



WINDESHEIM
HONOURS COLLEGE

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RESEARCH REPORT

Smart Cities
Student project team

PRESENTED TO

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PRESENTED BY

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Table of Contents

I. Background.....	1
II. Problem statement	1
III. Research objective, central question, and sub-questions	1
Research objective.....	1
Central question	1
Sub-questions	1
IV. Literature review	2
V. Conceptualization	3
VI. Methodology	3
Design.....	3
Study population and sample size	3
Data collection	4
Quality assurances.....	4
VII. Results	5
Sub-question 1	5
Degree of concern and action	5
Motivation factors	5
Sub-question 2.....	6
VIII. Discussion	6
IX. Conclusion.....	7
X. Reference list.....	8
XI. Appendices.....	9
Appendix 1 – Questionnaire flowchart	9
Appendix 2 – Questionnaire results Holtenbroek.....	10
Appendix 3 – Motivation factors Holtenbroek - questionnaire results.....	12
Appendix 4 - Motivation factors Diezerpoort - questionnaire results	17

I. Background

When the buurt-voor-buurt survey of 2016 in Stadshagen showed concerns from out the neighbourhood and its residents towards the negative effects of climate change on their living environment the municipality of Zwolle decided to act on this. The municipality did so by setting up the SensHagen project. This project is a, one of its kind, partnership between the neighbourhood Stadshagen, the municipality of Zwolle, KNMI and the RIVM. By involving different stakeholders into this project with different specializations the project has been able to work with smart sensors, that can be adopted by the residents of the neighbourhood Stadshagen, creating a very special collaborative project. By doing so, the residents can place the sensors allowing them to measure, amongst other things, air quality. This allows residents of Stadshagen to monitor the effects of climate change from their own backyard.

Looking forward, the municipality is looking for ways to expand the SensHagen project throughout the city. By doing so, different neighbourhoods can be included in this expansion causing a more inclusive coverage for their sensors. However, this does come with a set of challenges. Mostly based on the differences between neighbourhoods. This is where the need for this research arises from. For the municipality of Zwolle, the knowledge of the residents living in the city of Zwolle and their incentives to, or to not participate in the expansion of the SensHagen project are crucial for further successful implementation of a possible upscaling. These residents, where the incentives are not identified, will from now on be referred to as unusual suspects. However, due to time constraints our main focus will lay on the unusual suspect of two neighbourhoods in Zwolle, being Holtenbroek and Diezerpoort. This choice has been made in agreement with our client, the municipality of Zwolle, based on the desire to visualize the incentives of unusual suspects in these neighbourhoods.

II. Problem statement

As introduced in the background, the current incentives of the residents living in Holtenbroek and Diezerpoort are not yet identified through research. This lack of data causes problems when looking at future based scenarios for scaling up SensHagen. As long as we are unaware of their already existing knowledge and reasoning to, or not to participate in sustainable initiatives, the upscaling of SensHagen will entail possible uncertainties. Stating the importance of identifying these incentives in order to anticipate on them. Therefore, a more in-depth research approach is needed to understand these incentives and how these can lead to possible participation in the SensHagen project.

III. Research objective, central question, and sub-questions

Research objective

The purpose of this study is to create an understanding of the incentives of the residents living in the neighbourhoods Holtenbroek and Diezerpoort. Next to that, this study will aim to identify different factors that may be involved in the motives for residents to participate in the upscaling of SensHagen.

Central question

The central question of this study is: 'What are the incentives of the unusual suspects to participate in the upscaling of SensHagen, differentiating between the neighbourhoods Holtenbroek and Diezerpoort?'.

Sub-questions

To help answer the main research questions, the following sub-questions have been created:

1. What is the perception of climate action among the unusual suspects?
2. What is the level of interest in SensHagen project among the unusual suspects?

IV. Literature review

As the main goal of this research is identifying the incentives of the unusual suspects to participate in the SensHagen project, it is important to first understand the nature of citizen engagement in such projects. Studied literature provides us with a clear overview of the concept of citizen engagement, and, therefore, will help us with the understanding of the research participants better during both the data collection process and the conclusion and analysis of the research findings.

According to R. Elelman and D. L. Feldman (2018), citizen engagement is the process through which individuals, groups, and organizations are given the opportunity to take part in the decision-making that will affect them, or in which they have an interest. ConCensus (Council of Citizen Engagement in Sustainable Urban Strategies) is a methodology presented by the authors, which has been developed for altering decision-making and increasing citizen engagement (CE will be used as an acronym further in the document) via rewarding the citizens with greater political responsibility and an opportunity for deeper involvement in the policy making. Deeper understanding of the policy making processes stimulates the interest among citizens and encourages local democratic participation. Generally, the researchers conclude that close collaboration between different stakeholders, including both civil and municipal level, is one of the key aspects of successful CE, as well as appropriate governance, which enables information sharing through various platforms, and facilitates impactful public participation. According to J. Gaventa and G. Barrett (2012), in fragile and weak settings, to which neighbourhoods of Holtenbroek and Diezerpoort can be assigned to, citizen activities and local associations are proven to have positive impact on strengthening the cultural identities of citizens, and thus building more responsive and interconnected states. Local Agenda 21 (LA21), provided by the United Nations, is a voluntary process of encouraging the process of citizen engagement in issues of sustainable development and, therefore, can be one of possible way of encouraging citizen participation in the SensHagen project. Adoption of LA21 can produce long lasting outcomes leading to environmentally sustainable cities and societies and is proven to be an effective way of recruiting the citizens as partners in environmental governance (Elelman and Feldman, 2018). "Mapping the Outcomes of Citizen Engagement" (2012) provides an overview of a 100 in depth qualitative studies, mainly focused on meaning and dynamics of citizen engagement. 75% of studies cases showed positive outcomes, such as contribution to citizenship construction, strengthened practices of participation, building of responsive and accountable states, and creating more inclusive and cohesive societies.

However, there are existing limitations of citizen engagement. According to E. de Weger et al., during the engagement process, most citizens experience a lack of support from involved organizations, or lack of a key civil figure that would take a leading role within their own initiative. Next to that, lack of proper communication between the parties provokes a feeling of being imposed among the citizens, which, therefore, affects the quality of the end goal. This can be influenced by the fact that professionals often do not see CE as a meaningful and impactful contribution in policy making and running the projects.

The findings from J. Gaventa and G. Barrett (2012) show that 25% of studied cases of CE led to negative outcomes, such as wrong implementation of new capacities, denial of state services and resources, and even increased horizontal conflict and violence, which serve as an important warning related to the risks of CE. Furthermore, according to J. Kasymova and T. S. Gaynor (2014) the process of CE proves to be highly time consuming for both the citizens and the government, which puts more attention towards the decision-making process as to when CE can be used effectively and create efficient results for both parties involved. Lastly as S. Billore (2021) points out that the aspect of cultural heritage often fails to be included in the process of sustainable development. Understanding cultural integration can be beneficial when implementing sustainable projects on a regional level - seeing as the aspect of culture brings out the idea of including the citizens and their identity in policy making.

To conclude, studied literature gives us an overview of the subject of citizen engagement, its importance as well as limitations. The knowledge gained from this literature will be used to support the research process throughout the planning and conducting the research up until the analysis of the results.

V. Conceptualization

Concept	Definition
Incentive	Something that encourages a person to do something (Cambridge Dictionary, 2021).
SensHagen	A partnership between the neighbourhood Stadshagen, the municipality of Zwolle, KNMI and the RIVM. Aiming to provide residents with more insight into climate change and to involve them more in the effects of climate change by letting residents adopt a sensor in their garden that measures the temperature and air quality (<i>SensHagen, wat meten de buren?</i> Gemeente Zwolle, n.d.).
Usual suspect	Citizen that is aware and involved in sustainable/climate change initiatives and where the incentives to participate in the SensHagen project is clear.
Unusual suspect	Citizen that is not (yet) aware of, and involved in, any sustainable/ climate change initiatives and where the incentives to, or to not participate in the SensHagen project are (still) unclear.
Citizen engagement	The process through which individuals, groups, and organizations are given the opportunity to take part in the decision-making that will affect them, or in which they have an interest (R. Eelman & D. L. Feldman, 2018).

VI. Methodology

Design

Due to the nature of this study a mixed-method approach has been chosen. Since we not only want to create an understanding about the different concepts, but we also want to test the already existing theories. Therefore, quantitative methods will be used to test and/or confirm the already existing theories and assumptions on the incentives of the unusual suspects. Besides this, a quantitative approach will allow us to establish generalizable facts about the outcomes of our research on the study population. Qualitative methods will, on the other hand, be used to create a more in depth understanding of the thoughts and experiences of the study population towards the different concepts discussed in the study. Aside from that, this also means that both deductive and inductive reasoning will be used to test an existing theory as well as possibly develop a new theory.

Study population and sample size

In this study, residents of the neighbourhoods Holtenbroek and Diezerpoort have constituted the study population. Given the importance of access to a personal outdoor environment (such as a garden) for the implementation of the SensHagen project and for placing the sensor, this consideration has also been included in the compilation of the study population. In addition, with due observance of consent, a minimum age of 18 years has been required to participate in the study.

The sample population consist of a minimum of 25 participants for each neighbourhood, meaning that the total sample size of this research will be at least 50 participants. This minimum is based on the minimum numbers needed to test the theory, and create an understanding of the concepts, whilst the chosen data collection method does not exceed the given time frame for the research.

To answer the main objective and sub-questions there have been formed two main control groups: one group containing the residents of Holtenbroek and one group containing the residents of Diezerpoort.

As already mentioned earlier in the research report, the two main control groups have been chosen based on the clients wishes and the scope of the project.

Data collection

Since our study design contains a mixed methods approach, we have chosen to work with questionnaire based on the characteristics of a (semi-) structured interview. Meaning that every resident that participates in the research will be presented with the same framework of research questions. However, these questions have been made in such a way that the questions adjust and change to the answers given in previous questions. To visualize this, a flowchart has been added to the appendix 1 of this research report in which the structure can be seen. These adjustable questions gave us the opportunity to anticipate on the answers given by the participants, allowing us to not only gather the analytical data that is needed to test the theories and to quantify the outcomes, but to also gain a deeper understanding of the concepts.

Important to mention is that the participants are all currently seen, and receiving the first set of questions, as unusual suspects. This is because there is no information already existing proving that participants can be identified as usual suspects. Considering that there might be a possibility that part of the participants will identify as such, the questions will be adjusted accordingly. As a result, there will be a clear distinction in the research results based on the answers given. This allows us to place connect answers and categorize the participants if needed.

The actual data has been collected through a door-to-door approach in which several streets in the neighbourhood have been randomly selected. This strategy was chosen due to its high possibility of reaching our desired study population. Besides this, it is important that there is a mix between streets, houses, and populations, so that diversity upon some degree can be guaranteed in the research. We have done this to limit the possibility where the opinion of one street is generalized and used to visualize the opinion of the entire neighbourhood.

Quality assurances

To ensure transferability, this study will aim to achieve this as much as possible by describing the research process as extensively and thoroughly as possible. Next to this, the collected data will be assessed by a researcher who has had no personal contact or connection with the respondents, to avoid researcher bias and to increase the objectiveness of the collected data.

VII. Results

The study has been conducted according to the data collection section. As planned, the research took place in two neighbourhoods of Zwolle – Holtenbroek and Diezerpoort, where the data has been collected during semi-structured interviews with the residents of those neighbourhoods (unusual suspects). The data has been analysed, and is presented in two separate parts, based on the sub-questions of the research.

Sub-question 1

What is the perception of climate action among the unusual suspects?

Degree of concern and action

Holtenbroek has proven to be more concerned about climate action and is more involved in taking action on a personal and/or household level - 70% of the respondents have proven to be informed and concerned about climate action, and almost all of them have stated that they take action towards sustainability in their homes. The main patterns in regard of sustainable actions at home were related to responsible shopping and consumption, responsible use of resources (water, electricity), solar/green energy, switching to electric cars or driving less, waste separation and recycling.

In contrast, in Diezerpoort, only 46.9% of the respondents have shown interest in sustainability. However, the rate of the respondents that stated they take actions towards sustainability in their homes is higher, being almost 60%. The main practices are similar to the ones the residents of Holtenbroek showed, being waste separation, solar/green energy, responsible consumption and conscious travelling.

Motivation factors

The main obstacles for taking action for residents of Holtenbroek were lack of information and knowledge on the subject, lack of personal interest, or the costs involved. Next to that, some people do not see the importance of their actions, stating that the impact triggered by their actions would be too small, and therefore meaningless. The participants have mentioned that decrease in financial costs involved, increase in accessibility, along with more information and guidance would motivate them for taking actions at home.

Based on the responses, it is visible that the residents of Diezerpoort do not have enough interest in the topic of sustainability, which influences their actions. The participants believe their individual actions are not impactful when looking at a bigger picture, and sustainable action is not a priority when talking about their daily lives. Based on the responses, in order to increase the motivation and interest in participating in sustainable initiatives and taking action at home, financial costs involved have to be lower. Next to that, the participants see a need of seeing more tangible results of their action.

In both Holtenbroek and Diezerpoort, only 18.8% of the respondents are aware of sustainable initiatives taking place in their neighbourhood. In Holtenbroek, half of these respondents have actually taken part in those initiatives, whereas in Diezerpoort it was 1/3 of the respondents. In Diezerpoort, out of all the respondents, only 30% have shown interest in participating and learning more about sustainable initiatives. The main motivation factors mentioned were social aspect, accessibility (low effort and investment), the need of taking action and contributing to a better world. The remaining 70% state they have no interest in it or too busy to invest time and resources. In contrast, 57.7% of the respondents from Holtenbroek have shown interested in learning and participating in sustainable initiatives in future. The main motivation factors for these residents were creating a better world for future generations and giving back to the community. Many of the respondents have mentioned that low costs and time involved are the big conditions for their participation in such initiatives.

Sub-question 2

What is the level of interest in SensHagen project among the unusual suspects?

Based on the results of our research it can be said that the neighbourhoods can be seen as unusual suspects since in both neighbourhood's people are unaware of SensHagen. Holtenbroek shows that out of all the respondents no one knew about SensHagen, on the other hand, a small percentage of citizens (13,8%) in Diezerpoort stated that they were aware of it. The citizens that were aware of it knew about the project either through the intended marketing strategy of spreading the word through the younger generations, or by being actively involved in the municipality. From this we can conclude that the marketing strategy intended to spread awareness among youths is successful!

Holtenbroek being more concerned and aware of climate change also proves this by the amount of people that are worried about air quality in their neighbourhood (37,5%), as well as the high amount of people interested in learning more about it (71,9%). Diezerpoort on the other hand shows much lower numbers than Holtenbroek with only 15,6% of people that are worried about air quality in their neighbourhood and only 37,5% of people wanting to learn more about it.

The research results indicate that while the level of concern and interest in climate change is undeniably higher in Holtenbroek than it is in Diezerpoort both neighbourhoods show a high interest in participation in SensHagen. The majority of respondents is interested in actively participating by adopting a sensor - 62,5% in Diezerpoort, 78,1% in Holtenbroek. The respondents state that the main motivation for them is that participation in SensHagen requires little effort, little costs, easy access, and a good initiative overall.

A portion of the respondents however had doubts about participating - 18,8% in Diezerpoort, 6,3% in Holtenbroek. This group is mainly concerned about the lack of information about the project, the need to discuss the issue with other household members and some also want to hear more sincere opinions not only from the municipality but from current on past participants of the initial project.

It was only a small portion of respondents that would not be willing to participate in the expansion of SensHagen in their neighbourhood – 18,8% in Diezerpoort, 15,6% in Holtenbroek. The reasoning behind their decision was mostly the lack of information, time and interest, as well as the fact that they do not see a need for the project and do not believe that it would make a difference.

VIII. Discussion

We have observed that people in Holtenbroek are more educated about sustainable practices and, compared to Diezerpoort, are already taking more action towards sustainability in their private lives. Based on this information, we assume that there might be less effort required from the municipality in regards of educating the residents of Holtenbroek about the importance of climate actions and implementing the SensHagen project.

Contrastingly, more than a half of the respondents in Diezerpoort show little or no interest in sustainable initiatives, and not many see a benefit in participating in any in the future. The research has shown that some of the residents in Diezerpoort are already involved in sustainable action, however, the numbers are low. This can indicate that some of the citizens of that neighbourhood are unconsciously involved in the process of integrating sustainable practices at home. There is a chance that they recycle or use solar energy because it is socially normalized and promoted, without having a background knowledge and deeper understanding of their actions' impact.

Therefore, we conclude that expanding in Diezerpoort might possibly involve higher costs and might have a higher level of resistance. As a possible way of tackling above mentioned issues, a better option would be to first integrating more sustainable initiatives with the goal of raising awareness about sustainability and importance of environmental actions. After that, as soon as the residents of neighbourhood are more informed, the expansion of SensHagen can be successful.

After studying the two neighbourhoods, we can conclude that integrating SensHagen in Holtenbroek first would be a more visible option and might lead to more successful results, compared to Diezerpoort.

IX. Conclusion

The purpose of the study was to explore and identify the incentives of the unusual suspects to participate in the upscaling of the SensHagen project. Based on the research conducted, we can conclude that in both neighbourhoods one of the central incentives are low financial investment needed for participation, along with little time effort the project requires. People value their personal time and do not perceive information about the air quality in their neighbourhoods as an essential need. Nevertheless, some participants have expressed a high interest in the project due to their health conditions – having asthma or other respiratory issues.

To conclude, even though people possess little knowledge on the topic, there is willingness to change among these neighbourhoods. People view the SensHagen project as a good initiative. The participants have shown some interest in participating in SensHagen, as soon as there is more information available on the matter.

X. Reference list

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XI. Appendices

Appendix 1 – Questionnaire flowchart

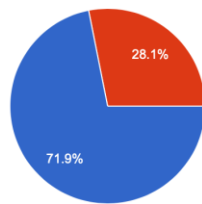
Questionnaire flowchart



Appendix 2 – Questionnaire results Holtenbroek

Are you concerned about climate change?

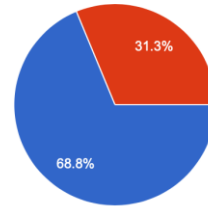
32 responses



● Yes
● No

Do you take any actions towards sustainability in your home?

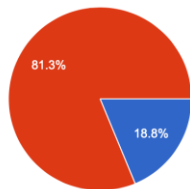
32 responses



● Yes
● No

Are you aware of any sustainable initiatives happening in your neighbourhood?

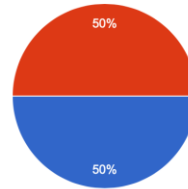
32 responses



● Yes
● No

Do you, or have you ever participated in any of them?

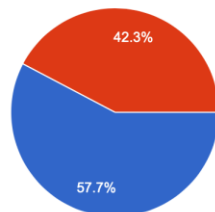
6 responses



● Yes
● No

Would you like to learn more about them?

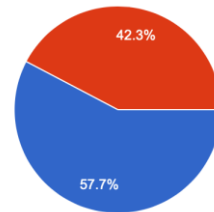
26 responses



● Yes
● No

Would you be open to participate in them?

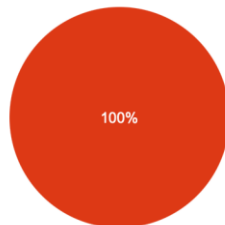
26 responses



● Yes
● No

Have you heard about senshagen?

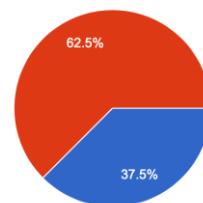
32 responses



● Yes
● No

Are you worried about the air quality in you neighborhood?

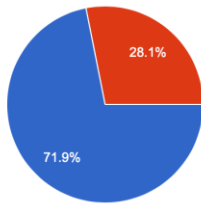
32 responses



● Yes
● No

Would you want to know more about the air quality?

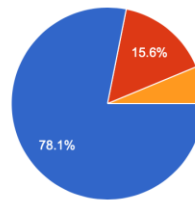
32 responses



Would you like to participate in Senshagen by adopting a sensor?

32 responses

Yes
No

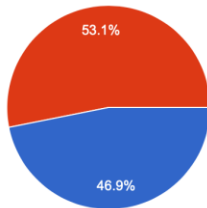


Yes
No
Maybe

Appendix 3 – Questionnaire results Diezerpoort

Are you concerned about climate change?

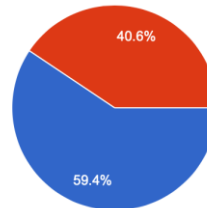
32 responses



Yes
No

Do you take any actions towards sustainability in your home?

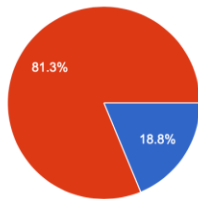
32 responses



Yes
No

Are you aware of any sustainable initiatives happening in your neighbourhood?

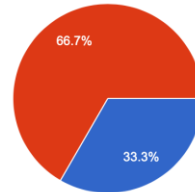
32 responses



Yes
No

Do you, or have you ever participated in any of them?

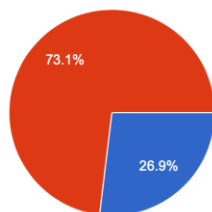
6 responses



Yes
No

Would you like to learn more about them?

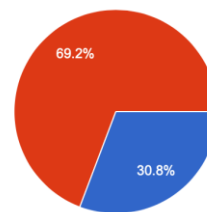
26 responses



Yes
No

Would you be open to participate in them?

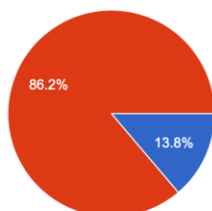
26 responses



Yes
No

Have you heard about senshagen?

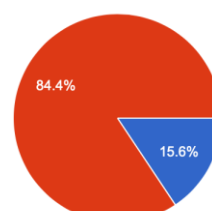
29 responses



Yes
No

Are you worried about the air quality in you neighborhood?

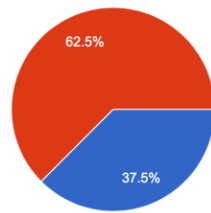
32 responses



Yes
No

Would you want to know more about the air quality?

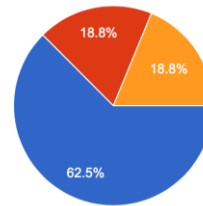
32 responses



● Yes
● No

Would you like to participate in Senshagen by adopting a sensor?

32 responses



● Yes
● No
● Maybe

Appendix 3 – Motivation factors Holtenbroek - questionnaire results

What would motivate you to take action towards sustainability at home?

10 responses

When I physically see and feel the change

If it was easier

More information

Cheaper

If I get money haha

More help and guidance

Big countries should do something

More information, knowing why it would be good to do something

A little help I think

What motivates you to participate in sustainable initiatives?

3 responses

Big organisations organize

Wanted to do something good

I have solar panels and it saves me money long term

What would motivate you to participate in sustainable initiatives in future?

15 responses

Depends a lot on the initiative, but I am interested to learn more about the topic since I know about it so little

.

Ligt er aan wat het is

Good initiatives should be rewarded

Only if it's easy and free

Animals, I love animals

To participate for a better world for my children

If I can do something good for this world

Do something good and give back to the community

Als het niet te veel is

Nice to do something with the neighborhood together especially if it contributes to a bigger picture

Because it is nice to do something good

Only if they are interesting and they do not take up too much of my time.

It is good to do something, especially if it is local to your neighbourhood and you see instant results

If it is something nice

Why don't you want to participate in sustainable initiatives in future?

9 responses

Depends on the effort

Because I don't have time

Lack of time

No time for that stuff

Social anxiety, preferably not hanging out with human

I'm not in good health

A little scary since I know so little

As already mentioned, I am scared that I can not contribute much

Not really interested

Why would you want to participate in SensHagen?

27 responses

Learn more about it and an easy way to get into it and do something sustainable

To know more about air quality, you know nothing about it now

Good initiative, but really depends on the privacy because connecting it to the wifi is easy for people to hack especially with an app

It depends on the amount of hours I need to invest, biut I'm willing to participate

Gaaf onderzoekje, en weinig moeite

Laagdrempelerig en weinig moeite

Good to see about the air quality in the neighborhood, close to home,

It doesn't take any time or money to do so

Only if it's free

Medical reason, I have asthma so I worry about the air quality

If it's free and I get more knowledge about my surroundings than that's perfect (depends on the size of the sensor though haha)

To participate more and add value to the future of the world

Misschien nuttige nieuwe informatie!

It's interesting to map out the results of the air quality in the neighborhood

Doing something good, helping the neighborhood get better

So that I have more information, more grip on the situation and can visualize it a little better

I have asthma and am greatly concerned about the air quality

Kost mij niks

It is easy accessible, for free, little I need to do myself and it gives a lot of insight in the air quality in the neighborhood so that's cool

Especially if it's easy, would be nice to do something good for the neighborhood. I would also get more insight in what is actually going on and that information is currently being missed

It sounds good and would be interesting to see the results

I said I'd want to participate if it is interesting and if it doesn't take up too much of my time and i feel like this is both.

I myself have asthma and I think that good air quality is important + it is free

It sounds like a good initiative, but I am a little hesitant and would like some more information on it

It is free and it is good to know about this i think

It's free and easy

If it's free I guess it's nice

Why would you not want to participate in SensHagen?

5 responses

Het us wel prima zo, mijn man zou het misschien interessant vinden

It's not needed, nature is just as it is

Too little information is known

Because I don't care about it so why would I participate

Im just not interested

Appendix 4 - Motivation factors Diezerpoort - questionnaire results

What would motivate you to take action towards sustainability at home?

10 responses

Lagere kosten

Nothing

If I see how it would help me personally, perhaps on other level such as financial that does interest me

Andere dingen, veel risicos, goedkoper

Concrete resultaten en zichtbaarheid van de oplossing

Het heeft weinig impact

Honestly, maybe if someone convinces me that it is caused by human beings but for now i just do not believe that

Not interested

Debkosten

Nothing, because I do not believe in it

What motivates you to participate in sustainable initiatives?

2 responses

Being more sustainable

Voor de kinderen, gezond, beter voor de wereld, elk steentje telt.

What would motivate you to participate in sustainable initiatives in future?

8 responses

Sociale aspect

It is good to do something for the world around you, however it does depends on the amount of time that needs to be put in there

Actie moet ond er nromen worden

Als het op grote schaal gebeurt

Ligt er aan wat het is, maar als het laagdrempelerig is

Als het mij niks kost, en iets oplevert dan is het goed

Dichtbij, weinig tijd, vrije investeringen, lage kosten

Sociaal aspect, minder groente, bespaard geld

Why don't you want to participate in sustainable initiatives in future?

14 responses

Not interested

No

Because I am busy

Te veel moeite

I'm too busy

Busy

Because i dont have a lot of time left

Geen zin

Same as said before, don't have much time

It is not something I personally believe that will do something good

I have other priorities

De huurhuizen

We gaan weg

Why would you want to participate in SensHagen?

20 responses

Alles wordt al gemeten, dit kan ook wel

But I need more information, because I have heard of it but not a lot so if I know what it is exactly and its free i would like to participate

Benieuwd naar de omgeving

I had never really thought about the air quality and I think it's good to be aware of such things, and by your story it seems easy to participate

Because it is for free and it seems like a good initiative

Als er concrete oplossingen zijn, en gratis

Alle contributies zijn welkom, meten is weten!
Ripple effect

Als het klein is en laagdrempelerig

My reason for not participating has mainly been the lack of time, however if it doesn't cost me any extra time I would be greatly interested

I would love to know more

If it doesn't take time or money, I'm open to participate

Het kost me weinig moeite

Kost mij niks, en enig moeite

Ze willen minder verkeer, om dat te regelen hebben ze meer informatie nodig

Kleine moeite voor waardevolle data

Aanleiding tot actie van de gemeente

To help

Weinig moeite, en laagdrempelerig

Zolang het niet stoort, en weinig moeite is

Toch wel interessante informatie

Why would you not want to participate in SensHagen?

5 responses

Not interested

Because I personally do not believe in any of it

I don't know

I think it takes time and I'm too busy

I have other things to do

Why are you not sure if you would like to participate in SensHagen? Are there conditions, or other information?

6 responses

Is het gratis?

Not interested

It depends on the experiences of others. Of course the municipality wants it to seem amazing, but I'd like to hear from a different source that has tried it as well

Depends on my partner

Jo clear answer

I would need more information on why it would be good to use. For now I am not interested, but I might consider depending on the available information