

General Information

Interview number: _____

Interview date: ____ 2018

Interviewer: Arie Purwanto

Interviewee (complete name): _____

Interviewee gender: ☐ Male ☐ Female

Age: ____ years

Highest level of education: _____

Occupation: _____

Employment status: ☐ employed ☐ self-employed

Name of the team in the Hack de Valse Start: _____

Name of the application/visualization developed in the Hack de Valse Start: _____

Country: _____

Introduction

I have kindly asked if I could interview you today because you have been identified as someone who was engaged with the development of an application/visualization which used Open Government Data (OGD) in the Hack de Valse Start event. I very much appreciate your availability for this interview.

Research objective

My study aims to *identify factors that influence citizen engagement in an OGD initiative*. Citizen engagement is concerned with *multiple activities performed by citizens to transform OGD into applications and use these applications to solve problems*.

Organisation of the interview

This interview consists of eight sections: 1). Background information, 2). Intrinsic motivations, 3). Extrinsic motivations, 4). Social factors, 5). Technological factors, 6). Political factors, 7). Other factors, and 8) Comparing groups of factors.

This interview consists of 56 questions, and based on previous conducts, usually, it takes no longer than one hour and fifteen minutes.

Confidentiality and interview recording

All provided information will be treated confidentially, your participation is voluntary, and you may stop at any time. To facilitate the analysis and reproducibility of my study findings, I would like to record our conversation. Only I will have access to the recorded conversation.

Would you agree with recording the interview?

- ☐ Yes → Thank you, I will now start recording
- ☐ No → No problem, I will take notes of our conversation.

Thank you for participating in this interview. I will now start the interview.

Section 1: Background

In this section, I will ask questions concerning your opinion and experience in open government data initiatives.

Question 1: How long have you been engaged with open government data initiatives? What were your feelings or experiences towards those engagements?

Question 2: What programming languages did you use particularly for developing open data application?

Question 3: What data skills did you apply particularly for developing open data application?

Question 4: To what extent are you in favour of or against open government data? Why?

Question 5: What are your hopes, wishes or expectations for the government regarding open government data?

Question 6: What is your opinion about your past experience in developing open government data-based applications?

Question 7: In your opinion, what should be done to encourage and increase citizen engagement in developing open government data-based applications?

Question 8: What is your opinion about hackathon such as the Hack de Valse Start?

Question 9: What were activities you carried out in the Hack de Valse Start?

Question 10: What data did you use in the engagement and provided by whom?

Question 11: What motivated you to engage in the Hack de Valse Start?

Question 12: What major challenges did you encounter during the Hack de Valse Start?

Question 13: How did you deal with those challenges?

Question 14: Did you intend to continue developing the application you (or your team) have built at the Hack de Valse Start in the future? If yes, how? If no, why?

Section 2: Intrinsic motivations

Question 15: To what extent did you agree that fun and enjoyment influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 16: To what extent did you agree that intellectual challenge influences your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 17: To what extent did you agree that status and reputation influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 18: Out of fun and enjoyment, intellectual challenge, and status and reputation, which factor influences you most? Why?

Question 19: Out of fun and enjoyment, intellectual challenge, and status and reputation, which factor influences you least or not at all? Why?

Section 3: Extrinsic motivations

Question 20: To what extent did you agree that learning and skills development influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 21: To what extent did you agree that knowing new people influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 22: To what extent did you agree that possibility to win a prize (i.e., money) influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 23: To what extent did you agree that future career concerns influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 24: Out of learning and skills development, knowing new people, possibility to win a prize, and future career concerns, which factor influences you most? Why?

Question 25: Out of learning and skills development, knowing new people, possibility to win a prize, and future career concerns, which factor influences you least or not at all? Why?

Section 4: Social factors

In this section, I will ask questions related to social factors.

A social factor is a citizen's internalisation of his/her relationship with others (e.g., colleagues, family, community, society) that influences his/her decision.

Question 26: To what extent did you agree that the believes or values of important others in a close social relationship (e.g., family, friends, colleagues) influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 27: To what extent did you agree that the believes or values of important others in a wider social relationship (e.g., neighbours, communities, society) influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 28: To what extent did you agree that creating benefits for society influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 29: Out of the believes of close social relationship, broad social relationship, and societal benefits, which factor influences you most? Why?

Question 30: Out of the believes of close social relationship, broad social relationship, and societal benefits, which factor influences you least or not at all? Why?

Section 5: Technological factors

In this section, I will ask questions related to technical factors.

A technological factor is a citizen's perception of the characteristics of the Information Technology (IT) artefacts that provide access to the open education data. Technical factor consists of data quality and service quality.

Subsection 5.1: Data quality

Data quality refers to a citizen's perception of the quality of the open education data and its metadata.

Question 31: To what extent did you agree that the accuracy of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why? *Accuracy* refers to the degree that the data is free from errors.

INTERVIEW QUESTIONS – HACK DE VALSE START - PARTICIPANT

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 32: To what extent did you agree that the completeness of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 33: To what extent did you agree that the format of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why? *Format* refers to the degree that the data is clear and well formatted.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 34: To what extent did you agree that the currency of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why? *Currency* refers to the degree that the data is up to date.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 35: To what extent did you agree that the understandability of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why? *Understandability* refers to the degree that the data is clear and easy to understand.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 36: To what extent did you agree that the interoperability of the open education data and its metadata influence your engagement in the Hack de Valse Start event? Why? *Interoperability* refers to the degree that the data can be linked with other data.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 37: Out of the data accuracy, completeness, format, currency, understandability, and interoperability, which factor influences you most? Why?

Question 38: Out of the data accuracy, completeness, format, currency, understandability, and interoperability, which factor influences you least or not at all? Why?

Subsection 5.3: Service quality

Service quality refers to a citizen's perception of the quality of the services and support for open education data and its metadata.

Question 39: To what extent did you agree that the **reliability** of the open education data services and support influence your engagement in the Hack de Valse Start event? Why? *Reliability* refers to the degree that a complete guide to access open education data is available.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 40: To what extent did you agree that the **assurance** of the open education data services and support influence your engagement in the Hack de Valse Start event? Why? *Assurance* refers to the degree that a specific staff available to assist difficulties concerning the use of open education data.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 41: To what extent did you agree that the **responsiveness** of the open education data services and support influence your engagement in the Hack de Valse Start event? Why? *Responsiveness* refers to the degree that staff of open education data initiative always follow up a user's report on data quality.

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 42: Out of the service reliability, assurance, and responsiveness, which factor influences you most? Why?

Question 43: Out of the service reliability, assurance, and responsiveness, which factor influences you least or not at all? Why?

Section 6: Political factors

In this section, I will ask questions related to political factors.

A *political factor* is a citizen's perception towards government policy/performance reflected in the open education data initiative.

Question 44: To what extent did you agree that your trust in the government and your trust in their data influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 45: To what extent did you agree that the government responsiveness influences your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 46: To what extent did you agree that the possibility of political change influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 47: To what extent did you agree that your interests in politics influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 48: To what extent did you agree that your involvement in political activities influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 49: Out of the trust, government responsiveness, political change, interests in politics, and involvement in political activities, which factor influences you most? Why?

Question 50: Out of the trust, government responsiveness, political change, interests in politics, and involvement in political activities, which factor influences you least or not at all? Why?

Section 7: Other factors

Question 51: Were there any other factors that influence your engagement in the Hack de Valse Start event? If yes, what were these factors?

Question 52: To what extent did you agree that the other factors you mentioned influence your engagement in the Hack de Valse Start event? Why?

☐ Strongly disagree ☐ Disagree ☐ Neither disagree or agree ☐ Agree ☐ Strongly agree

Question 53: Out of those factors, which factor influences you most? Why?

Question 54: Out of those factors, which factor influences you least? Why?

Section 8: Comparing groups of factors

Question 55: Out of the intrinsic motivations, extrinsic motivations, social, technical, political and other factors, which group of factors influences you most? Why?

Question 56: Out of intrinsic motivations, extrinsic motivations, social, technical, political and other factors, which group of factors influences you least? Why?

Closing

We are now at the end of this interview. The results of this interview will be used to identify factors that influence citizen engagement in an OGD initiative. Your response is very valuable to me. ***Thank you very much for participating in this interview.***

I will send you my notes or transcripts on this interview. If you want to, you can check them and let me know if you have any comments. If I do not hear from you I assume the notes or transcripts are correct.

Are you interested in the outcomes of this study? If yes, please provide me with your contact details, so that I can send you the outcomes of this study. Your contact details will only be used for correspondence concerning this study, and they will not be forwarded to others.

- ☐ Yes, the respondent would like to receive the results of our study.
☐ No, the respondent does not want to receive the study results.

Is there anything else you would like to say or ask?

For any further questions or suggestions, you may contact Arie Purwanto, Delft University of Technology (a.purwanto@tudelft.nl).

Post interview comments and/or observations by the interviewer:
