# Questionnaire

# Questionnaire 2016

**In this section, you are asked to provide information about the Open Government case that you selected for Assignment 2.**

1. What is the title of the case? ………………………….
2. What is the objective of the case?

* Create openness
* Increasing transparency of the government and/or its legislation
* Increasing transparency of the government and/or its legislation The release of government data to the public as open data Increased accountability by government
* Information sharing between multiple governmental agencies Development of services to participate in governmental processes Development of freedom of information legislation
* Engagement of governments with citizens through social media channels Consultation of citizens in the development of legislation (eConsultation) Increase of trust in government
* The use of open government data by the public (e.g. by citizens or journalists) Stimulate innovation by companies
* Improve the functioning of the government
* Other, namely: …………………….

1. Which administrative level does this case concern?

* Local (e.g. Philadelphia city)
* Regional (e.g. Province/ Regions)
* State Level (e.g. State of Pennsylvania)
* National (e.g. United States of America)
* International (e.g. European Union, International Organisation)
* Other, namely: …………………….

1. Which international organization is(are) involved in this case?

* European Union open government partnership
* United Nations (UN) organization(s)
* World Bank
* International Monetary Fund
* Other, namely: …………………….

1. Which country/continent is primarily involved in this case? …………………….

If more than one country/continent is involved, please mention other involved countries/continents in the text box below: …………………….

1. At what stage(s) is the public involved in the case you have examined?

* Start-up phase
* Design phase
* Implementation phase
* Operation and maintenance phase

1. Which of the following public stakeholders are involved in the Open Government case that you selected? Please watch video 1.4 of the MOOC for details of the stakeholders.

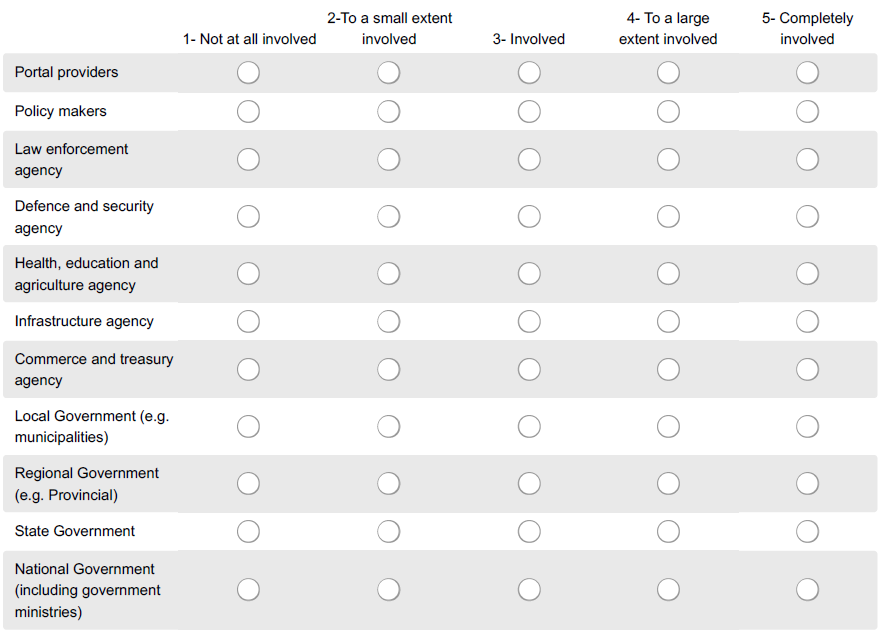


Other actors, namely: …………………….

1. Which of the following roles does the government have in this open government case?

* Funding agency
* Developing agency
* Operating agency
* Implementing agency
* Regulating agency
* Advertising agency
* Other, namely: …………………….

1. Which of the following government stakeholders are involved in the Open Government case that you selected? Please refer to video 1.4. of the MOOC for further information on types of stakeholders.



Other actors, namely: …………………….

1. Are there any other stakeholders involved in your case?

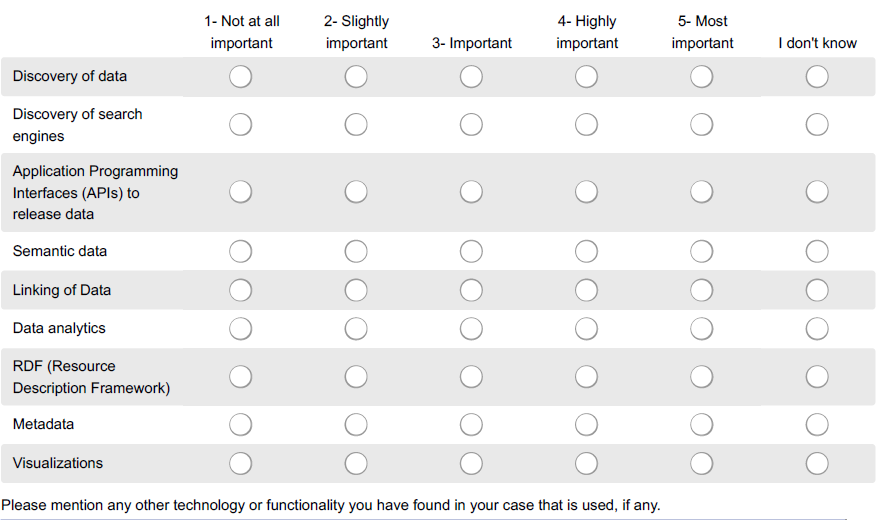
* No
* Yes, namely: …………………….

1. What is the URL Link/ relevant reference of this case? …………………….

**Technologies and functionalities**

**In this section, you are asked to answer questions about the use of technologies and functionalities in the case you examined. Please watch video 1.2 of the MOOC for information about technology developments influencing Open Government.**

1. How much important are the following technologies and functionalities for attaining the goals of this case?

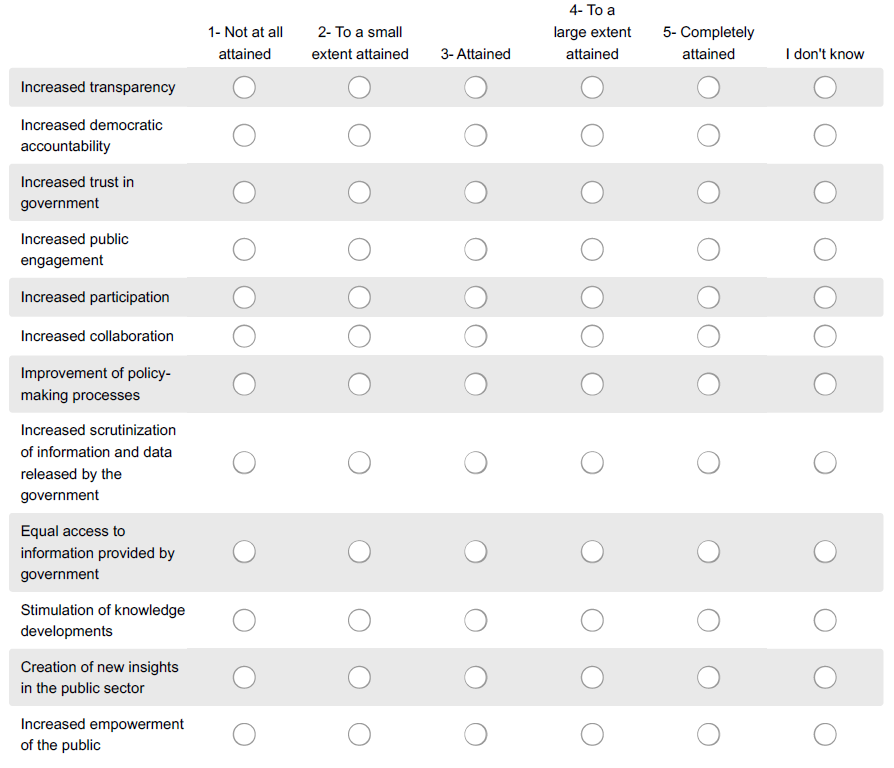


…………………….

**Attained benefits of the Open Government case**

**In this section, you are asked to answer questions about the attained benefits of the Open Government case that you selected. The benefits are divided in a) political and societal benefits, b) economic benefits and c) operational and technical benefits.**

1. To which extent do you believe that the Open Government case that you examined has attained the following political and societal benefits?



1. To which extent do you believe that the Open Government case that you examined has attained the following economic benefits?



1. To which extent do you believe that the Open Government case that you examined has attained the following operational and technical benefits?



1. Are there any other attained benefits of Open Government specific to your case which are not mentioned above? If yes, please describe them here. …………………….

**Development barriers of the Open Government case**

**In this section, you are asked to answer questions about the barriers related to the development Open Government case that you selected. The development barriers are divided in a) legal, b) participation and c) institutional barriers.**

1. To which extent did the following legal development barriers hinder the Open Government case?



1. To which extent did the following participation development barriers hinder the Open Government case?



1. To which extent did the following institutional development barriers hinder the Open Government case?



1. Which of the following development barrier category is the most influencing and hindering the use of the case?

* Legal
* Participation
* Institutional
* All of the above are equally hindering
* Don’t know

1. Are there any other development barriers that are found in the Open Government case which are not mentioned above? If yes, please describe them here. …………………….

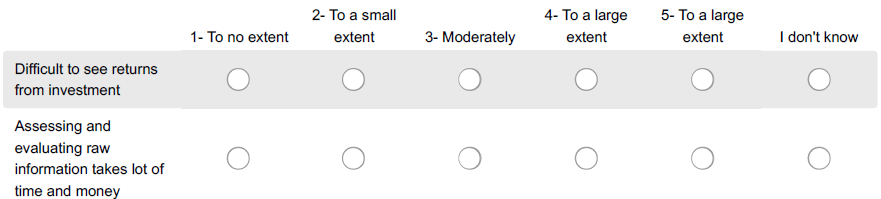
**User barriers of the Open Government case**

**In this section, you are asked to answer questions about the barriers faced by the user of Open Government case that you selected. The user barriers are divided in a) information, b) economic, c) participation d) technical, and e) institutional barriers.**

1. To which extent did the following information user barriers hinder the Open Government case?



1. To which extent did the following economic user barriers hinder the Open Government case?



1. To which extent did the following participation user barriers hinder the Open Government case?



1. To which extent did the following technical user barriers hinder the Open Government case?



1. To which extent did the following institutional user barriers hinder the Open Government case?



1. Which of the following user barrier category is the most influencing and hindering the use of the case?

* Informational
* Economic
* Participation
* Technical
* Institutional
* All of them are equally hindering
* Don't know

1. Are there any other user barriers that are found in the Open Government case which are not mentioned above? If yes, please describe them here. …………………….

**Background Information**

**In this section, you are asked to provide information about your background.**

1. Are you currently employed?
   * Yes
   * No
2. What is the highest level of school you have completed or the highest degree you have received?

* Elementary school degree
* High School (or equivalent) degree
* Associate's degree
* Bachelor's degree
* Master’s degree
* Ph.D.
* Other (please specify): …………………….

1. Which of the following best describes the field in which you received your highest degree? (The answer contains a dropdown list of different degrees) …………………….
2. Which of the following best describes your current occupation? (The answer contains a dropdown list of different occupations) …………………….
3. What is your level of expertise of the field you are working in?

* Less than a year
* 1-3 year experience
* 3-5 year experience
* 5-10 year experience
* More than 10 year experience

1. To which extent are you yourself personally involved in the Open Government case that you just assessed?

* 1- No involvement at all
* 2- Involved to a small extent
* 3- Involved
* 4- Involved to a large extent
* 5- Completely involved

1. How would you describe your involvement in the Open Government case that you just mentioned in the above question? …………………….
2. How much do you trust the government involved in the case you examined?

* 1- No trust in government at all
* 2- Trust government to small extent
* 3- Neutral
* 4- Trust government to large extent
* 5- Trust government completely

# Questionnaire 2017

**In this section, you are asked to provide information about the Open Government Data case that you selected for Assignment 2.**

1. What is the title of the Open Data case that you selected? ………………………….

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1. What is the topic of the Open Data case that you selected? (Multiple answers are possible)

* The release of open data by a governmental agency
* Development of an open data platform
* The use of open government data by the public (e.g. by citizens or journalists)
* An open data application
* Other, namely: …………………….

1. What is the case about? Please provide a short description ( 3 to 5 sentences) …………………….

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What type of open data is used in the case? (multiple answers are possible)

* Geographical data (e.g. address information, aerial photos, buildings, cadastral information, geodetic networks, geology, hydrographical data and topographic information)
* Legal data (e.g. decisions of national, foreign and international courts, national legislation and treaties)
* Meteorological data (e.g. climate data and models and weather forecasts)
* Social data (e.g. statistics data about the economy, employment, health, population, public administration)
* Transport data (e.g. data on traffic congestion, work on roads, public transport and vehicle registration)
* Business data (e.g. Chamber of commerce data, official business registers, patent and trademark data and public tender databases)
* Other, namely: …………………….

1. Which administrative level does this data case concern? (select as many as apply)

* Local (e.g. Philadelphia city)
* Regional (e.g. Province/ Regions)
* State Level (e.g. State of Pennsylvania)
* National (e.g. United States of America)
* International (e.g. European Union, International Organization)
* Multiple administrative levels, namely: …………………….
* Other, namely: …………………….

1. Which country/continent is primarily involved in this case? (choose a continent, only if it is a continent-wide project. The continents are listed at the bottom of the dropdown menu.)

[Drop down list of 193 countries world-wide and 6 continents]

If more than one country/continent is involved, please mention other involved countries/continents in the text box below. …………………….

1. At what stage(s) is the public involved in the case you examined? (check all that apply)

* Start-up phase
* Design phase
* Implementation phrase
* Operation and maintenance phase
* None of these

1. Which of the following public stakeholders are involved in the Open Data case that you selected? Please watch video 1.4 for details of the stakeholders.



Other actors, namely: …………………….

1. Which of these actors create(s) most value in the Open Data case? (Multiple answers are possible)

* Infomediaries
* Non-profit organizations
* Citizens
* Researchers
* Entrepreneurs / private companies
* Journalists
* Civil servants
* Librarians
* Other stakeholders, namely: …………………….

1. Which of the following roles does the government have in this open government case?

* Funding agency
* Developing agency
* Operating agency
* Implementing agency
* Regulating agency
* Advertising agency
* Other, namely: …………………….

1. Which of the following government stakeholders are involved in the Open Data case that you selected? Please refer to video 1.4 for further information on the types of stakeholders.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 1 - Not involved at all | 2 - Involved to a small extent | 3 - Involved | 4 - Involved to a large extent | 5 - Completely involved |
| Open data portal providers |  |  |  |  |  |
| Policy makers |  |  |  |  |  |
| Law enforcement agency |  |  |  |  |  |
| Infrastructure providing agency |  |  |  |  |  |
| Local government (e.g. municipalities) |  |  |  |  |  |
| Regional government (e.g. provincial) |  |  |  |  |  |
| State government |  |  |  |  |  |
| National government (including government ministries) |  |  |  |  |  |

Other actors, namely: …………………….

1. Are there any other stakeholders involved in your case?

* No
* Yes, namely: …………………….

1. What is the URL Link/ relevant reference of this case? …………………….

**3. USERS OF THE OPEN DATA CASE**

1. Who are the target users in the Open Data case that you selected?

* Citizens
* Journalists
* Companies / Entrepreneurs
* Researchers
* The government itself
* Archivists / librarians
* Others, namely: …………………….

1. Approximately how many potential users are targeted in this case?

* Less than 50 users
* 50 - 100
* 100 - 500
* 500 - 1000
* 1000 - 5000
* 5000 - 10 000
* 10 000 - 100 000
* 100 000 - 1 000 000
* More than 1 million users

1. Is the case focused on recurring or non-recurring users?

* Recurring users (who use it more than once)
* Non-recurring / single use users
* Both recurring and non-recurring

1. Of the users, how many have internet access?

* Less than 10%
* 10 - 20%
* 21 - 30%
* 31 - 40%
* 41 - 50%
* 51 - 60%
* 61 - 70%
* 71 - 80%
* 81 - 90%
* 91 - 100%

1. Of the potential users, how many (do you estimate) have the capabilities to actually use the case / participate in the case?

* Less than 10%
* 10 - 20%
* 21 - 30%
* 31 - 40%
* 41 - 50%
* 51 - 60%
* 61 - 70%
* 71 - 80%
* 81 - 90%
* 91 - 100%

1. To which extent is a high education level needed for users to actually use the case / participate in the case?

* A high user education level is not required at all
* A high user education level is required to a small extent
* A high user education level is required
* A high user education level is very much required

1. What is the level of complexity for using open data in this Open Data case?

* Not complex at all
* A little complex
* Complex
* Very complex

1. Does anything need to be changed at the user side to enhance the number of users that can actually participate in the case?

* Yes, the potential users need to be trained (e.g. to learn how to work with a system)
* Yes, the potential users need to obtain new skills (e.g. data analysis skills)
* Yes, something else needs to be changed, namely: …………………….
* Nothing needs to be changed

1. Does anything need to be changed at the government side to enhance the number of users that can actually participate in the case?

* Yes, governmental processes need to be changed (e.g. the time after which data is opened)
* Yes, governmental expertise needs to be changed (e.g. the set-up of a service desk to answer technical questions concerning data use)
* Yes, the way that the data is provided needs to be changed (e.g. the format in which the data is provided)
* Yes, the way that the data is presented needs to be changed (e.g. the platform where data can be found)
* Yes, something else needs to be changed, namely: …………………….
* Nothing needs to be changed

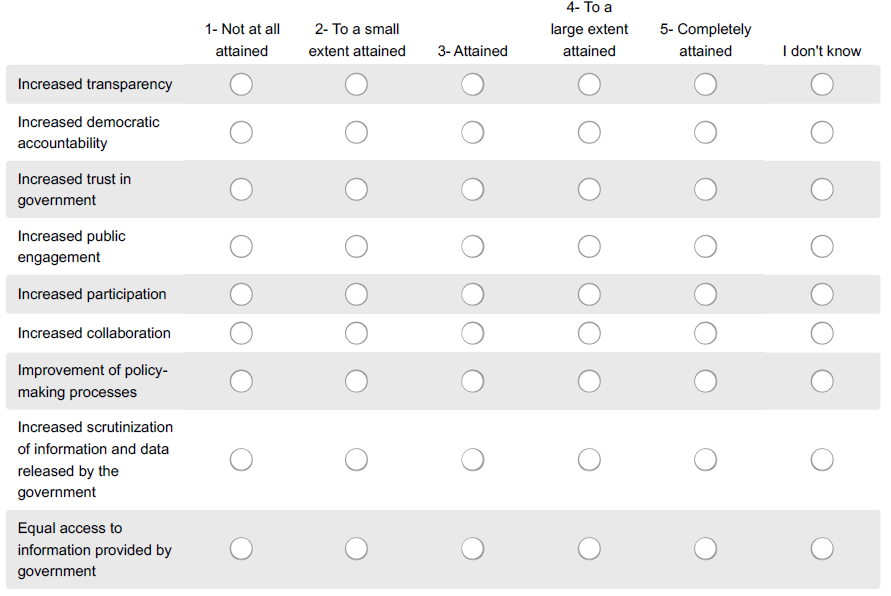
**4. POLITICAL AND SOCIETAL BENEFITS OF THE OPEN DATA CASE**

In this section, you are asked to answer questions about the aimed and the attained political and societal benefits of the Open Data case that you selected. Thus, it concerns benefits that the case stakeholders want to attain as well as benefits that are actually attained.

1. Which political and societal benefit(s) does the case aim to achieve? Note that it concerns benefits that it aims for, not those that have been attained. (Multiple answers possible)

* Increased transparency
* Increased democratic accountability
* Increased trust in government
* Increased public engagement
* Increased participation
* Increased collaboration
* Improvement of policy-making processes
* Increased scrutinization of information and data released by the government
* Equal access to information provided by government

1. To which extent do you believe the Open Data case has attained the following political and societal benefits? This concerns benefits that have been realized. (Multiple answers possible)



**5. ECONOMIC BENEFITS OF THE OPEN DATA CASE**

In this section, you are asked to answer questions about the aimed and the attained political and societal benefits of the Open Data case that you selected. Thus, it concerns benefits that the case stakeholders want to attain as well as benefits that are actually attained.

1. Which economic benefit(s) does the case aim to achieve? Note that it concerns benefits that it aims for, not those that have been attained. (Multiple answers possible)

* Economic growth
* Stimulation of competitiveness
* Stimulation of innovation
* Contribution towards the improvement of products
* Contribution towards the improvement of services
* Access to external problem-solving capacity and resources
* Reduction of government spending
* Higher efficiency of governments

1. To which extent do you believe that the Open Data case that you examined has attained the following economic benefits?



**6. OPERATIONAL AND TECHNICAL BENEFITS OF THE OPEN DATA CASE**

1. Which operational and technical benefit(s) does the case aim to achieve? Note that it concerns benefits that the case aims to attain, not those that have actually been attained. (multiple answers possible)

* The ability to reuse data
* Fair decision-making by enabling comparison of different sources
* Easier access to data
* Easier discovery of data
* Use of the wisdom of the crowds: tapping into the intelligence of the collective
* Contribution toward the improvement of administrative processes

1. To which extent do you believe that the Open Data case that you examined has attained the following operational and technical benefits? Note this is about the realization of the aims.



1. Are there any other attained benefits of Open Data specific to your case, which are not mentioned above? If yes, please describe them here: …………………….

**7. DEVELOPMENT BARRIERS OF THE OPEN DATA CASE**

In this section, you are asked to answer questions about the barriers related to the development of the Open Data case that you selected. The development barriers are divided in a) legal, b) participation and c) institutional barriers.

1. To which extent did the following legal development barriers hinder the Open Data case?



1. To which extent did the following participation development barriers hinder the Open Data case? 
2. To which extent did the following institutional development barriers hinder the Open Data case?



1. Which of the following development barrier categories has the most influence and hinders the use of the case?

* Legal
* Participation
* Institutional
* All of the above
* I don't know

1. Are there any other development barriers that are found in the Open Data case which are not mentioned above? If yes, please describe them here. …………………….

**8. USER BARRIERS OF THE OPEN DATA CASE**

In this section, you are asked to answer questions about the barriers faced by the user of the Open Data case that you selected. The user barriers are divided in a) information, b) economic, c) participation d) technical, and e) institutional barriers.

1. To which extent did the following information user barriers hinder the Open Data case?



1. To which extent did the following economic user barriers hinder the Open Data case?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1- To no extent | 2 - To a small exten | 3 - Moderately | 4- To a large extent | 5 - Completely | I don't know |
| Difficult to see returns from investment |  |  |  |  |  |  |
| Using raw data takes lot of time |  |  |  |  |  |  |
| Using raw data takes lot of money |  |  |  |  |  |  |

1. To which extent did the following participation user barriers hinder the Open Data case?



1. To which extent did the following technical barriers hinder the Open Data case?



1. To which extent did the following institutional user barriers hinder the Open Data case?



1. Which of the following user barrier categories is the most influential in hindering the use of the case?

* Informational
* Economic
* Participation
* Technical
* Institutional
* All of them are equally hindering
* None of them are hindering
* I don't know

1. At which of the following sides are barriers the most influential in hindering value creation from the case?

* The data providers side
* The data user side
* Barriers at the data provider side and the data user side are equally hindering value creation
* I don't know

1. Did you find any other user barriers in the Open Data case, which are not mentioned above? If yes, please describe them here. …………………….

**9. BACKGROUND INFORMATION**

In this section, you are asked to provide information about your background. Please note that you may have answered these questions before during the pre-course survey, which is used for MOOC research. If you are willing, please answer these questions again here for this Open Data research. This data is private.

1. What is the highest level of education you have completed or the highest degree you have received?

* Elementary school degree
* High School (or equivalent) degree
* Associate's degree
* Bachelor's degree
* Master’s degree
* Ph.D.
* Other (please specify): …………………….

1. Which of the following best describes the field in which you received your highest degree? (The answer contains a dropdown list of 20 fields) …………………….
2. Are you currently employed?
   * Yes
   * No
3. Which occupational category best describes your employment? (The answer contains a dropdown list of 36 occupation categories) …………………….
4. What is your level of expertise of the field you are working in?

* Less than a year
* 1-3 year experience
* 3-5 year experience
* 5-10 year experience
* More than 10 year experience

1. To which extent are you yourself personally involved in the Open Data case that you just assessed?

* 1- No involvement at all
* 2- Involved to a small extent
* 3- Involved
* 4- Involved to a large extent
* 5- Completely involved

1. How would you describe your involvement in the Open Data case that you just mentioned in the above question? …………………….
2. How much do you trust the government involved in the case you examined?

* 1- No trust in government at all
* 2- Trust government to small extent
* 3- Neutral
* 4- Trust government to large extent
* 5- Trust government completely