yaşam Kalitesi ve Belediyeler. *Türk İdare Dergisi*, 421.
- Geray, C. (2000). Kenttaşlık Hakları. *Türkiye’de İnsan Hakları Konferansı*. Ankara: Todaie Yayını.
- Google Play Uygulamalar. <https://play.google.com/store/apps/> (Accessed: 04.04.2023).
- Gözübüyük, A. Ş., & Gölcüklü, F. (2002). *Avrupa İnsan Hakları Sözleşmesi ve Uygulaması*. Ankara: Turhan Kitabevi.
- Gürses, F., & Engin, M. (2016). Türkiye’de Yerel Yönetimlerde Mobil Devlet Uygulamaları: Büyükşehir Belediyeleri Üzerine Ampirik Bir Araştırma. *Süleyman Demirel Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, 21 (1), 223-234.
- İBB. <https://www.ibb.istanbul/news/detail/35960> (Accessed: 07.04.2023).
- İnsan Hakları Evrensel Beyanname. <https://www.tbmm.gov.tr/komisyon/insanhaklari/pdf01/203-208.pdf> (Accessed: 10.05.2020).
- İnsan Haklarını ve Ana Hürriyetleri Koruma Sözleşmesi ve Buna Ek Protokolün Tasdiki Hakkında Kanun (1954). Resmi Gazete (10/03/1954, Sayı 6366). https://humanrightscenter.bilgi.edu.tr/media/uploads/2015/09/01/aihs_1950.pdf (Accessed: 05.10.2022).
- Kaboğlu, İ. Ö. (1996). *Dayanışma Hakları*. Ankara: Todaie İnsan Hakları Araştırma ve Derleme Merkezi Yayını.
- Karasu, M. A. (2008). Kentli Haklarının Gelişimi ve Hukuki Boyutları. *TBB Dergisi*, 78, 37-52.
- Kaya, E. (2019). Türkiye’de Mobil Belediye: Orta Ölçekli Belediyelere Yönelik Bir Araştırma. (Unpublished Master’s Thesis). Giresun University, Institute Of Social Sciences.
- Korkmaz, H. (2021). *İyi Yönetişim ve İnsani Kalkınma: Afrika Ülkeleri Örneği*. Ankara: Astana Yayınları.
- Lefebvre, H. (2016). *Şehir Hakkı* (I. Ergüden, Trans.). İstanbul: Sel Yayıncılık.

- Mcclain, P.D. (2001). Urban Crime in The Usa and Europe: A Comparision. In *Handbook Of Urban Studies* R. Paddison (Ed.). London: Sage Publications.
- Mecek, M. (2017). E-Governmet ve E-Belediye: Kavramsal Çerçeve Ve Türkiye’de Belediye Web Sitelerine Yönelik Yapılan Çalışmaların İncelenmesi. *Süleyman Demirel Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, 22 (15), 1815-1851.
- Muti, A. Kanadıkırık, G. (N.D.). Mobil Demokrasi Platformu Projesi. <https://docplayer.biz.tr/1033723-mobil-demokrasi-platformu-projesi.html> (Accessed: 05.10.2022).
- Özsunay, E. (1982). *Gerçek Kişilerin Hukuki Durumu*. İstanbul: Der Yayınları.
- Rhodes, R.A.W. (1996). “The New Governance; Governing Without Government”, *Political Studies*, XLIV, 652-667
- Schwah, W. A. (1992). *The Sociology Of Cities*, New Jersey: Prentice Hall.
- Sundberg, L. (2019). Electronic Government: Towards E-Democracy Or Democracy At Risk? *Safety Science*, 118, 22-32.
- Şenel, A. (2014). *Siyasal Düşünceler Tarihi*. Ankara: Bilim ve Sanat Yayınları
- Tanör, B. (1994). *Türkiye’nin İnsan Hakları Sorunu*. İstanbul: Bds Yayınları.
- Tekeli, İ. (2001). *İnsan Haklarının Yerleşmeye ve Mekana İlişkin Boyutları Üzerine: Moderne Aşılırken Kent Planlaması*. Ankara: İmge Kitabevi.
- TÜİK (2022). Hanehalkı Bilişim Teknolojileri (BT) Kullanım Araştırması, 2022. [https://data.tuik.gov.tr/bulten/index?p=hanehalki-bilisim-teknolojileri-\(bt\)-kullanim-arastirmasi-2022-45587](https://data.tuik.gov.tr/bulten/index?p=hanehalki-bilisim-teknolojileri-(bt)-kullanim-arastirmasi-2022-45587) (Accessed: 02.02.2023).
- TÜİK (N.D.). İstatiksel Veriler. <https://data.tuik.gov.tr> (Accessed: 25.01.2023).
- Uluç, G. A., & Armağan, A. (1998). Avrupa İnsan Hakları Komisyonu ve Mahkemesi Tarafından Türkiye’deki İnsan Hakları Uygulamaları Konusundaki Tespitler ve Aksaklıklar. *Yeni Türkiye Dergisi*, 22, 1382.
- Ünlü, H. (1996). İnsan, Doğa ve Kentsel Çevre. In *İnsan Çevre Kent*, F. Y. Bayramoğlu (Ed.), İstanbul: Dünya Yerel Yönetim ve Demokrasi Akademisi Yayınları.
- Yener, Z. & Arapkirlioğlu, K. (Trans.). (1996). *Avrupa Kentsel Şartı*. Ankara: Mahalli İdareler Genel Müdürlüğü Yayını.
- Yeter, E. (1993). Kente Karşı Suç Kavramı Üzerine Düşünceler. *Çağdaş Yerel Yönetimler Dergisi*, 2 (5), 43-48.