ARE WE MAKING

IMPACT

A tool for participatory design with citizens

INTRODUCTION

This tool is the result of the graduation project of Marije Markensteijn for her master's degree in Strategic Product Design at the TU Delft, commissioned by Zeewaardig Service Design. The tool was created to help participatory designers understand and demonstrate the impact of their participatory approach on participating citizens.

The first chapter proposes a new frame for impact, i.e. empowered citizenship, which helps to clarify the vague term 'impact' into concrete terms for your projects. This makes it easier to reflect on and discuss the impact of participatory projects.

The second chapter then presents several relevant considerations you should take into account as a participatory designer. These considerations illustrate how decisions before you start a project, can already influence how much impact a project can potentially create. In discussion with the client, these considerations can help to shape the project and make more informed decisions in future projects.

Finally, the last chapter presents a step-by-step plan for impact demonstration. This step-by-step plan supports participatory designers in making agreements with the client about both impact objectives and the demonstration of this impact. The plan outlines all the necessary steps for the demonstration of impact and provides two formats that can be used in the process.

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# WHAT IS IMPACT IN THE PARTICIPATORY DESIGN CONTEXT?

Participatory designers often work with specific ideals in mind. One of the major underlying purposes when choosing a participatory design approach is to achieve impact in terms of empowered citizenship among participants.
Empowered citizenship can be understood as:

> *The enhanced ability of an individual or group to take control of their lives, claim their rights, and at the same time take a collective position within their community.*

You probably wonder when empowered citizenship exactly plays a role. Imagine that a town square must be redesigned or a new policy has to be developed. As a participatory designer, you design a process to involve residents, because you believe it is meaningful for them to have a say in these decisions concerning their lives. In that case, it is advisable to consider: To what extent did this project succeed in giving those residents a real voice? Were they allowed to make choices in the design plans? Were those choices adopted by the client? Could everyone who was interested participate in the process? And has something perhaps even happened in the way residents interact within the neighbourhood, despite their differing opinions? All these questions relate to the impact that the participation process has had on the degree of empowered citizenship of the participants.
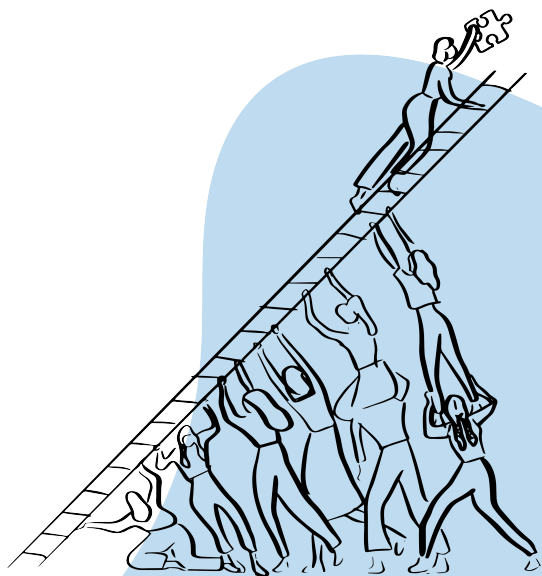
HOW TO THINK ABOUT IMPACT IN PARTICIPATORY DESIGN PROJECTS

It is helpful to consider how empowered citizenship is part of your design practice. Three impact considerations were identified that are highly relevant for participatory designers (see Figure 1). These considerations have an important role when designing the project with the client, since they all affect the potential impact of your participatory approach. If you want to create high social impact it is recommended to make deliberate choices on the role of the citizens, the kind of project and the time investment.

Position and role of citizens

A higher level on the participation ladder contributes to greater impact in terms of empowerment. However, an undesirable position can hinder that impact through feelings of insecurity or unwanted responsibility. For participative designers, it is essential to find out what knowledge residents and experts need from each other to be able to make decisions in the project. With more knowledge, residents are able to bear greater responsibility. Based on the necessary knowledge exchange between the expert and residents, a suitable form of interaction and division of roles must be established. This also affects the choice of an appropriate level of participation, which can then be drawn up using the participation ladder (Arnstein, 1969).
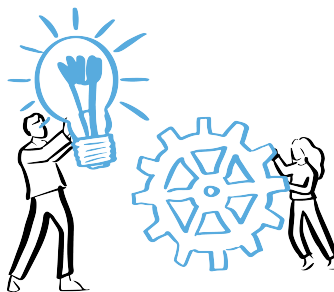
Time

Designers should carefully consider what time investment is appropriate for their project. A greater impact can be achieved by increasing the involvement of residents and by creating the right infrastructure. This infrastructure can be particularly helpful in the following three areas: 1) to embed the design approach in the client's organisation, 2) to support the sustainment of social effects after the project is completed, and 3) to link the project to other (future) projects in the area. However, the greater impact that can be achieved comes at the cost of a higher time investment and corresponding budget. It should always be considered whether the benefits outweigh the additional costs.
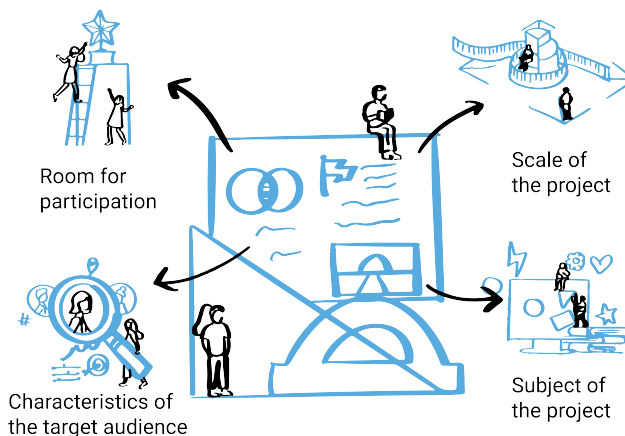
Let us illustrate this with the example of the redesign of the town square. A large project with a high time investment (and therefore a higher budget) can be justified if the right infrastructure can then be developed, to ensure that the municipality can scale up the participation process to other similar projects in the future.

Kind of project

The level of participation (how much influence citizens have), the scale of the project (how intimate the project is designed and how much direct interest citizens have), the characteristics of the target audience (how articulate and engaged citizens are) and the subject of the project (how subjective the subject is) all influence the potential impact of a project. Participatory designers should therefore carefully consider these project characteristics when designing for impact. Moreover, in participatory projects there is often a trade-off between pursuing a widespread impact that is less significant at the individual level, or a less widespread impact that is more significant at the individual level.

Consider, for example, the determination of the number of people to be included in the participation project: should it be as many as possible or a smaller representation? If a smaller group participates, they can often be more intensively involved and have more interpersonal interaction. In that case, you could make a great difference for these people in terms of empowered citizenship. However, the effect is not widespread because it is not a large group.

Room for participation

Scale of the project

Characteristics of the target audience

Subject of the project
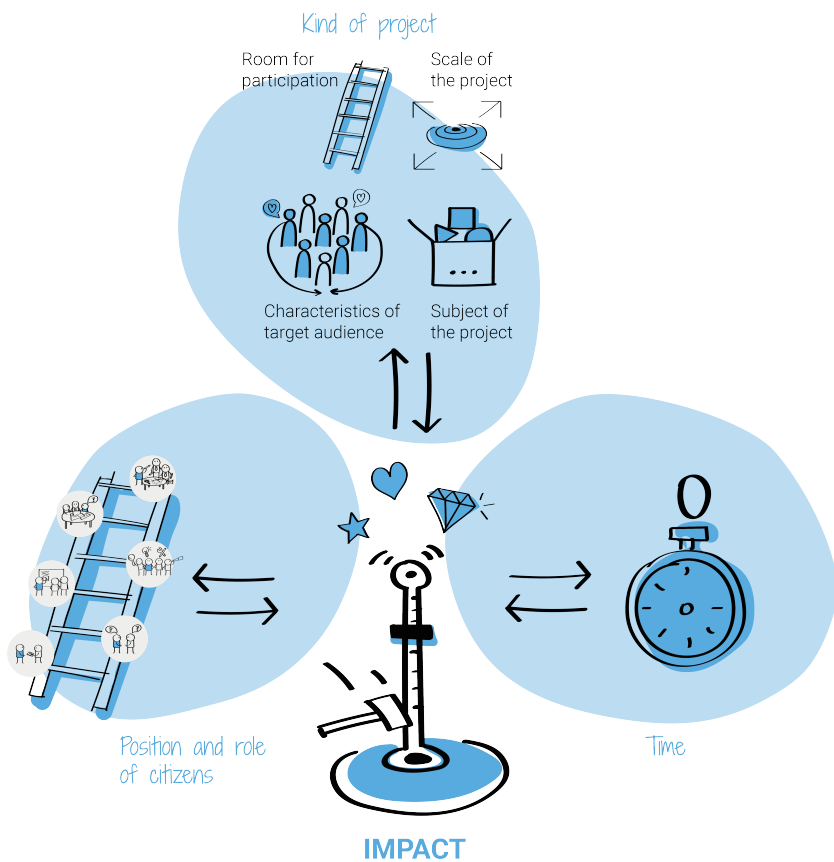
Figure 1: The three impact considerations

THE EMPOWERED CITIZENSHIP FRAMEWORK

To achieve genuine impact with a participatory process, it is important to understand it more deeply. In this respect, the empowered citizenship framework of Figure 2 can be of great help. In short, empowered citizenship consists of civic empowerment and responsible citizenship (grey dotted lines). These are in turn made up of sub-components and are shown in the blue boxes. In green, the common activities of participatory design are shown, which have an effect on certain sub-components of empowered citizenship (black arrows).

Figure 2: Empowered citizenship framework

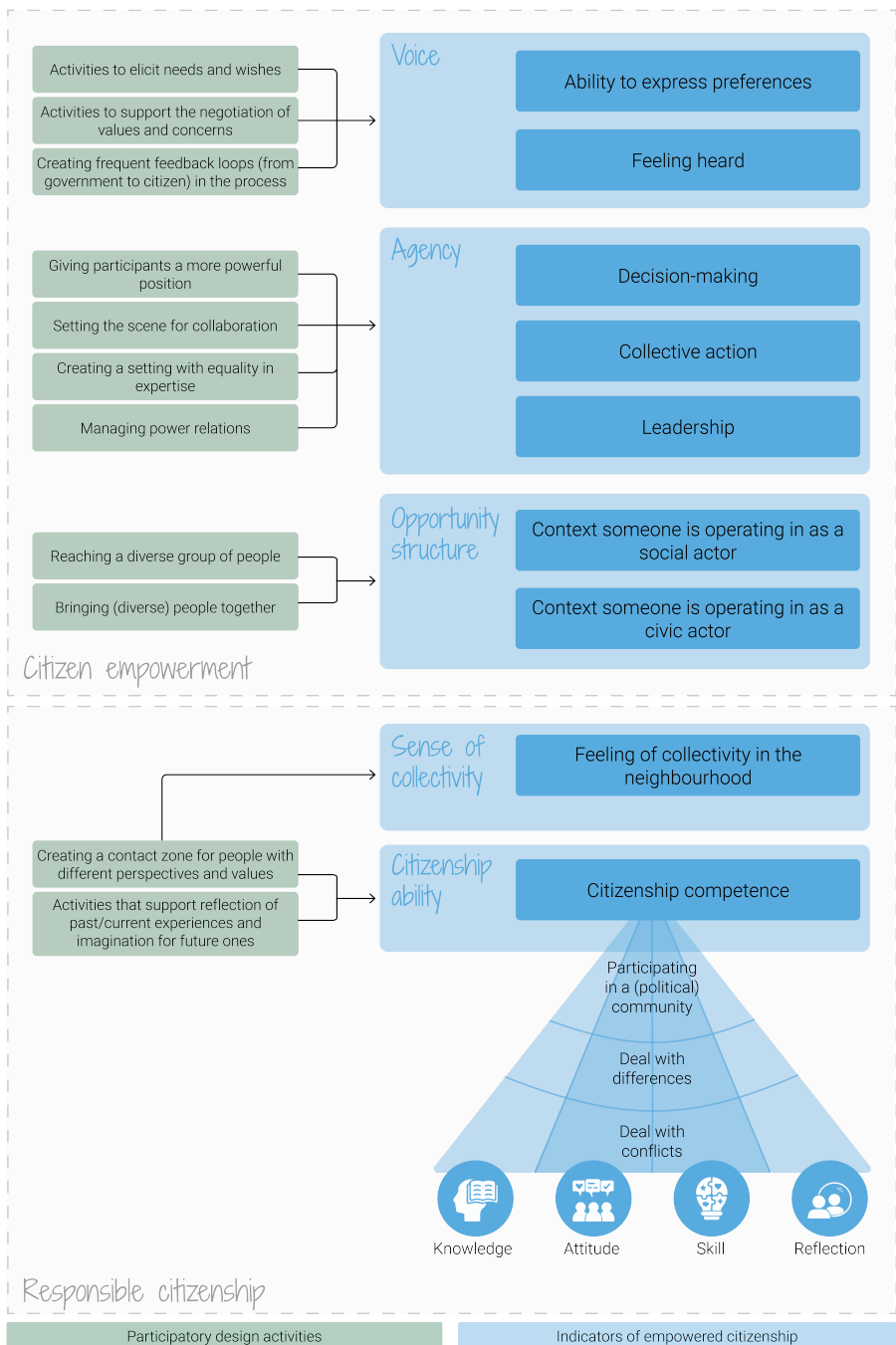**Citizen empowerment**

Voice
- Activities to elicit needs and wishes
- Activities to support the negotiation of values and concerns
- Creating frequent feedback loops (from government to citizen) in the process

→ Ability to express preferences
→ Feeling heard

Agency
- Giving participants a more powerful position
- Setting the scene for collaboration
- Creating a setting with equality in expertise
- Managing power relations

→ Decision-making
→ Collective action
→ Leadership

Opportunity structure
- Reaching a diverse group of people
- Bringing (diverse) people together

→ Context someone is operating in as a social actor
→ Context someone is operating in as a civic actor

Responsible citizenship

Sense of collectivity
→ Feeling of collectivity in the neighbourhood

Citizenship ability
- Creating a contact zone for people with different perspectives and values
- Activities that support reflection of past/current experiences and imagination for future ones

→ Citizenship competence

Participating in a (political) community

Deal with differences

Deal with conflicts

Knowledge | Attitude | Skill | Reflection

Participatory design activities | Indicators of empowered citizenship

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Citizen empowerment

Citizen empowerment is about people's capacity to control their life and claim their rights. This capacity is shaped by voice, agency and opportunity structure. Voice enables the expression of one's wishes, agency helps to act to realise those wishes, and opportunity structure can contribute to or hinder this sense of voice and agency.

Voice

Voice can be determinded by the sub-indicator of how well residents can make their preferences known to a government organisation. Being heard and feeling heard do not always go hand in hand, and the feeling has a rather predominant effect on someone's experience of voice. Therefore, the second sub-indicator for voice is how heard residents feel by the relevant government organisation.

Agency

One of the sub-indicators of agency is decision-making. Decision-making concerns whether residents have a choice about events in their living environment and whether they use that choice, and are able to achieve it. Furthermore, a feeling of control and autonomy is important for decision-making. Another sub-indicator of agency is collective action, which refers to residents uniting to bring about changes for their neighbourhood that they would be less likely to achieve on their own. The final sub-indicator of agency is leadership, which refers to citizens taking the lead to accomplish change for their community and living environment.

Opportunity structure

The opportunity structure refers to the context in which a citizen acts. It can both contribute to and hinder the participation of citizens. This can be in a civic context concerning a government organisation or a social context such as within a community. As such, certain norms and values, or the form of participation (e.g. online-offline, language and timing) may hinder participation for certain groups of people (such as women, young people, foreigners and the elderly).

Responsible citizenship

Responsible citizenship is about the capacity to act as a responsible member of a community or society. This ability is shaped by citizens' sense of collectivity and citizenship ability. A sense of collectivity supports citizens' willingness to act within a group or community and to take responsibility. Citizenship competence then enables citizens to act responsibly through appropriate competences.

Sense of collectivity

A sense of collectivity refers to the feeling of belonging to a collective group or community that a citizen may have. When residents have a sense of collectivity, they will be more willing and able to play an active role and take responsibility within a specific group. A sense of collectivity can also influence people's worldviews, and the extent to which they interact with people with different perspectives (from outside their group).

Citizenship ability

Citizenship competence refers to the ability of citizens to act as responsible members of a community or society. This ability is built through four different competence components: knowledge, attitude, skill and reflection. These components are necessary to support citizens in learning to perform social tasks important for responsible citizenship. These social tasks include participating in a (political) community, dealing with differences and dealing with conflicts.

DEMONSTRATING IMPACT, STEP BY STEP

Knowing the concept of empowered citizenship and how you can make informed decisions in your project to achieve greater impact, it is worth reflecting on the demonstration of this impact. The demonstration of impact is meaningful for participatory designers as it can be used to show (future) clients what they have to offer. In addition, it helps to learn from one's own approach and thus be able to continuously improve and achieve more social impact in future projects.

These are by no means the only reasons to carry out measurements. Literature shows the following common reasons: 1) to justify the impact to funders, 2) to defend the role of design in service delivery, 3) to make a strong case at the start of a new project, 4) to allocate resources effectively, 5) to continually improve, 6) to better communicate the value of the work, and 7) to ask the right questions (Wood & Leighton, 2010; Eurodiaconia, 2015).

If you want to demonstrate the impact of your project for either of these reasons, you can follow the following global steps: 1) Discuss with the client, 2) Prepare, 3) Measure, and 4) Interpret (see Figure 3). The project summary format in the Appendix can be used along steps 1-3, to ensure that the shared vision and the choices, agreements and goals you agree on for the project are documented. The step of writing this down helps to steer the discussion to a conclusion. This document can also be used later during the project in the event of ambiguities or disagreements.
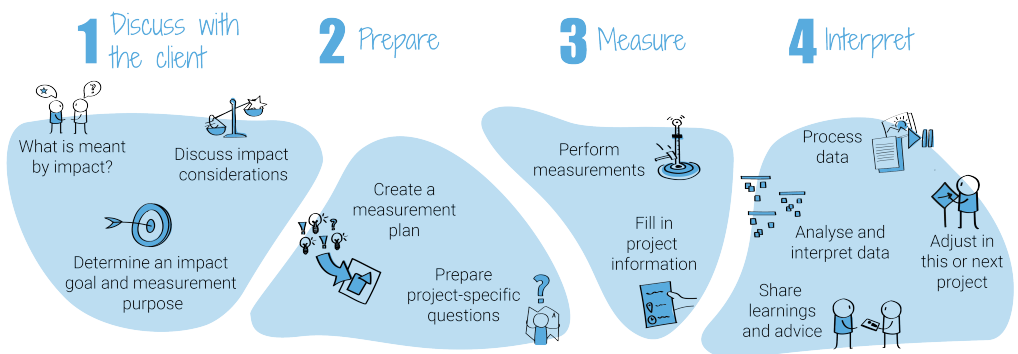

1 Discuss with the client

What is meant by impact?

Discuss impact considerations

Determine an impact goal and measurement purpose

2 Prepare

Create a measurement plan

Prepare project-specific questions

3 Measure

Perform measurements

Fill in project information

4 Interpret

Process data

Analyse and interpret data

Share learnings and advice

Adjust in this or next project

Figure 3: Step by step plan for impact demonstration

1. Discuss with the client

What is meant by impact?

At the start of the project, it is advisable to have a good discussion with the client about impact. In doing so, it is good to first discuss what is meant by impact. The information in the chapter "What is impact in the participatory design context?" can be used for this purpose. This will assist in the rest of the project, because there is now a common language for impact.

Discussion of impact considerations

Now that everyone agrees on what is meant by impact, one can look at some of the considerations that have to be made. In a participatory process, choices always have to be made about the degree of participation, the scale of the project, the target group, the scope of the project, and the time and resources available. Usually, some of these factors will already be decided upon, while others can still be determined or revised. It is advisable to reflect together with the client on the consequences of certain decisions in order to reach a sensible decision. The information in the chapter 'How to think about impact in participatory design projects' can be used for this purpose.

Determine an impact goal

This step is related to the impact considerations and these may therefore be approached iteratively during the discussion. It is helpful to conclude the discussion by setting a joint impact goal. This impact goal can be a valuable starting point for the design and a reference point for the impact demonstration.

Setting a measurement purpose

Before you can start making plans and decisions on the measurements, a measurement purpose must be established. The purposes on page 16 can be consulted in this regard.
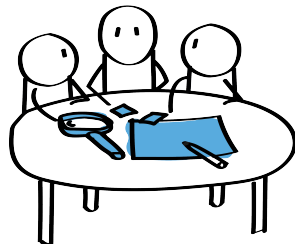
2. Prepare
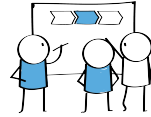
Create a measurement plan

Based on the measurement purpose, a plan can be made for carrying out the measurements. In this plan, a choice must be made for the number of points at which measurements will be taken. This should always consist of at least a baseline measurement and a final measurement after the project, but intermediate measurements and measurements after a longer period can be included as well. Intermediate measurements can be particularly important if you want to be able to make adjustments based on the insights during the ongoing project already. A measurement after a longer period of time can be useful to measure the long-term impact. Once the number of measurements has been determined, the exact dates can be planned.

In addition to the timing of the measurements, the desired number of respondents for both the questionnaire measurements and the corresponding interviews should be considered. For the interviews, a minimum of five is often recommended as a starting point (Dworkin, 2012). The appropriate sample size for the survey can be calculated by the sample size calculator from SurveyMonkey. However, it is not always necessary to have a significant sample size, as many insights can be gained even without that size. Moreover, the diversity of the respondents is also of interest to obtain a representative impression of the target group. Therefore, it is recommended to determine the sample size based on the purpose of the measurement, the target population, and the available resources. Consequently, the way in which these respondents will be recruited should be decided. Finally, you should reflect on the best party to conduct the measurements for this particular project.

Prepare project-specific questions

The questions must also be critically examined. Based on the purpose of the measurements, it can be decided whether all or a selection of the questions will be asked. Moreover, any context-specific questions can be added or adjusted.

3. Measure

Perform measurements

Following the measurement plan, the measures can be carried out. Designers are often good at capturing the qualitative information but do not have a lot of hard data to back it up. By combining qualitative measurement in interviews with questionnaires, they can substantiate more convincingly what they have achieved in their projects.

The questionnaires at the back of this booklet can be used for this purpose. The measurement format consists of three types of measurements that are all based on the framework: a baseline, intermediate and final measurement. In the baseline measurement question 1 is added to learn about the main motivations for participation. Furthermore, questions 2 - 4 are about voice, 5-11 about agency, 12-13 about opportunity structure, 14-15 about a sense of collectivity and 16-18 about citizenship ability. Apart from question 1, the questions from the baseline measurement are repeated in the intermediate and final measurements. In addition, some open-ended questions on experiences and outcomes of the project for the respondent were added, to be better able to uncover the by-catch* of the project. Finally, the final measurement also asks about satisfaction with the end result of the project to find out whether it is valued and supported.

In addition to administering these questionnaires to a larger group of people, so that you can tell something about the size of an effect, it is important to supplement them with a number of interviews to be able to interpret this effect better.

Fill in project information

In addition to conducting the questionnaires and interviews with residents, interesting facts of the project, such as duration, budget, number of participants reached, etc. can be noted in the Project summary format.

* Bycatch is the impact that the project had on people other than the one that was specifically designed for and can be both positive or negative.

4. Interpret

Process the data
Before interpreting the data, it is essential to collect all the data and process them into a format that is usable for analysis. The questionnaires can be imported into Excel and the interviews recorded and transcribed if necessary. In addition, if relevant, other visual material and so on can be collected.

Analyse and interpret the data
For analysis, the Likert scales of the baseline and intermediate/final measurement can be juxtaposed. Additionally, insights from the interviews, and open-ended questions from the questionnaires, can be clustered into key themes that emerge from the data. The effects from the Likert scales can then be interpreted using these themes and insights. To communicate these findings clearly and convincingly, graphs and visuals can be created showing these effects in numbers and clarifying quotes.

Adjust in the current/or following projects
Based on the results of the measurements and the established impact goal, it can be determined whether it is important to make adjustments. If intermediate measurements are carried out, this can be done for the remainder of the on-going project. If only final measurements are conducted, the findings can be used for e.g. scaling up or translation to other (similar) projects.

Share learnings and advice
Finally, to maximize social impact as a field, it is important to learn collectively. As designers, we can share our learnings, offer advice, and keep improving the participatory design process.
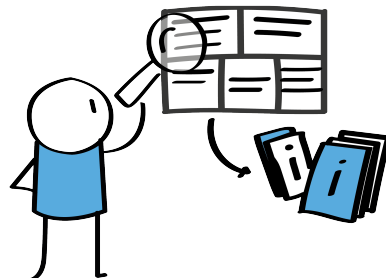
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APPENDIX

[PROJECT NAME] | Project summary

This format can be used to create a brief summary of the project and the agreements made regarding impact measurement.

1. What is the project objective?

What is the main objective of this project?

Are there other goals at the personal or company level?

2. Provide a short description of the project and a timeline

Kick-off
with client

3. Some project specifications

Budget	*Duration*
Number of people involved in project team	*Number of residents involved, and at what level of the participation ladder*

4. What is meant by impact in this project?

5. Our agreements after the discussion of the impact considerations:
Think of the degree of participation, scale and scope of the project, target audience, time and budget.

6. Our goals

Our impact goal: *Our measurement purpose:*

7. Measurement plan

Add the desired measurements to the timeline in number 2.

Always include: *Optional:*

Baseline   Final   Intermediate   Additional final
measurement   measurement   measurement(s)   measurement(s) in
                                                                                      the longer term

Who do we want to reach and how can we recruit them?

How many respondents do we want to reach?

For the
questionnaire:

For the
Interviews:

Who is responsible for conducting the questionnaires and interviews?

Who is responsible for the analysis and interpretation of the measurements?

Are there context and project-specific questions that should be reframed or added?

Completed format for illustrative purposes

To illustrate how the format might be used, this one has been completed as to how things could have gone at the start of the Eikakkerhoeven project. PLEASE NOTE: the data in this format is largely fictitious and not representative of how the project went.

[PROJECT NAME] | Baseline measurement

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].

Information about the project

[Give a short description of the project and a timeline (including where the project is now on this timeline)].

Project objective

[Conclude with the objective of the project]

[PROJECT NAME] | Baseline measurement

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.

1. Could you explain in what way you have been involved in the project?

2. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	Extremely well

Could you please explain what is causing you to feel this way?

3. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	○	○	○	○	○	○	○	Extremely heard

Could you please explain what is causing you to feel this way?

4. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	○	○	○	○	○	○	○	Extremely approachable

Could you please explain what is causing you to feel this way?

5. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Could you please explain what is causing you to feel this way?

6. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	A lot of influence

Could you please explain what is causing you to feel this way?

7. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Could you please explain what is causing you to feel this way?

8. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Could you please explain what is causing you to feel this way?

9. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Could you please explain what is causing you to feel this way?

10. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	O	O	O	O	O	O	O	Absolutely so

Could you please explain what is causing you to feel this way?

11. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

12. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Could you please explain what is causing you to feel this way?

13. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	○	○	○	○	○	○	○	A lot of influence

Could you please explain what is causing you to feel this way?

14. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	Extremely well

Could you please explain what is causing you to feel this way?

15. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	○	○	○	○	○	○	○	Extremely connected

Could you please explain what is causing you to feel this way?

16. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	○	○	○	○	○	○	○	Extremely active

Could you please explain what is causing you to feel this way?

17. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Could you please explain what is causing you to feel this way?

18. How well are you aware of other residents' views on the neighbourhood?

	1	2	3	4	5	6	7	
Not aware at all	○	○	○	○	○	○	○	Extremely aware

Could you please explain what is causing you to feel this way?

[PROJECT NAME] | Intermediate measurement

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].

Information about the project

[Give a short description of the project and a timeline (including where the project is now on this timeline)].

Project objective

[Conclude with the objective of the project]

[PROJECT NAME] | Intermediate measurement

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.

1. Could you explain in what way you are involved in the project?

2. Has participation in the project brought you anything personally so far? Could you please elaborate?

3. Did participation in the project have a positive outcome for you so far? Could you please elaborate?

4. Did participation in the project have a negative outcome for you so far? Could you please elaborate?

5. The project is set up by designers from Zeewaardig, do you experience this differently from other contacts with the municipality? Could you please elaborate?

6. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

7. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	○	○	○	○	○	○	○	*Extremely heard*

Which activities in the participation project did or did not contribute to this feeling and in what way?

8. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	○	○	○	○	○	○	○	*Extremely approachable*

Which activities in the participation project did or did not contribute to this feeling and in what way?

9. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	*Strongly agree*

Which activities in the participation project did or did not contribute to this feeling and in what way?

10. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	*A lot of influence*

Which activities in the participation project did or did not contribute to this feeling and in what way?

11. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

12. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

13. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

14. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	○	○	○	○	○	○	○	Absolutely so

Which activities in the participation project did or did not contribute to this feeling and in what way?

15. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

16. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

17. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	○	○	○	○	○	○	○	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

18. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	○	○	○	○	○	○	○	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

19. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	○	○	○	○	○	○	○	Extremely connected

Which activities in the participation project did or did not contribute to this feeling and in what way?

20. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	○	○	○	○	○	○	○	Extremely active

Which activities in the participation project did or did not contribute to this feeling and in what way?

21. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	○	○	○	○	○	○	○	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

22. How well are you aware of other residents' views on the neighbourhood?

	1	2	3	4	5	6	7	
Not aware at all	○	○	○	○	○	○	○	Extremely aware

Which activities in the participation project did or did not contribute to this feeling and in what way?

[PROJECT NAME] | Final measurement

This questionnaire was created to gain insight into your experiences as a resident. This means that there are no right or wrong answers, as long as they correspond to your own experiences. The questionnaire is carried out as part of the project [project name].

Information about the project

[Give a short description of the project and a timeline (including where the project is now on this timeline)].

Project objective

[Conclude with the objective of the project]

[PROJECT NAME] | Final measurement

We kindly ask you to fill in the following questions. The questions consist of scales with a short explanation in an open question. Thank you for your time and contribution.

1. Could you explain in what way you have been involved in the project?

2. Has participation in the project brought you anything personally? Could you please elaborate?

3. Did participation in the project have a positive outcome for you? Could you please elaborate?

4. Did participation in the project have a negative outcome for you? Could you please elaborate?

5. The project was set up by designers from Zeewaardig, did you experience this differently from other contacts with the municipality? Could you please elaborate?

Zeewaardig
Service Design

6. How well can you express your preferences about your neighbourhood towards the municipality?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

7. To what extent do you feel heard by the municipality?

	1	2	3	4	5	6	7	
Not heard at all	O	O	O	O	O	O	O	Extremely heard

Which activities in the participation project did or did not contribute to this feeling and in what way?

8. How approachable do you find the municipality when you want to change something in the neighbourhood or provide some input?

	1	2	3	4	5	6	7	
Not approachable at all	O	O	O	O	O	O	O	Extremely approachable

Which activities in the participation project did or did not contribute to this feeling and in what way?

9. Do you feel you have a choice in what happens to your neighbourhood?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

10. How much influence do you feel you have over what happens to the neighbourhood you live in?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

11. How well do you feel you're able to make decisions for your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

12. How well can you work together with other residents of the neighbourhood to achieve or organise something?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

13. Do you have a sense of responsibility for the neighbourhood you live in and the community that lives here?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

14. Are there people in the neighbourhood who show some kind of leadership to make things happen for the neighbourhood?

	1	2	3	4	5	6	7	
Not at all	O	O	O	O	O	O	O	Absolutely so

Which activities in the participation project did or did not contribute to this feeling and in what way?

15. What would be your ideal role (as a resident) in a municipal project about your neighbourhood?

16. Do you feel that the social group you belong to can change things if they want to?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

17. Do you feel free to participate in a participation project in your neighbourhood if you would like to?

	1	2	3	4	5	6	7	
No influence at all	O	O	O	O	O	O	O	A lot of influence

Which activities in the participation project did or did not contribute to this feeling and in what way?

18. How well do you feel you know the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	Extremely well

Which activities in the participation project did or did not contribute to this feeling and in what way?

19. How connected do you feel to the other residents of your neighbourhood?

	1	2	3	4	5	6	7	
Not connected at all	O	O	O	O	O	O	O	Extremely connected

Which activities in the participation project did or did not contribute to this feeling and in what way?

20. How actively are you involved in projects and initiatives in the neighbourhood?

	1	2	3	4	5	6	7	
Not active at all	O	O	O	O	O	O	O	Extremely active

Which activities in the participation project did or did not contribute to this feeling and in what way?

21. Do you feel that everyone's input is of equal value in municipal projects?

	1	2	3	4	5	6	7	
Strongly disagree	O	O	O	O	O	O	O	Strongly agree

Which activities in the participation project did or did not contribute to this feeling and in what way?

22. How well are you aware of other residents' views on the neighbourhood?

	1	2	3	4	5	6	7	
Not aware at all	O	O	O	O	O	O	O	Extremely aware

Which activities in the participation project did or did not contribute to this feeling and in what way?

23. How satisfied are you with the [end result of participation] as it is now?

	1	2	3	4	5	6	7	
Not satisfied at all	O	O	O	O	O	O	O	*Extremely satisfied*

Which activities in the participation project did or did not contribute to this feeling and in what way?

24. How well do you feel that your opinion has been taken into account in the [end result of participation]?

	1	2	3	4	5	6	7	
Not well at all	O	O	O	O	O	O	O	*Extremely well*

Which activities in the participation project did or did not contribute to this feeling and in what way?

> *Never neglect an opportunity for improvement.*
>
> **- Sir William Jones**