

Citizen Engagement with Open Government Data for Tackling Societal Problems

Are you using open government data? Or have you used open government data in the past? Then I'm looking for you!

Increasingly, governments around the world are making non-privacy-restricted and non-confidential data and information publicly available on the internet, named Open Government Data (OGD), to be freely used, re-used and distributed by anyone. As a result, citizens can engage with OGD to create new solutions that contribute to solving societal problems.

Currently, I am investigating the engagement of citizens with OGD in overcoming societal issues, as a part of my Ph.D. research at the Delft University of Technology (TU Delft). The objective of this survey is to evaluate factors that influence citizen engagement with OGD. I would be most grateful for your participation in this survey as doing so would contribute to the advancement of current open data knowledge, specifically in explaining the factors influencing OGD engagement, and to the improvement of policy and strategy practice by policymakers in increasing open data engage ability.

If you are interested in the results of this survey, an executive summary of the findings will be provided through email. This survey is voluntary and anonymous and requires approximately 10 to 15 minutes to complete. The data collected from this survey, other than the personal data, will be archived in TU Delft's data repository and can be used for future research and learning.

For more information, please contact:

Arie Purwanto
Ph.D. candidate
Faculty of Technology, Policy and Management
Delft University of Technology
Email: a.purwanto@tudelft.nl

You can also participate in the survey online or redistribute it
(preferably before 20th of September) here:

<http://bit.ly/ogdcesurvey>

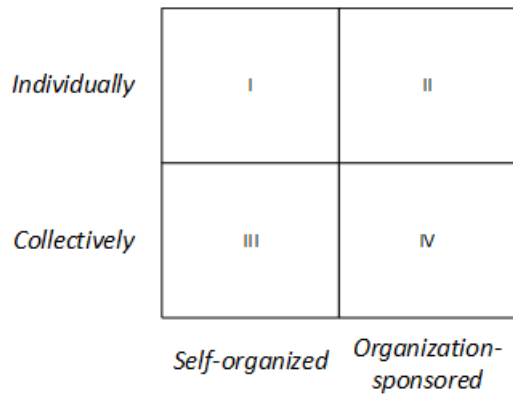
A. Engagement with Open Government Data:

Open Government Data (OGD) is non-privacy-restricted and non-confidential data collected or produced by government organizations that are made publicly available on the internet and can be freely used, reused and distributed by anyone. Some examples are depicted in the following table.

OGD Initiative	Country	OGD Provider		Domain
		Name	Level	
UK Open Data (http://data.gov.uk)	United Kingdom	Cabinet Office	National	Business and economy, environment, mapping, etc.
Rotterdam Open Data (http://rotterdamopendata.nl)	Netherlands	Rotterdam	City	Architecture and culture, durability, port, etc.
Open Election Data (https://infopemilu.kpu.go.id)	Indonesia	Election Committee	Federal / National	Election
Transparency Portal (http://transparencia.gov.br)	Brazil	Federal Comptroller General	Federal / National	Government spending

Engagement with OGD refers to activities performed either individually or collectively to create products or services (e.g., apps, infographics, news, data) that contribute to public value creation (e.g., solving societal problems) by exploiting OGD (e.g., accessing, downloading, linking to or combining with other data, programming, adding new data).

1. Have you ever engaged with Open Government Data?
 - Yes
 - No (please proceed to question 52)
2. When was the last time you engaged with Open Government Data?
 - Less than 1 year
 - 1-2 years ago
 - 2-5 years ago
 - More than 5 years ago
3. Based on the figure below, which quadrant describes how you have engaged with Open Government Data best?



Notes: **Collectively** means engage with Open Government Data in a group. **Self-organized** is when you or your group provided all resources needed to engage with Open Government Data. **Organization-supported** suggests that part of or all resources required to engage with Open Government Data are provided by the government (e.g., in a hackathon) or another organization (e.g., a company).

- I
- II
- III
- IV

4. Which of the following type of Open Government Data did you or your group engage with frequently? (Tick all that apply)

- ☐ Agriculture
- ☐ Care and health
- ☐ Climate
- ☐ Business, economy, and finance
- ☐ Defense
- ☐ Ecosystems, nature, and environment
- ☐ Education, science, and research
- ☐ Energy
- ☐ Government and management
- ☐ Housing
- ☐ Industry and manufacturing
- ☐ Infrastructure, space, and transportation
- ☐ Maritime and ocean
- ☐ Public order and safety
- ☐ Society and social
- ☐ Tourism
- ☐ Other (please specify):

5. Which of the following type of product or service have you or your group created by engaging with Open Government Data? (Tick all that apply)

- ☐ Application (e.g., mobile apps, computer application, web-based application)
- ☐ Map (e.g., geographical information-based map)
- ☐ Visualization (e.g., statistical chart, infographics)

- ☐ Article (e.g., research or conference paper, essay)
- ☐ News (e.g., investigative journalism, citizen journalism)
- ☐ New database
- ☐ Other (please specify):
- ☐ No product or service created

6. To what extent do you agree that the products or services that you or your group have created in the previous question contribute to solving societal problem(s)?

○ Strongly disagree	○ Disagree	○ Neither disagree nor agree	○ Agree	○ Strongly agree	○ Not applicable (don't know)
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B. Personal Drivers

The questions asked in this section concern **personal drivers** towards your engagement with Open Government Data. **Engagement with OGD** refers to activities performed either individually or collectively to create products or services (e.g., apps, infographics, news, data) that contribute to public value creation (e.g., solving societal problems) by exploiting OGD (e.g., accessing, downloading, linking to or combining with other data, programming, adding new data).

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable (don't know)
7.	Engaging with open government data is of benefit to me	○	○	○	○	○	○
8.	I clearly understand how to engage with open government data	○	○	○	○	○	○
9.	My activities do not require me to engage with open government data	○	○	○	○	○	○
10.	My engagement with open government data is due to my	○	○	○	○	○	○

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable (don't know)
18.	I want to secure my future career by engaging with open government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. Technological Factors

The questions asked in this section concern your **perceptions** towards **Open Government Data, Open Government Data systems** (e.g., portal, API, platform), and **the support** for the Open Government Data users provided by government organizations publishing the data that you have engaged with. **Engagement with OGD** refers to activities performed either individually or collectively to create products or services (e.g., apps, infographics, news, data) that contribute to public value creation (e.g., solving societal problems) by exploiting OGD (e.g., accessing, downloading, linking to or combining with other data, programming, adding new data).

26.	The open government data systems that I engaged with provided guidance and documentation to download and interpret the data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27.	The open government data provider responds sufficiently timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28.	The open government data provider follows up on a user's report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29.	The open government data provider has adequate knowledge to answer a user's request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30.	The open government data provider prioritizes the user's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Social Factors

The questions asked in this section concern **the influence of others** on your decision making upon your engagement with Open Government Data. **Engagement with OGD** refers to activities performed either individually or collectively to create products or services (e.g., apps, infographics, news, data) that contribute to public value creation (e.g., solving societal problems) by exploiting OGD (e.g., accessing, downloading, linking to or combining with other data, programming, adding new data).

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable (don't know)
31.	People who are important to me (e.g., family, friends) think that I should engage with open government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32.	People who are important to me in my daily job (e.g., colleagues) think that I should engage with open government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33.	A community that is important to me (e.g., neighbors, communities, society) think that I should engage with open government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34.	I believe that my engagement with open government data would create benefits for society	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. Political Factors

The questions asked in this section concern your **perceptions** towards **government** or **government policy** associated with Open Government Data that you have engaged with. **Engagement with OGD** refers to activities performed either individually or collectively to create products or services (e.g., apps, infographics, news, data) that contribute to public value creation (e.g., solving societal problems) by exploiting OGD (e.g., accessing, downloading, linking to or combining with other data, programming, adding new data).

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable (don't know)
35.	Open government data providers can be trusted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36.	The open government data that I engaged with seemed truthful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37.	The open government data I engaged with can be trusted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38.	My engagement with open government data can influence public policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39.	I am interested in politics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40.	I am active in political activities (e.g., vote in the election, lobby policy makers, organize demonstration)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. Behavioral Intention

The questions asked in this section concern your intention towards Open Government Data.

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable (don't know)
41.	I predict that I will engage with open government data in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42.	I intend to engage with open government data in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43.	I expect that I will engage with open government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44.	I plan to engage with open government data in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. Personal Information:

In this section we will ask for your personal information for further analytical purpose of this survey. We will securely store this data at the TU Delft's data repository until three years after the data collection period is over. We respect your trust and protect your privacy, and therefore will never share this data with any third parties.

45. Do you agree with us collecting your personal data and opinions in this survey? (for the purposes mentioned before)

- ☐ Yes, I agree
- ☐ No, I disagree (please proceed to Question 52)

46. What is your gender?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Female	Male	Non-binary/third gender	Prefer to self-describe	Prefer not to answer

47. What is your age? years

48. What is your nationality?

49. What is the highest degree or level of education you have completed? (Tick one that applies)

- ☐ No formal education
- ☐ High school diploma
- ☐ College degree
- ☐ Vocational training
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Professional degree
- ☐ Doctorate degree
- ☐ Other:

50. Which of the following best describes your current work status? (Tick one that applies)

- ☐ Employed
- ☐ Self-employed/Freelance
- ☐ Interning
- ☐ Unemployed – Looking for work
- ☐ Unemployed – Not looking for work
- ☐ Homemaker
- ☐ Studying
- ☐ Military/Forces
- ☐ Retired
- ☐ Not able to work
- ☐ Other:

51. What is your current job?

**This is the end of the survey. Thank you very much for participating.
Your contribution is invaluable!**

52. If you would like to receive a summary of the findings of this survey, please provide your e-mail address below. Your e-mail address will only be used to send you a summary of the findings and it will be removed from our records after this has been done.

Email:

I acknowledge Delft University of Technology for the help and support and Indonesian Education Endowment Fund (LPDP) for sponsoring the research project. If you have any concerns or questions or change your mind, please do not hesitate to contact us via a.purwanto@tudelft.nl.