

Social Practices of Citizenship and Digital Transformation: A Latin American Perspective

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Abstract: This study examines how social movements and organizations in Latin America use digital technologies to promote and assert rights, thereby seeking to reshape social practices of citizenship. The present study commences from the perspective of citizenship as practice to propose a theoretical model of citizenship in the digital context. This theoretical model encompasses the categories of actions related to digital technologies and their impact on social practices of citizenship. A systematic literature review was conducted, with the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) framework used. A total of forty-three papers were selected and analyzed for this study. These papers examined actions undertaken by social movements and organizations using digital technologies to influence social practices of citizenship in the Latin American context. The analysis of the papers enabled the categorization of six strategies for action involving digital technologies, three types of social practices affected by citizenship, and three forms of sociotechnical adequacy.

Keywords: Digital citizenship, Social practices of citizenship, Digital technologies, Social organizations, Latin America.

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1. Introduction

This study argues that the hegemonic frameworks for understanding digital citizenship, largely derived from and tailored to the realities of the Global North, are insufficient for analyzing the complex, collective, and insurgent dynamics of rights-claiming in Latin America. The prevailing literature, by focusing on digital citizenship either as a new form of legal status accessed through technological proficiency or as the discursive construction of individual political subjectivity online, often presupposes a context of relatively stable liberal democratic institutions. This conceptual lens fails to capture the foundational reality of Global South contexts, where citizenship itself has historically been a fragile and contested project, characterized not by stable inclusion but by persistent struggles against marginalization and for the very definition and guarantee of rights. Consequently, applying these hegemonic models risks misreading the digital practices in these regions as instrumental activism or identity performance, rather than recognizing them as constitutive elements in an ongoing socio-historical struggle over the boundaries and substance of citizenship itself.

The current debate on digital citizenship centers on two perspectives: the first, rooted in traditional citizenship as a legal status, understands digital citizenship primarily as an extension of Marshallian civil, political, and social rights into the digital realm. Mossberger et al. (2008) define a digital citizen as one who regularly and effectively uses the Internet to participate in society, access economic opportunities, and engage with governance, thus framing technology as a tool for accessing pre-existing dimensions of citizenship. This perspective is fundamentally concerned with inclusion, access, and the competent exercise of predefined rights and duties through digital technologies (DT). In contrast, the second perspective, informed by post-structuralist thought and the notion of citizenship as practice, critiques this static, status-based view. This approach posits that citizenship is not accessed but actively constituted through performative acts of citizenship (Isin & Ruppert, 2020). From this epistemic perspective, digital citizens are those who assert rights through DT; their online speech and actions are not merely expressions of pre-existing citizenship but also formative of political subjectivity. While this practice-oriented turn is critical, it often remains focused on the constitution of the acting subject rather than systematically examining the capacity of such acts to reconfigure the broader, historically sedimented social practices that structure the field of citizenship itself.

In response to these limitations, this study adopts a theoretical perspective that understands citizenship as a historically situated set of social practices. We posit that citizenship is best understood as a field of dispute, a historical terrain where institutionalized practices – patterned ways of engaging politically, associating civically, and participating socially – are both constraining and amenable to change (Balibar, 2015). Our model interrogates how the strategic actions of organized collectives, enabled and shaped by specific forms of sociotechnical adequacy, aim to disrupt and reshape these very practices. Consequently, this paper is driven by the research question: How do social movements and civil society organizations in Latin America use digital technologies to promote and claim rights, seeking to influence the social practices of citizenship? This inquiry moves beyond asking who the digital citizen is or how they are formed, to investigate how digitally mediated collective action seeks to redefine the very rules, norms, and spaces of citizenship in a region characterized by insurgent citizenship – persistent struggle in the face of fragile and unevenly guaranteed rights (Holston, 2013).

From a theoretical starting point of citizenship as practice (Isin & Ruppert, 2020), we conducted a Systematic Literature Review (SLR) following the stringent Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) 2020 protocol to address our research question. The review was designed to capture empirical studies examining the intersection of digital technology use, civil society action, and citizenship in Latin America. A comprehensive search strategy was executed across international (Scopus, Google Scholar, PubMed) and regional (SciELO, Redalyc, Clacso) databases.

Theoretically, this research advances the debate on digital citizenship by proposing an analytical model that provides scholars with a framework for examining the relationships among technology, collective action, and social change. It moves beyond descriptions of tool use or individual subjectivity toward an analysis of structural contestation. The study offers a replicable methodology for future comparative research on social practices of citizenship. For policymakers, the study shows that digital participation platforms must go beyond electronic voting and foster genuine spaces for deliberation, thereby ensuring the state's responsiveness to the demands debated there. The finding that adopting corporate social media maintains power asymmetries serves as a warning of the need to invest in public and autonomous digital infrastructures. For social organizations, the research highlights the strategic importance of advancing the appropriation and development of technologies rather than relying on platforms managed by large corporations to expand their autonomy, strengthen collective identities, and increase the effectiveness of their political advocacy.

2. Social practices of citizenship in the digital context

In the classical view of citizenship as status, citizenship is directly linked to belonging to a particular political community (Aristotle, 1999). It is inherent to the nation-state, with the citizen's bond to this state defining their rights and duties, participation in public life, and the norms to be observed. With the evolution of the modern state, the concept of citizenship has also become more complex, encompassing different dimensions. For Marshall and Bottomore (2021), the historical constitution of modern states has led to the formation of three dimensions of citizenship: civil, political, and

social. In this theoretical framework, citizenship is a set of rights and duties inherent in membership of a given state (Marshall & Bottomore, 2021).

The hegemonic concept in digital citizenship studies aligns with this classic view of citizenship as a legal status that guarantees individuals civil, political, and social rights within a given community (Mossberger et al., 2008; Robles, 2009). The difference between classic and digital citizenship lies in the role of DT as a means of accessing the different dimensions of citizenship. For Mossberger et al. (2008), a digital citizen is someone who uses the Internet regularly and effectively to access economic opportunities, engage with public policies, and participate in political decisions. Digital citizenship is the ability to participate in society through DT (Mossberger et al., 2008). Authors such as Ribble and Bailey (2007), and Ribble (2015), understand that the knowledge, norms, and values of citizenship necessary for the formation of the individual as a citizen must be incorporated into the digital environment. It is based on norms of appropriate and responsible use of technology that children and adolescents should interact with DT (Ribble & Bailey, 2007).

Contrary to this view of citizenship as static dimensions to be achieved through the use of DT, the perspective of citizenship as practice starts from the figure of the citizen as a constituted subject who uses the Internet to claim their rights (Isin & Ruppert, 2020). The perspective on the construction of the digital citizen as a political actor arises from the understanding that how we speak and act through DT shapes our constitution as citizens (Isin & Ruppert, 2020). Our digital political subjectivity is constituted through the practices adopted in this interaction through the digital environment, where rights of speech, access, and privacy coexist with responsibilities and obligations (Isin & Ruppert, 2020). Political interactions, both online and offline, are how democratic subjects redefine themselves through the incorporation of digital communication (Asenbaum, 2019). The intersubjectivity of these digital citizens in online and offline spaces constitutes digital citizenship (Asenbaum, 2019).

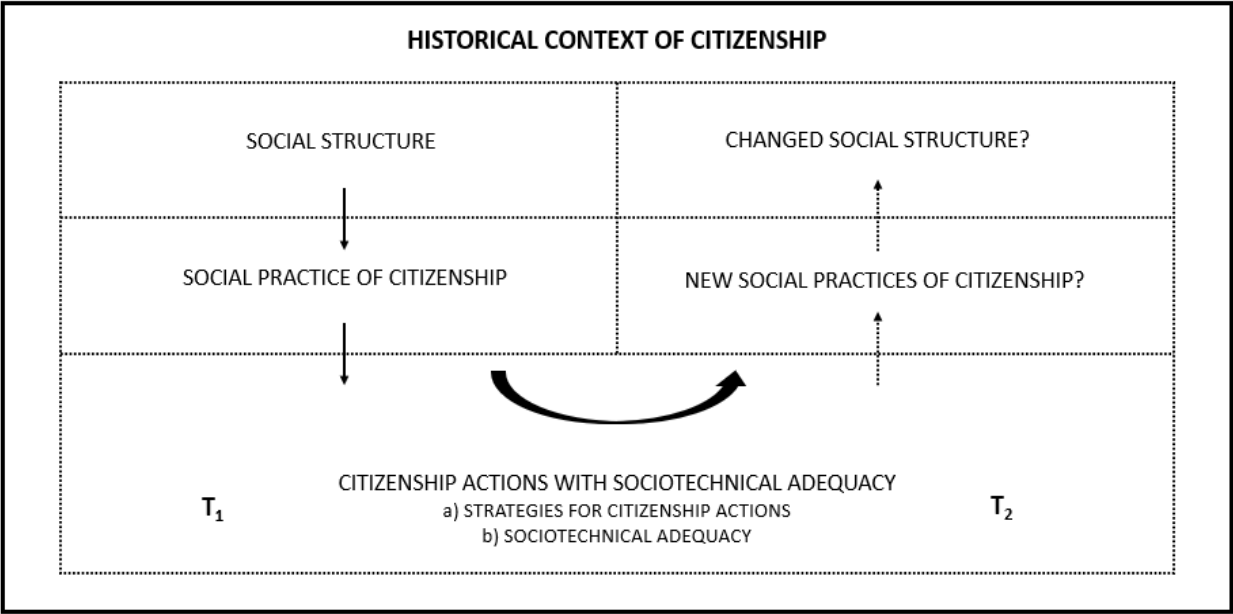
In this critical construction, citizenship must be understood as a dynamic political process centered on the performative and contestatory practices of the citizen (Isin, 2002). Citizenship is an institution of domination and empowerment that governs who is a citizen, subject, and abject (Isin, 2009). This relationship of domination and empowerment can occur simultaneously or separately, establishing a constant power struggle between actors (Isin, 2009). The process of building citizenship occurs through the contestation of existing power structures in the social field itself (Isin, 2002; 2008), transforming power relations and citizenship. The citizen is the subject that emerges from this process of contestation. In other words, "Citizenship is a performative act that creates the subject who claims it" (Isin, 2002, p. 275).

Extending this perspective, the analysis focuses on how such practices interact with historically institutionalized social structures of citizenship. We start from the understanding that historical processes of citizenship formation constitute institutionalized social structures that shape current practices, restricting actors' options for action. In this sense, the focus of citizenship as practice shifts from actions of contestation (Isin, 2002), to encompass the field of citizenship struggles (Balibar, 2015), in which actors seek to change social practices. Citizenship is a contested terrain, being a product of a historical process of reproduction, interruption, and permanent reconfiguration (Araújo et al., 2025; Balibar, 2015; Suárez Ruiz, 2018).

In this contested terrain, social practices are entities between the agency of actors and the social structure (Fairclough, 2003; Fairclough, 2005). Social practices must be understood not as neutral or inevitable routines, but as deeply ideological sites where power is enacted, contested, and naturalized. The language, texts, and ways of speaking embedded within practice are not merely reflective of social relations but are constitutive of them, serving to legitimize certain worldviews while marginalizing others. As historical constructions of citizenship in a given context, social practices affect the way actors act, but this action can also be used to question these historical structures (Fairclough & Fairclough, 2012).

The historical context in which these social practices develop is also central to the analysis. In addition to citizenship being related to the link between the territory and the members of a community (Rydén et al., 2024), its institutionalization cannot be understood outside the historical context in which it is constructed (Dagnino, 2006; Wappenstein, 2010). The way actors use DT for pro-test and participation actions is influenced by these socially constructed practices, which are territorially and historically grounded. DT can present both opportunities and challenges for citizens (Teo, 2021). However, the use of DT by actors can influence institutionalized citizenship and shape social practices. This relationship between historical context, citizenship, social practices, and action through DT constitutes the analytical framework of this study. This framework can be better observed in Figure 1:

Figure 1: Theoretical model of citizenship in the digital context



In each historical context, the structures and social practices of institutionalized citizenship directly influence the actions of actors using DT (T1). However, these actors construct their actions to

transform the social practices of citizenship (T2), but this does not always occur. Based on this structure, we seek to understand citizenship in the digital context in Latin America using this historical construction. We begin with the hypothesis that actions through DT can contribute to the reconfiguration of established social practices of citizenship and affect the historical structures within the context.

In this sense, the theoretical model of citizenship in the digital context is operationalized as an analytical framework for the systematic examination of Latin American studies. Within this framework, categories, such as citizenship actions, forms of sociotechnical adequacy, and social practices of citizenship are mobilized as deductive constructs guiding the analytical process.

3. Methodological approach

The Systematic Literature Review (SLR) followed three main steps (Gusenbauer & Gauster, 2025; Xiao & Watson, 2019): 1) planning the review; 2) conducting the review; and 3) presenting the results. The articles were analyzed using the theoretical model of citizenship in the digital context, observing the following deductive categories: 1) citizenship actions with sociotechnical adequacy (strategies for citizenship actions and sociotechnical adequacy); and 2) social practices of citizenship.

3.1. Review planning

The SLR was conducted following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) 2020 (Page et al., 2021). The review protocol was developed by defining the research problem, research strategy, inclusion and exclusion criteria for studies, and data collection process.

Given the research focus on the Latin American context, the problem formulation followed a PICOC matrix. The PICOC matrix consists of five dimensions: 1) population; 2) intervention; 3) comparison; 4) objective; and 5) context. These dimensions establish a direct relationship with the categories of analysis proposed through the theoretical model and the Latin American context (Table 1). The research question defined for the study incorporates these five dimensions: *How do social movements and civil society organizations (population) in Latin America (context) use digital technologies (intervention) to promote and claim rights (objective), seeking to influence social practices of citizenship (comparison)?*

The comparison dimension within the PICOC framework was operationalized through a temporal distinction (T1-T2), rather than as a conventional comparator. This choice reflects the study's analytical focus on the reconfiguration of social practices of citizenship over time. Specifically, T1 refers to periods before the incorporation of digital technologies into collective action, while T2 captures configurations in which digitally mediated strategies shape such practices. This relationship was analyzed in the context of each paper, rather than as a comparison across the papers.

The following inclusion and exclusion criteria were used as eligibility criteria for the studies:

a) Inclusion criteria:

- Population: social movements, civil society organizations, or grassroots organizations in Latin America;
- Intervention: use of DT for citizenship actions, including activism on social media, online organization, use of digital platforms, digital advocacy, and cyberactivism;
- Objectives: citizen rights (civil, political, social, and cultural), political identity formation, political participation, or democratic engagement;
- Types of studies: theoretical-empirical research (qualitative, quantitative, or mixed methods);
- Language: studies published in English, Spanish, or Portuguese; and
- Period: studies published between 2000 and 2025, examining phenomena from the same period.

b) Exclusion criteria:

- Studies focused only on regions outside Latin America;
- Studies examining DT, but without a focus on citizenship;
- Studies on citizenship, but without a focus on the target population of the study;
- Purely theoretical studies;
- Opinion pieces, editorials, or documents without research components; and
- Published before 2000 or analyzing phenomena prior to 2000.

With the help of the SciSpace artificial intelligence research platform, studies were checked in the following databases: 1) Scopus; 2) Google Scholar; 3) PubMed; 4) SciELO; 5) Redalyc; and 6) Clacso. The use of SciSpace enabled the incorporation of studies from local Latin American databases, such as Redalyc and Clacso, thereby expanding the scope of publications that met the inclusion criteria.

The database search was conducted between July and August 2025, as shown in Appendix 1. SciSpace was used as a support tool to assist in formulating the search strings and in identifying duplicates, based on titles and digital object identifiers (DOI). The use of artificial intelligence was limited to these operational tasks, while all search strategies, screening decisions, and inclusion criteria were defined and validated by the researchers to ensure methodological rigor and transparency. Appendix 1 provides the full search strings and the number of records retrieved from each database.

The inclusion of diverse types of academic publications, such as journal articles, book chapters, conference proceedings, and theses, and of works published in Portuguese, English, and Spanish, reflects an effort to account for the heterogeneity of knowledge production on citizenship in the digital context in Latin America. Limiting the review to English-language publications and databases from the Global North risks excluding critical perspectives that challenge hegemonic epistemologies and marginalize locally grounded research (Bispo, 2023).

A quality appraisal was conducted using the categories of empirical grounding, methodological clarity, and analytical relevance for each paper. Two papers with low empirical grounding were retained due to their analytical relevance. A detailed extraction matrix and the formal quality appraisal table have been made available in an open-science repository with a persistent identifier (DOI: <https://doi.org/10.5281/zenodo.21090802>).

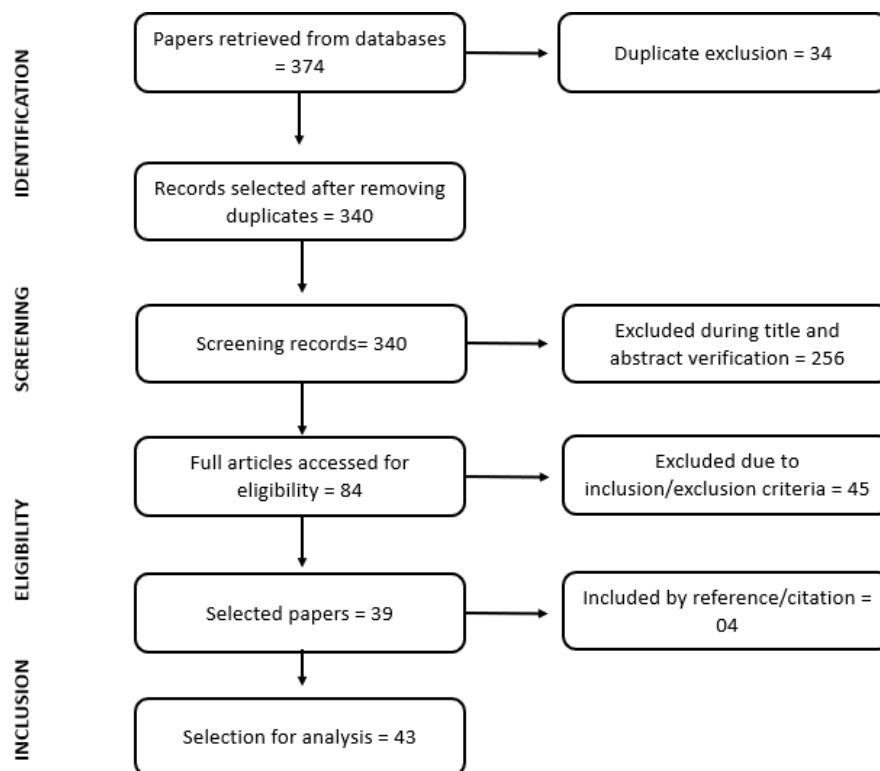
3.2. Conducting the review

Two researchers independently reviewed the titles, abstracts, and keywords of each study to assess eligibility based on predefined inclusion and exclusion criteria. Disagreements were resolved through discussion until a consensus was reached. In addition, a backward citation search was conducted to identify relevant studies referenced in the selected articles.

A search of the selected databases identified 374 studies. After removing duplicates, the selection was reduced to 340 studies. After screening the titles and abstracts, 84 articles were eligible for full-text analysis. Of these articles, 39 were selected for analysis because they met all the inclusion criteria. 45 articles were discarded because they did not meet all the inclusion criteria or because some exclusion criteria were identified.

After the selection process, additional articles were identified through their references and citations. In the end, 4 more studies were included, bringing the total to 43 papers for analysis. The PRISMA flow diagram (Figure 2) illustrates the complete article selection process:

Figure 2: Selection of articles based on the PRISMA flow diagram (2020)



3.3. Categories of paper analysis

To guide the analysis of the selected articles in the SLR, we used the theoretical model of citizenship in the digital context presented in Figure 1. This model operates with two central concepts, which serve as deductive categories for understanding the phenomena described in the literature:

citizenship actions with sociotechnical adequacy, broken down into subcategories of citizenship strategy and types of sociotechnical adequacy, and social practices of citizenship.

a) Citizenship actions with sociotechnical adequacy:

From the perspective of citizenship as practice (Isin, 2002; Isin & Ruppert, 2020), we define actions as intentional acts carried out by social movements and organizations with the explicit goal of shaping established social practices of citizenship. In the analysis, we seek to identify what actors do with DTs, not simply as the use of a tool, but as strategic performances that seek to intervene in social practices of citizenship.

The actions categorized in this study are strategies to affect social practices and the sociotechnical adequacy carried out in DTs. Strategy refers to how actors act to influence social practices of citizenship, and sociotechnical adequacy refers to how they modify technology to meet their needs for political action.

a.1) Strategies for citizenship actions

Citizenship strategies are linked to the type of action taken to influence a specific social practice. These strategies can occur directly in online environments or mutually in online and offline environments. For example, creating a hashtag to denounce political violence is a resistance strategy aimed at shaping political participation practices; using an app to coordinate a physical demonstration is a mobilization strategy; participating in an online public consultation is a deliberation strategy aimed at influencing social participation practices.

a.2) Sociotechnical adequacy (types of technology use):

Sociotechnical adequacy refers to a process of adapting scientific and technological knowledge to the political interests of certain social groups (Dagnino et al., 2004). This process involves modifying technologies not for technical or economic purposes, but rather to meet the political needs of certain groups (Dagnino et al., 2004). In this study, sociotechnical adequacy refers to the specific ways in which social movements and organizations relate to DTs, reflecting different degrees of appropriation, customization, and autonomy with respect to technological tools.

In the analysis, we categorize how actors relate to technology. This concept goes beyond the mere description of the tool used, capturing the nature of the interaction between the social actor and the technological artifact. For example, using Twitter to publicize a protest represents technological adoption; modifying a free software platform to meet the specific needs of a movement characterizes technological appropriation; and developing an independent social network from scratch constitutes technological construction.

b) Social practices of citizenship:

In dialogue with Fairclough (2003), and Balibar (2015), we understand social practices as historically established and recognized patterns of behavior and social interaction. These patterns define the ways of being and acting of a citizen in each context. In our analysis, we investigate what type of social practice of citizenship the actions seek to transform. Social practices constitute the field of

dispute (Balibar, 2015) that sociotechnical actions seek to impact, being more lasting and structural than specific actions. For example, the way in which participation in elections is organized and valued is a practice of political participation; the forms of recognition and association of identity groups constitute practices of civil association; and mechanisms for popular consultation on public policies constitute practices of social participation.

As previously noted, the categories of analysis are related to the theoretical model, the dimensions proposed in the construction of the research problem, and the inclusion and exclusion criteria for the SLR. The population and context dimensions are specific to the research. Table 1 shows this relationship. The coding was conducted by two researchers directly on the selected papers using a qualitative content analysis approach. Action strategies and forms of sociotechnical adequacy were derived deductively from the theoretical model. In most cases, studies were characterized by a predominant combination of a single strategy and a specific type of sociotechnical adequacy, reflecting their focus on particular DT. When multiple strategies or forms of sociotechnical adequacy were identified within the same study, a qualitative criterion of analytical relevance was applied to determine the dominant classification, based on the emphasis and centrality of each category within the authors' analysis. Each type was identified based on the main characteristics observed during coding.

Table 1: Relation between PICOC dimensions and theoretical model categories

Research/Categories definitions	Dimensions (PICOC)
Latin America	Context
Social movements and civil society organizations	Population
Citizenship actions with sociotechnical adequacy	Intervention
Strategies for citizenship actions	
Sociotechnical adequacy	
Social practices of citizenship	Objective
Variation of social practices of citizenship (T1 - T2)	Comparison

4. Results

The analysis of the 43 selected articles identified strategies for action and sociotechnical adequacy aimed at influencing social practices of citizenship. The presentation of each categorization is presented in the sequence of this section.

a) Objectives and types of actions with DT in the Latin American context

Six strategies were identified relating to three actions carried out by social movements and organizations seeking to influence social practices of citizenship. We present these strategies as observed in the articles (Table 2):

Table 2: Types of citizenship strategies

Objective of the action	Description	Strategies	Description
Political participation action	Amplification of dissenting voices, pressure on institutions, and visibility of demands previously ignored by traditional media.	Resistance strategies	Use of DT to directly confront established power structures, challenge government or corporate actions, and organize opposition to policies and measures perceived as oppressive or unfair.
		Advocacy strategies	Use of DT to denounce rights violations, demand accountability from government officials, and formally demand political recognition and implementation of specific rights.
Civil association action	Strengthening indigenous, black, feminist, and rural identities; creating community solidarity networks.	Mobilization strategies	Use of DT to articulate and coordinate the participation of individuals and groups in collective actions, protests, and movements, both online and offline.
		Communication strategies	Use of DT to publicize agendas, build and strengthen collective identities (indigenous, black, feminist, rural), and disseminate their own narratives, countering hegemonic discourses.
Social participation action	Expansion of participation channels, increased engagement on digital platforms.	Deliberation strategies	Use of DT to facilitate debates and deliberations, both at the state and civil society levels.
		Decision-making strategies	Use of DT to enable formal selection processes, such as voting, selection of priorities in participatory budgets, and other forms of collective decision-making in state or civil society forums.

b) Sociotechnical adequacy: types of technology use

The way in which social movements and organizations relate to DT has been categorized into three types based on the concept of sociotechnical adequacy presented above. These categories vary according to the level of autonomy and technological appropriation (Table 3).

Table 3: Types of DT adequacy for citizenship actions

Type of STA	Description	Example
Technological adoption	Use of ready-made commercial platforms (e.g., Facebook, Twitter) without significant modifications; use of digital platforms created by third parties (e.g., government), with little autonomy over the environment.	Hacktivism campaigns on corporate social networks; participation in digital participatory budgeting is offered by governments.
Technological appropriation	Creative adaptation of DT for specific purposes of the movement, with greater control over use and messaging.	Online community radio stations, autonomous indigenous communication networks.
Technological construction	Development of proprietary platforms or tools, guided by the movement's values and logic.	Civil deliberation platforms (e.g., Cidade Democrática), self-managed mobilization tools.

c) Affected social practices of citizenship

DT actions aim to impact three types of social practices of citizenship, which reflect historically institutionalized structures of citizenship in Latin America. These practices are presented in Table 4.

Table 4: Social practices of citizenship in Latin America

Social practice	Description
Political participation practices	These involve engagement in processes of political power struggle, such as elections, protests, and advocacy. In the Latin American context, political participation is embedded

	in collective struggles for recognition, voice, and inclusion, through which marginalized actors seek to contest historically entrenched inequalities and reshape the boundaries of democratic practice.
Civil association practices	Civil association practices are understood as collective forms of organization through which social actors articulate and defend shared interests, identities, and rights. In the Latin American context, these practices are often rooted in historical struggles over recognition and inclusion, such as the defense of indigenous identity and territorial rights.
Social participation practices	These include participation in public policy deliberation forums, such as councils, forums, and participatory budgeting. Social participation practices are understood as processes through which social movements and civil society organizations engage with and seek to influence institutional arenas, particularly in the formulation and management of public policies, often within contexts marked by asymmetries of power and limited inclusion.

d) Quantitative results of populations

In the analysis of the papers, a variation was found in relation to the population dimension of each study (Table 5). 23 articles addressed social movements, with 14 specifically analyzing online movements, such as #yosoy132 in Mexico and Ficha Limpa in Brazil. These online movements were usually tied to a specific agenda and ended when the agenda was achieved or no longer made sense in the context.

Nine articles dealt with social movements created in the 1980s and 1990s, during the period of upheaval in Latin America, which began developing strategies for action using DT. These movements maintained their historical agendas and began using DT to strengthen their struggles, generally combining online and offline actions.

Civil society organizations are the subject of 15 articles. Indigenous organizations, such as the Organización Nacional Indígena de Colombia (ONIC) and the Mapuche organization in Chile, and rural organizations, such as the Movimento dos Trabalhadores Rurais Sem Terra (MST) in Brazil, play a central role in adapting DT as a form of communication and mobilization. Using DT allows for an increase in the scope of action and the capacity to expand these populations' struggles.

Finally, five articles analyzed a variation between social movements and organizations in Latin America. These articles generally focused on how these organizations and movements built new strategies for action through the use of social media. The focus was more on the media than on a specific movement or organization.

Table 5: Types of population

Type of Population	Number of papers
Social movements	23
Civil society organizations	15

Variation of movements and organizations	5
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e) Quantitative results of actions and social practices

Regarding the results of articles referring to different strategies for action and sociotechnical adequacy, seeking to affect social practices of citizenship (Table 6), we observed a greater number of publications (20), referring to strategies of resistance and advocacy, linked to social practices of political participation, followed by 12 strategies of mobilization and communication and 11 strategies of deliberation and decision-making. This result reflects the primacy of social media in the Latin American context for movements and organizations to carry out political participation actions in the vindication and defense of rights.

The social practice assigned to each article corresponds to the dominant practice identified through the coding process. Dominance was determined by considering both the relative prevalence of coded segments and their analytical centrality within each study. While multiple practices could be identified in a single article, the classification reflects the practice most strongly emphasized in the authors' empirical analysis.

Table 6: Number of papers by action and social practice

Type of strategy for citizenship	Types of STA	Social practice influenced	Number of papers
Resistance strategies	Adoption	Political participation practices	20
Advocacy strategies			
Mobilization strategies	Adoption	Civil association practices	12
Communication strategies	Appropriation		
Deliberation strategies	Adoption	Social participation practices	11
Decision-making strategies	Construction		

5. Discussion

This section presents the empirical findings derived from the systematic analysis of the 43 articles selected through the PRISMA-guided review. We systematically identify, categorize, and present the six distinct strategies and the three types of sociotechnical adequacy employed by social movements and civil society organizations in Latin America. Furthermore, we map these digitally mediated actions onto the three types of social practices of citizenship they aim to influence—political participation, civil association, and social participation—and culminate in a qualitative synthesis that illustrates the prevalence and relationships among these strategies, adequacies, and targeted practices within the reviewed corpus.

5.1. Actions for changing social practices of political participation: resistance and demands through the use of DT

Since the 1980s, democracies in Latin America have been characterized by the activism of social organizations and movements (Dagnino et al., 2006; Waisbord, 2009). However, this wealth of political participation present in the Latin American context was not reflected in the discourse adopted by traditional media (Waisbord, 2009). Dominated by state and market actors, traditional media exclusively reflected their discourse. In this context, the media in Latin America were not linked to advancing citizenship through coverage of multiple perspectives and the promotion of dialogue and citizen participation (Waisbord, 2009).

The very technological structure of the media in the electronic age hindered the active participation of citizens and social organizations. The passive format, especially of television, reduces the possibility of engagement (Fondevila-Gascón & Perelló-Sobrepere, 2014). Reform efforts were established to reduce this verticality and control over traditional Latin American media (de la Garza Montemayor et al., 2018; Waisbord, 2009). Initiatives, such as proposed laws to promote public access have been pursued in Argentina, Peru, and Mexico, and public debates on media policy reform have occurred in Colombia, Mexico, Peru, and Uruguay (Waisbord, 2009). In Ecuador, the government of Rafael Correa (2007-2017), established a new legal framework to promote media democratization, proposing to redistribute radio frequencies to achieve 33% state control, 33% private control, and 34% community control. However, neither the debates nor the legal changes have made significant progress toward media democratization in Latin America.

The verticalization of media control affecting citizen political participation can only be reversed through the use of DT by social organizations, as a means of carrying out political participation actions, as in the emblematic case of the #YoSoy132 movement (de la Garza Montemayor et al., 2018; Garcia & Treré, 2014; Sandoval Almazan & Gil-Garcia, 2013). #YoSoy132 was a movement that skillfully used social media, such as YouTube, Twitter, and Facebook, to challenge the duopoly of Televisa and TV Azteca in the 2012 Mexican presidential campaign (Garcia & Treré, 2014; Sandoval Almazan & Gil-Garcia, 2013; Treré, 2015). The movement succeeded in bringing the debate on the democratization of the media system to the forefront of public and political agendas.

However, #YoSoy132 was not the first movement in Latin America to use DT to question traditional media and promote the political participation of social and grassroots organizations. In 1994, the Ejército Zapatista de Liberación Nacional (EZLN)¹ used alternative forms of communication, including the Internet, to mobilize and resist neoliberal policies and Mexico's forced entry into the North American Free Trade Agreement (Burch & León, 2014). During the 2000s and 2010s, the use of DT became commonplace among social organizations and movements as a way of building strategies for resistance and demanding rights. Cases, such as the resistance against the coup d'état in Venezuela (2002); opposition to the free trade agreement with the United States of America in Costa

1 Although it predates the temporal scope defined for the review, the EZLN case is referenced in the literature (Burch and León, 2014) as an early example of the use of digital technologies by social movements. For this reason, it is included in the paper as contextual background, rather than as part of the empirical corpus analyzed in the systematic review.

Rica (2006) (Burch & León, 2014); protests for the resignation of Álvaro Colom after the murder of Rodrigo Rosenberg in Guatemala (Harlow, 2012); feminist movements such as #NiUnaMenos (2015) (Revilla Blanco, 2019); cyberfeminism in Brazil (Matos, 2017); and against gender violence in Mexico (Marian et al., 2025) are examples of these actions using DT in Latin America.

The use of social media in Latin America ultimately increases the visibility of these socially and technically appropriate strategies for action by social organizations. In 2015, the average number of social media subscribers among internet users in Latin America was 82%, compared to 71% in the United States and 65% in Europe (Saavedra Utman & Santos, 2024). In this sense, the use of DT by social organizations plays a fundamental role in empowering these movements and amplifying their demands (Gravante & Caballero, 2018). This process is not limited to technological adoption, but also generates reconfigurations in political participation practices (Gravante & Caballero, 2018; González-Véliz, 2024).

Social media constitutes counter-hegemonic spaces of communication, enabling collective actions organized by activists and social organizations (Magallanes-Blanco & Treré, 2019). The use of DT by these organizations allows us to question the hegemony of media control by political and economic groups, which, in the Latin American context, use this control to maintain existing power structures (García González, 2016; Magallanes-Blanco & Treré, 2019). However, there is no real appropriation of media DTs by social organizations and movements. Control of these platforms, such as Facebook and Instagram, remains in the hands of Big Tech companies that establish their algorithms. Traditional political and economic groups in Latin America ally themselves with these companies to maintain monopolies with corporate and private logic (Saavedra Utman & Santos, 2024).

Certain governments, institutions, and parties in Latin America use social media as a form of propaganda and digital manipulation through anti-democratic discourse. In Mexico, DTs have been used to spread fake news and limit the participation of social organizations since 2010 (Magallanes-Blanco & Treré, 2019). The use of automated bots to manipulate information and influence political discourse has been implemented in countries such as Argentina, Brazil, Ecuador, Mexico, and Venezuela, often financed by official institutions or economic groups (Magallanes-Blanco & Treré, 2019).

Far from becoming a public space for democratic debate, social media has become a new arena for power struggles between different discourses of citizenship (Saavedra Utman & Santos, 2024). And this struggle is not symmetrical, with technology remaining in the hands of hegemonic economic and political groups. The democratization of the media, necessary for the reconfiguration of institutionalized citizenship in the dimension of political participation, is not achieved through the use of DT in the Latin American context. The asymmetry between hegemonic political and economic groups and social organizations remains in social media control.

The adoption of social media controlled by hegemonic economic groups, without an adaptation of this technology by social organizations (Dagnino et al., 2004), restricts the very capacity for change in social practices. These organizations manage to build a field of dispute through social media, but power relations remain asymmetrical. On the other hand, the strategies of actions carried out through DT by social organizations and movements have affected the social practices of political participation. Protest and resistance through social media have enabled the creation of new spaces

for dispute, empowering the discourse of these organizations both online and through mobilized online and offline actions.

5.2. Actions for changes in civil association practices: the mobilization and communication of marginalized groups

In classical studies of citizenship, association with a particular community was seen as a central dimension in determining whether an individual was a citizen (Aristotle, 1999). This dimension establishes the legal and cultural criteria for who belongs and who does not, and these criteria vary depending on the historical context (Stokke, 2017). Over time, the dimension of association has become more complex due to the formation of nation-states and historical and geographical events. Cultural diversity, political identity, immigration, and migration challenge the construction of who is and who is not associated with a community (Benhabib, 2004; Isin, 2009; Stokke, 2017).

In the Latin American context, groups such as women, peasants, indigenous communities, and Afro-descendants have been widely marginalized and considered non-citizens for a long time (Saavedra-Utman & Santos, 2024). Despite advances in civil rights since the 1980s, the struggle to guarantee and expand these rights continues. For indigenous and Afro-descendant groups in particular, the struggle is linked to the preservation of their identities and territories. Threats to the identity and territory of these populations aim to perpetuate a modern colonial project of exploiting their bodies, beliefs, knowledge, lands, and history (Magallanes-Blanco & Treré, 2019). In this context of dispute, social organizations representing these marginalized populations appropriate DT to defend their identities and territories. Through DT, productive spaces are constructed in which the individual and collective identities of these political actors are rethought and reformed (Sierra Caballero & Gravante, 2016).

In Chile, Mapuche communicators use DT to create alternative narratives that counter the discourse constructed by traditional media on the representation of the Mapuche nation-state (Rivera & Rojas, 2021). These actions create spaces for reaffirming Mapuche identity, rewriting colonial history, and strengthening this collective identity (Rivera & Rojas, 2021). The use of DT to strengthen collective identity is not specific to the Mapuche people. The digital radio station Dachi Bedea Nuestra Voz, run by the Organización Nacional Indígena de Colombia (ONIC), plays a key role in increasing the visibility of indigenous peoples and defending their civil rights (Montoya-Londoño, 2013). The defense of territory against the advance of exploitation by economic groups also stands out in the actions carried out by marginalized groups using DT. The mobilization of rural communities in Argentina and Uruguay against the installation of paper mills (Melián, 2009), and with socio-environmental agendas of indigenous communities in Guatemala (Garcia-Ruano et al., 2013), are examples of territorial protection actions that use DT for communication and mobilization.

The appropriation of technology can be observed in cases of civil participation by marginalized groups, as opposed to its adoption, as seen in instances of resistance and protest through social media. Indigenous communities in Guatemala have created a toolbox combining traditional practices with DT (Garcia-Ruano et al., 2013); Mapuche communicators have created a network operating through an autonomous concept of indigenous activist communication (Rivera & Rojas, 2021); and ONIC has established autonomous management of its digital radio station (Montoya-Londoño,

2013). This factual appropriation of DT by marginalized group organizations allows for their rapid mobilization and coordination (Léon et al., 2005), while also empowering the collective identity of these groups. Brazil's Movimento dos Trabalhadores Rurais Sem Terra (MST) appropriates DT to strengthen its international networks, while maintaining its mystique and sociopolitical identity in the virtual environment (Vallverdú, 2015).

Empirical evidence from the Mayan socio-environmental movement in Guatemala (Garcia-Ruano et al., 2013), Mapuche communicators (Rivera and Rojas, 2021), and digital radio initiatives of Colombian social organizations (Montoya-Londoño, 2013) indicates that sociotechnical appropriation entails the articulation of community-based knowledge with digital methods. In this context, technological adequacy is not externally imposed but emerges from situated needs and local epistemologies. Appropriation, in turn, enables organizations to exercise greater autonomy over the production and circulation of content, partially decoupling their communicative practices from dominant platform logics.

Another important point is the collaborative way in which communication networks are built between marginalized groups through the use of DT (Di Felice, 2013; Tavera, 2001). The development of actions with DT enables the identities and agendas of these groups to reach a diverse audience, something not possible through traditional media (Rivera & Rojas, 2021). The appropriation of DT by marginalized groups allows them to break through the scope of mobilization and communication actions and to affect the social practices of civil association in citizenship in Latin America. These organizations expand their visibility in the defense of their civil rights and build networks of empowerment, as was the case with the Minga Informativa de Movimientos Sociales (Burch & León, 2014).

Through DT, marginalized groups can break through the discourse established by traditional media and develop their own. This allows for the empowerment of the collective identities of groups as members of a particular community, questioning the very situation of marginalization. However, this empowerment of marginalized groups faces challenges to its realization. Socio-digital exclusion is one of these common challenges faced by marginalized groups, as the lack of access to or knowledge of DT directly affects the possibility of building mobilization and communication actions (Harlow, 2012; Ortiz-Ayala & Orozco, 2015).

5.3. Actions for changing social participation practices: deliberation and decision-making on government platforms

In the 1980s and 1990s, the participation of organized civil society became a mechanism for extending citizenship that gained momentum throughout Latin America (Dagnino, 2003). For Dagnino (2003), this advance in the participation of social organizations in state decisions can be a transformative factor in institutionalized citizenship by redefining power relations. Part of the experiences of expanding social participation by the population and social organizations in the Latin American context occurs through actions established by state actors. The experience of participatory budgeting is an emblematic example of these state initiatives implemented in Latin America (Dagnino, 2003).

Digital transformation and governments' increased use of DT in their relationships with society are changing these participatory practices (Faganello et al., 2025; Nguyen, 2024). Previously held in public spaces for discussion, participation in these discussions and decision-making forums is now mediated by DT. Participation becomes e-participation, reflecting this mediation (Cunha et al., 2014; Faganello et al., 2025).

With the digital transformation of relations between the state and society, state agencies are increasingly making these e-participation platforms available so that the population and social organizations can establish discussion and decision-making processes. Digital participatory budgets in Brazil, Argentina, and Peru (Abreu & Pinho, 2013; Cunha et al., 2014; Matheus et al., 2010); e-participation platforms in Uruguay, Colombia, and Peru (Goldstein, 2008); Gobierno en línea in Colombia (Hernández & Torres, 2015); and the E-democracia Portal in Brazil (Freitas et al., 2015) are examples of these digital platforms managed by state agencies. However, it is not only state actors that establish social participation platforms through DT. Initiatives, such as Cidade Democrática and Urbanias in Brazil (Rossetto et al., 2011) are constructions of social organizations that aim to establish actions for debate and decision-making through digital platforms.

What differentiates the platforms established by state agencies from those built by social organizations is how DT is used in discussion and decision-making actions. In the case of DT implemented by state actors, the population and social organizations adopt its use, while in those built by social organizations, management is carried out by the organization itself. Regardless of the management of DT in social participation actions, a central factor in modifying social practices lies in the porosity of the state (de Paula Aguiar Araújo et al., 2015; Hernández & Torres, 2015). Discussion platforms are effective when the content debated and voted on them is translated into real decisions in state policies.

Platforms such as Cidade Democrática and Urbanias (Rossetto et al., 2011), illustrate processes of sociotechnical construction through which social movements and organizations develop their own digital infrastructures. By partially decoupling from platforms controlled by Big Tech, these initiatives create alternative digital environments that support deliberation, coordination, and collective problem-solving. Such infrastructures may enable greater autonomy and self-management, while also expanding control over data and communicative processes, albeit within the constraints imposed by broader platform ecologies.

Digital platforms allow for greater citizen engagement, establishing a more direct relationship between state actors and the population (Gomes, 2005; Freitas et al., 2015). Initiatives, such as the E-democracia portal in Brazil bring society closer to the legislative branch, allowing interaction and strengthening the agendas of the population and social organizations (Freitas et al., 2015). Through these participation platforms, organizations and social movements can coordinate and influence public policies. The use of DT enables more dynamic, multidirectional engagement between society and the state (de Paula Aguiar Araújo, 2015).

However, depending on how DT is implemented for social participation, the concept of participation may become trivialized (Cunha et al., 2014). Platforms, such as digital participatory budgeting and portals, such as E-democracia, equate electronic participation with mere electronic voting,

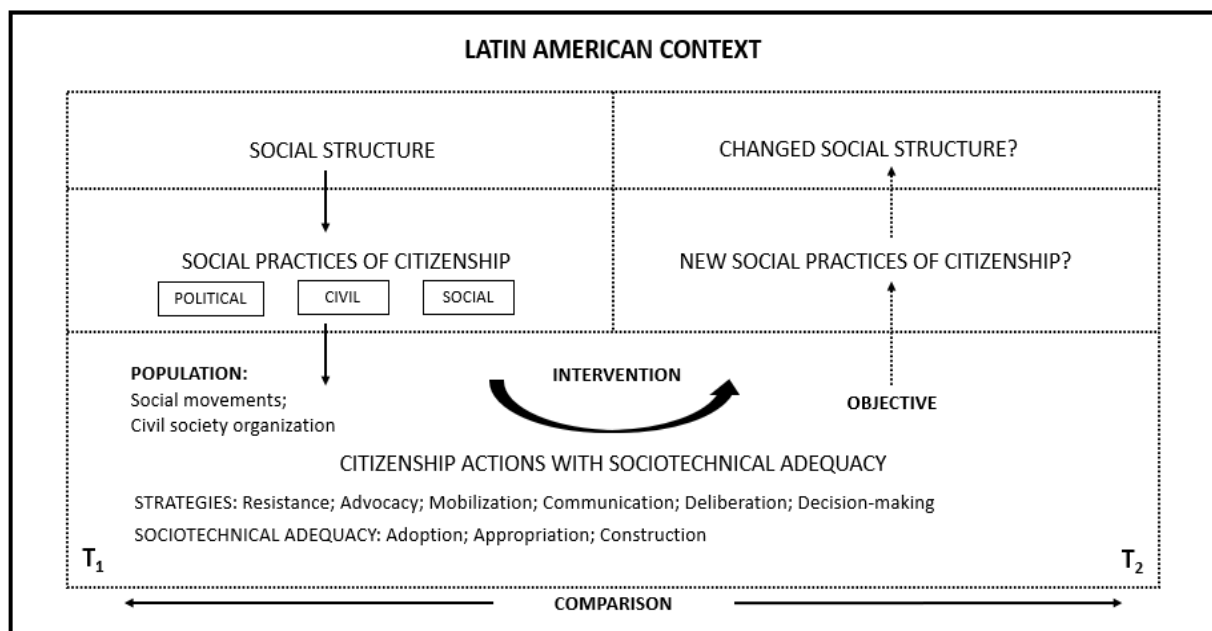
reducing the space for debate. This reduction in space limits the capacity of social organizations and movements for deliberative action. Coordination for voting on a given proposal may occur, but in spaces outside the digital platform.

Another aspect observed in digital participation platforms, especially those managed by state actors, is the lack of genuine deliberation and the effectiveness of implementing what is defined. Despite the increase in the number of participants through DT, the democratic experience remains low-intensity, with little negotiation among state actors, the population, and social organizations (Abreu & Pinho, 2013). The reduction in discussion observed on these platforms directly affects social participation practices. On the one hand, the use of DT for social participation broadens the channels of participation and allows for greater engagement by the population (Gomes, 2005; Freitas et al., 2015), on the other hand, the reconfiguration of spaces for deliberation into spaces for voting can affect effective participation and reduce the democratic experience (Abreu & Pinho, 2013; Cunha et al., 2014).

5.4. Consolidation of categories in the theoretical model

The analysis of the selected articles allowed verification of actions with DT, their impact on social practices of citizenship, and the types of technology adequacy by social movements and organizations in the Latin American context. This analysis allows us to establish a relationship between the theoretical model of citizenship proposed in the study and the categories identified in the context (Figure 3):

Figure 3: Theoretical model of citizenship in the Latin American context



The first important point raised by the proposed model is to go beyond the view of the digital citizen as someone who regularly uses the internet to access dimensions of citizenship (Mossberger et al., 2008) or someone who claims their rights through the use of DT (Isin & Ruppert, 2020), to

focus on citizens as a collective of social movements and organizations. This construction dialogues with the process of redemocratization in Latin America in the 1980s, where the adoption of the discourse of citizenship occurs through social movements and organizations as a common articulator of agendas for the assertion of rights (Alvarez et al., 1998; Dagnino, 2003). Citizenship is not seen only as a status or practice but also incorporates the constant processes of struggle and defense of rights present in the Latin American context.

The study allowed us to observe how actors, such as social movements and organizations began to adapt DT as strategies for action to try to intervene in the social practices of citizenship. New social movements emerged through digital platforms, such as #YoSoy132 (Garcia & Treré, 2014; Sandoval Almazan & Gil-Garcia, 2013; Treré, 2015), or old demands renewed their strategies with social media, such as #NiUnaMenos (Revilla Blanco, 2019). Various strategies for action are combined with forms of sociotechnical adequacy to construct interventions aimed at building new social practices. The construction of digital collectives and forms of online participation expands the capacity for protest, mobilization, and the defense of rights.

However, the capacity of actions to question historical structures of citizenship (Fairclough & Fairclough, 2012) does not mean that these actions will necessarily succeed in these interventions or that the established objectives will be fully achieved. The comparative dimension proposed in the theoretical model allowed us to analyze how social movements and organizations managed to build a new arena of dispute through the use of DT (Saavedra Utman & Santos, 2024), but control of these technologies is not in the hands of these organizations, maintaining asymmetrical power relations. Marginalized groups can amplify their voices through the use of DT, breaking old hegemonic discourses and expanding their visibility. New platforms for participation increase civic engagement (Gomes, 2005; Freitas et al., 2015), but may restrict spaces for debate (Cunha et al., 2014). In this sense, the model resumes the discourse of citizenship as a constant process of struggle in Latin America and the centrality of social movements and organizations in this debate (Dagnino, 2003).

6. Conclusion

This study set out to answer the research question: *How do social movements and civil society organizations in Latin America use digital technologies to promote and claim rights, seeking to influence social practices of citizenship?* Based on the systematic analysis of 43 empirical studies, our findings demonstrate that these actors employ a repertoire of six core digital action strategies (resistance, advocacy, mobilization, communication, deliberation, and decision-making) – which are enabled through three distinct types of sociotechnical adequacy (adoption, appropriation, and construction). These digitally mediated practices deliberately target and seek to reconfigure three entrenched social practices of citizenship in the region: those of political participation, civil association, and social participation. The following discussion synthesizes these findings to critically examine the character, conditions, and contested outcomes of this digitally-inflected struggle over the boundaries of citizenship in Latin America.

6.1. Scientific and managerial contributions

This paper offers a theoretical contribution by proposing a model of citizenship anchored in the concepts of strategies for action, social practices, and sociotechnical adequacy for the context of Latin American digital transformation. By shifting the analytical focus from the figure of the digital citizen to the impact of collective action on institutionalized social practices of citizenship, the research advances the debate beyond hegemonic perspectives on citizenship as a legal status or the construction of subjectivity. In summary, this study offers an innovative theoretical lens for academics and provides a roadmap of tangible actions and strategies for actors in the field. The proposed theoretical model allows us to understand that the reconfiguration of social practices of citizenship in the digital context is not an automatic by-product of access to technology, but the result of a field of dispute where how one acts (strategy) and how one uses technology (sociotechnical adequacy) are strategies to try to affect social practices in a context of disputed citizenship.

Practically, the findings offer insights for various actors. For public policymakers and government digital engagement officials, the study emphasizes that digital participation platforms need to go beyond clicktivism or plebiscitary voting mechanisms to foster real, meaningful deliberation, ensuring a tangible feedback loop between online consultation and policy results. It also warns of reinforcing power imbalances when participation is channeled through corporate-controlled social media, highlighting the importance of public investment in independent digital infrastructure. For leaders and strategists in civil society organizations and social movements, the research clarifies the need to move from adopting mainstream platforms to actively shaping and constructing technologies. This shift is crucial for increasing organizational independence, protecting community data, strengthening collective identities against marginalizing narratives, and ultimately boosting the effectiveness and reach of rights-claiming advocacy in a growing digital landscape.

6.2. Limitations of the study

Understanding how social movements and civil society organizations in Latin America use digital technologies to promote and claim rights is a complex research process. In this sense, conducting an SLR presents an important starting point, but does not allow us to move forward to define a complete analytical framework. The Latin American context presents unique characteristics that require an in-depth analysis of case studies. The SLR conducted was unable to cover specific cases from all countries on the continent or allow for the visualization of the historical process of impact on social practices of citizenship in Latin America.

6.3. Proposal for future studies

The theoretical model of citizenship in the Latin American context proposed in this study can be used to analyze cases in the Global South, especially in places where achieving citizenship depends on a constant struggle. In fact, this is necessary for advancing the model, allowing it to be verified in light of the cases analyzed and adjusted to the specificities found. The focus on the types of DT use by social movements and organizations in citizenship-related actions is also a necessary advance

for future studies. The SLR provided an overview of the types of use, but it needs to move beyond these to observe other types of use or even combined uses of DTs.

6.4. Final considerations

By analyzing collective action through the triad of strategy, sociotechnical adequacy, and social practices, our model reveals that citizenship in the digital context is less about acquiring a static status and more about waging material and discursive battles for recognition and the guarantee of rights. These findings establish a dialogue with the individualist and access-oriented paradigms dominant in Global North scholarship, arguing instead for a view of citizenship as a field of dispute increasingly mediated by digital infrastructures. Consequently, the reconfiguration of social practices of citizenship in the digital context is not an automatic process but a contested outcome, shaped by how activists appropriate, adapt, and resist technological platforms.

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Author Contributions

JPSS developed the concept for the review, wrote the first draft, and developed the methodological proposal and data analysis. DCR participated in validating the systematic review and data analysis and supervised the writing and formatting of the text. MAVCC was responsible for the general review of the writing, the quality of the analysis, and the final formatting of the paper. All authors have read and agreed to the published version of the manuscript.

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APPENDIX I

Search strings by database	
Scopus	
Search strings:	
TITLE-ABS-KEY(("social movement*" OR "civil society" OR "grassroots organization*" OR "activist*" OR "advocacy group*" OR "protest movement*" OR "collective action" OR "social mobilization" OR "citizen movement*" OR "community organization*") AND ("digital technolog*" OR "information technolog*" OR "internet" OR "social media" OR "online platform*" OR "digital media" OR "cyber*" OR "virtual" OR "web-based" OR "mobile technolog*" OR "smartphone*" OR "app*" OR "digital tool*" OR "social network*" OR "Facebook" OR "Twitter" OR "WhatsApp" OR "Instagram" OR "TikTok" OR "Telegram") AND ("citizenship" OR "civic participation" OR "political participation" OR "democratic participation" OR "civil rights" OR "political rights" OR "human rights" OR "social rights" OR "cultural rights" OR "civic engagement" OR "political engagement" OR "citizen*") AND ("Latin America*" OR "South America*" OR "Central America*" OR "Argentina" OR "Brazil" OR "Brasil" OR "Chile" OR "Colombia" OR "Mexico" OR "Mexico" OR "Peru" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panama" OR "Panamá" OR "Dominican Republic" OR "Haiti" OR "Cuba" OR "Jamaica" OR "Caribbean" OR "Caribe")) AND PUBLISHED FROM 2000 AND 2025	
Search period:	July/2025
Time period:	2000 – 2025
Language:	English; Portuguese; Spanish

Types of documents:	Articles; Conference proceedings; Book chapters
Total records retrieved:	129

Google Scholar

Search strings:

Search 1:

"social movements" "digital technology" "citizenship" ("Latin America*" OR "South America*" OR "Central America*" OR "Argentina" OR "Brazil" OR "Brasil" OR "Chile" OR "Colombia" OR "Mexico" OR "Mexico" OR "Peru" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panama" OR "Panamá" OR "Dominican Republic" OR "Haiti" OR "Cuba" OR "Jamaica" OR "Caribbean" OR "Caribe")

30 registers

Search 2:

"cyber activism" "political participation" ("Latin America*" OR "South America*" OR "Central America*" OR "Argentina" OR "Brazil" OR "Brasil" OR "Chile" OR "Colombia" OR "Mexico" OR "Mexico" OR "Peru" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panama" OR "Panamá" OR "Dominican Republic" OR "Haiti" OR "Cuba" OR "Jamaica" OR "Caribbean" OR "Caribe")

30 registers

Search 3:

"online organizing" "civil society" "democratic participation" ("Latin America*" OR "South America*" OR "Central America*" OR "Argentina" OR "Brazil" OR "Brasil" OR "Chile" OR "Colombia" OR "Mexico" OR "Mexico" OR "Peru" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panama" OR "Panamá" OR "Dominican Republic" OR "Haiti" OR "Cuba" OR "Jamaica" OR "Caribbean" OR "Caribe")

30 registers

Search period:	July/2025
Time period:	2000 - 2025
Language:	English; Portuguese; Spanish
Types of documents:	All
Total records retrieved:	90
Specific criterion:	Selection of the 30 most relevant documents by search string

PubMed

Search strings:

((("social movement"[Title/Abstract] OR "civil society"[Title/Abstract] OR "grassroots organization"[Title/Abstract] OR "activist"[Title/Abstract] OR "advocacy group"[Title/Abstract] OR "protest movement"[Title/Abstract] OR "collective action"[Title/Abstract] OR "social mobilization"[Title/Abstract] OR "citizen movement"[Title/Abstract] OR "community organization"[Title/Abstract]) AND ("digital technology"[Title/Abstract] OR "information technolog"[Title/Abstract] OR "internet"[Title/Abstract] OR "social media"[Title/Abstract] OR "online platform"[Title/Abstract] OR "digital media"[Title/Abstract] OR "cyber"[Title/Abstract] OR "virtual"[Title/Abstract] OR "web-

based"[Title/ Abstract] OR "mobile technolog*"[Title/ Abstract] OR "smartphone*"[Title/ Abstract] OR "app*"[Title/ Abstract] OR "digital tool*"[Title/ Abstract] OR "social network*"[Title/ Abstract] OR "Facebook"[Title/ Abstract] OR "Twitter"[Title/ Abstract] OR "WhatsApp"[Title/ Abstract] OR "Instagram"[Title/ Abstract] OR "TikTok"[Title/ Abstract] OR "Telegram"[Title/ Abstract]) AND ("citizenship"[Title/ Abstract] OR "civic participation"[Title/ Abstract] OR "political participation"[Title/ Abstract] OR "democratic participation"[Title/ Abstract] OR "civil rights"[Title/ Abstract] OR "political rights"[Title/ Abstract] OR "human rights"[Title/ Abstract] OR "social rights"[Title/ Abstract] OR "cultural rights"[Title/ Abstract] OR "civic engagement"[Title/ Abstract] OR "political engagement"[Title/ Abstract] OR "citizen*"[Title/ Abstract]) AND ("Latin America*"[Title/ Abstract] OR "South America*"[Title/ Abstract] OR "Central America*"[Title/ Abstract] OR "Argentina"[Title/ Abstract] OR "Brazil"[Title/ Abstract] OR "Brasil"[Title/ Abstract] OR "Chile"[Title/ Abstract] OR "Colombia"[Title/ Abstract] OR "Mexico"[Title/ Abstract] OR "México"[Title/ Abstract] OR "Peru"[Title/ Abstract] OR "Venezuela"[Title/ Abstract] OR "Ecuador"[Title/ Abstract] OR "Bolivia"[Title/ Abstract] OR "Uruguay"[Title/ Abstract] OR "Paraguay"[Title/ Abstract] OR "Guatemala"[Title/ Abstract] OR "Honduras"[Title/ Abstract] OR "El Salvador"[Title/ Abstract] OR "Nicaragua"[Title/ Abstract] OR "Costa Rica"[Title/ Abstract] OR "Panama"[Title/ Abstract] OR "Panamá"[Title/ Abstract] OR "Dominican Republic"[Title/ Abstract] OR "Haiti"[Title/ Abstract] OR "Cuba"[Title/ Abstract] OR "Jamaica"[Title/ Abstract] OR "Caribbean"[Title/ Abstract] OR "Caribe"[Title/ Abstract])) AND ("2000/01/01"[Date - Publication] : "2025/12/31"[Date - Publication]))

Search period:	July/2025
Time period:	2000 – 2025
Language:	English; Portuguese; Spanish
Types of documents:	All
Total records retrieved:	17

SciELO

Search strings:

((("movimentos sociais" OR "sociedade civil" OR "organizações de base" OR "ativismo" OR "ação coletiva" OR "mobilização social" OR "social movements" OR "civil society" OR "grassroots" OR "activism" OR "collective action") AND ("tecnologias digitais" OR "tecnologia da informação" OR "internet" OR "mídias sociais" OR "plataformas online" OR "mídia digital" OR "digital technolog*" OR "information technolog*" OR "social media" OR "online platform*" OR "digital media") AND ("cidadania" OR "participação cívica" OR "participação política" OR "direitos civis" OR "direitos políticos" OR "direitos humanos" OR "citizenship" OR "civic participation" OR "political participation" OR "civil rights" OR "political rights" OR "human rights") AND ("America Latina" OR "America do Sul" OR "America Central" OR "Argentina" OR "Brasil" OR "Brazil" OR "Chile" OR "Colômbia" OR "Colombia" OR "Mexico" OR "México" OR "Peru" OR "Venezuela" OR "Equador" OR "Ecuador" OR "Bolívia" OR "Bolivia" OR "Uruguai" OR "Uruguay" OR "Paraguai" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicarágua" OR "Nicaragua" OR "Costa Rica" OR "Panamá" OR "Panama" OR "República Dominicana" OR "Dominican Republic" OR "Haiti" OR "Cuba" OR "Jamaica" OR "Caribe" OR "Caribbean" OR "Latin America"))

Search period:	July/2025
Time period:	2000 – 2025
Language:	English; Portuguese; Spanish
Types of documents:	All

Total records retrieved:	45
Specific criterion:	All SciELO collections (Brazil, Chile, Colombia, Mexico, Argentina, Peru, etc.)

Redalyc (Red de Revistas Científicas de América Latina y el Caribe)	
Search strings:	
("movimientos sociales" OR "sociedad civil" OR "organizaciones de base" OR "activismo" OR "acción colectiva" OR "movilización social") AND ("tecnologías digitales" OR "tecnología de la información" OR "internet" OR "medios sociales" OR "plataformas en línea" OR "medios digitales" OR "redes sociales") AND ("ciudadanía" OR "participación cívica" OR "participación política" OR "derechos civiles" OR "derechos políticos" OR "derechos humanos") AND ("América Latina" OR "Sudamérica" OR "Centroamérica" OR "Argentina" OR "Brasil" OR "Chile" OR "Colombia" OR "México" OR "Perú" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panamá" OR "República Dominicana" OR "Haití" OR "Cuba" OR "Jamaica" OR "Caribe")	
Search period:	August/ 2025
Time period:	2000 – 2025
Language:	English; Portuguese; Spanish
Types of documents:	All
Total records retrieved:	48
Specific criterion:	Social Sciences, Political Science, Communication, Latin American Studies

CLACSO (Consejo Latinoamericano de Ciencias Sociales)	
Search strings:	
("movimientos sociales" OR "sociedad civil" OR "organizaciones de base" OR "activismo" OR "acción colectiva") AND ("tecnologías digitales" OR "internet" OR "medios sociales" OR "plataformas digitales" OR "redes sociales") AND ("ciudadanía" OR "participación política" OR "derechos" OR "participación cívica") AND ("América Latina" OR "Sudamérica" OR "Centroamérica" OR "Argentina" OR "Brasil" OR "Chile" OR "Colombia" OR "México" OR "Perú" OR "Venezuela" OR "Ecuador" OR "Bolivia" OR "Uruguay" OR "Paraguay" OR "Guatemala" OR "Honduras" OR "El Salvador" OR "Nicaragua" OR "Costa Rica" OR "Panamá" OR "República Dominicana" OR "Haití" OR "Cuba" OR "Jamaica" OR "Caribe")	
Search period:	August/ 2025
Time period:	2000 – 2025
Language:	English; Portuguese; Spanish
Types of documents:	Articles, Book chapters, Books, Working papers
Total records retrieved:	45

APPENDIX II

Selected papers

1. García, R. G., & Treré, E. (2014). The #YoSoy132 movement and the struggle for media democratization in Mexico. *Convergence*, 20(4), 496-510. <https://doi.org/10.1177/1354856514541744>
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