



Institute for Communication & Dignity

Citizen Perspective #01

A Citizen's Perspective on Society

Reflections on Society, Responsibility, and Trust

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Editorial Note:

This contribution has been reviewed for readability and compliance with publication standards.

The substantive content and opinions expressed by the author have not been altered.

Message:

Democracy appears to be approaching a critical point because the relationship between citizens and the state is no longer functioning as it should.

Germany was once a country where shortcomings in public systems were identified and corrected. Today, many of these shortcomings seem to be ignored rather than addressed.

Democracy has always been about participation and equal opportunities. Increasingly, however, many people feel excluded.

Why should people be required to own a smartphone and maintain a mobile contract simply to use public transportation?



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What happens to individuals who are in debt and have a negative credit record? Without access to certain payment methods or contracts, obtaining a Germany Ticket can become difficult or impossible.

Germany currently has around 13 million people at risk of poverty. For many of them, purchasing the latest smartphone or computer is financially out of reach. Others may lack the technical knowledge required to navigate increasingly digital services.

The Germany Ticket could also be made available through local kiosks and other accessible points of sale.

In the summer of 2025, reports highlighted the continued closure of bank branches and the removal of cash machines and account statement printers. This raises an important question: what happens to people who depend on these services?

Another example concerns individuals who have experienced homelessness and later regain a permanent residence. They may find themselves retroactively insured by their health insurance provider and subsequently burdened with significant debts.

These are examples of systemic shortcomings. The concern is not only that such problems exist, but that they often appear to receive little attention.

How should citizens view democracy when barriers to participation continue to grow rather than diminish?