

Citizens & Municipal Performance Information

To what extent do citizens of Nieuwegein have a need for Municipal Performance Information?



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Preface

This study was conducted for completion of my Master of Science degree Public Administration, track Public Management, at the Faculty of Management and Governance of the University of Twente. It marks the end of my study period that started in 2007 when I started the first year of Communication Studies. After completing this bachelor degree I found a new challenge in the area of Public Management. Once completing the public management courses I found myself in need for some practical experience. This made me decide to combine writing my thesis with an internship. When I noticed the assignment of the Court of Audit of Nieuwegein I was immediately triggered by their offer. They were looking for a student to help find innovative ways to give citizens and municipal councillors a more permanent insight into the performance of the municipality. By presenting the (often long available) public information in such a way that both councillors and citizens can not only see faster what the municipality does with tax money, but also become more interested in the management and policies of their municipality. This practical assignment has been transformed into a more scientific research project which provides the required depth which was needed for my master thesis, without losing the practical approach of the assignment given by the court of audit.

Without the support of others, I could not have written this thesis. I would therefore like to use this preface to thank some people. First, I would like to thank the members of the Court of Audit (Mariëlle Rölkens, Marcel Hoogwout, Henk Boogaard and Kees van Santvliet). They provided a lot of knowledge and showed me all the in and outs of working in a Court of Audit. I really appreciate the fact that they involved me in all the aspects of their jobs.

Second I would like to thank my supervisors at the University of Twente, Hans de Groot, who guided me throughout the writing process and helped me to focus on improving my English writing. And Thea van der Geest for the very useful tips about the structure of my thesis and the recruitment of respondents.

Finally, I would like to thank my boyfriend Joost, my parents, Martenique (we did it!!) and my other lovely friends for their help and pep talks and cards on the moments when I had a hard time. Thank you all! Enjoy reading my thesis.

Vivian Koetsier,

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Dutch summary

Huidig onderzoek naar de behoefte van inwoners aan prestatie-informatie is hoofdzakelijk uitgevoerd vanuit een managementperspectief wat in tegenstelling is tot een burgerperspectief dat voor overheidsorganisaties passender zou zijn. Dit huidige perspectief heeft geleid dat onderzoek de normatieve opvatting bevat dat inwoners op de hoogte zouden moeten zijn van de prestatie-informatie van hun gemeente om zo een zo goed mogelijke burger te zijn en hun rol binnen de democratie te vervullen. De daadwerkelijke behoefte vanuit de inwoners zelf gezien is echter nooit onderzocht.

Het doel van het onderzoek kan dan ook gevonden worden in het inzichtelijk maken van de behoefte die inwoners van Nieuwegein hebben aan prestatie-informatie over hun gemeente. De behoefte wordt hierbij expliciet vanuit een burgerperspectief bekeken, waardoor gebroken wordt met de normatieve opvattingen in huidig onderzoek. Ook enkele vanuit de literatuur verkregen factoren (huidige kennis over prestatie-informatie, demografische kenmerken, politieke activiteit en betrokkenheid bij de gemeente) zullen getest worden op hun verband met de behoefte aan prestatie-informatie. Dit heeft geleid tot de volgende hoofdvraag: *“In welke mate hebben inwoners van Nieuwegein behoefte aan prestatie-informatie van hun gemeente en welke factoren houden verband met deze behoefte?”*

Het onderzoek is vervolgens uitgezet om tot een antwoord te komen op deze vraag en de Rekenkamercommissie van Nieuwegein te adviseren in hun vraagstuk hoe zij hun inwoners beter kunnen informeren over en betrekken bij de prestaties van de gemeente. Hierbij is gekozen voor online vragenlijsten. De respondenten zijn zowel via een representatieve steekproef per post als op straat benaderd om online de vragenlijst in te vullen.

Op basis van de resultaten kan geconcludeerd worden dat slechts 12% van de respondenten een sterke behoefte heeft aan prestatie-informatie. De meerderheid van de respondenten (61%) heeft een minder sterke behoefte aan prestatie-informatie. Slechts 1% heeft geen behoefte aan deze informatie en 26% antwoordde neutraal.

Met betrekking tot de factoren is een positief verband gevonden tussen de huidige kennis van prestatie-informatie en de behoefte aan prestatie-informatie. Respondenten die over veel kennis van prestatie-informatie beschikken hebben een sterkere behoefte aan prestatie-informatie dan respondenten die weinig voorkennis hebben. Dit geldt ook voor oudere respondenten die beduidend meer behoefte hebben aan prestatie-informatie dan jonge respondenten. Tussen mannen en vrouwen is geen verschil in behoefte gevonden. Opmerkelijke is dat lager opgeleiden significant meer behoefte aan prestatie-informatie hebben dan hoger opgeleiden. Ook blijkt de behoefte aan prestatie-informatie samen te hangen met de herkenning in een burgerschapsstijl. Voor zowel de plichtsgetrouwe, verantwoordelijke als de pragmatische stijl is een positief verband aangetroffen. Hoe meer de respondenten zich in deze burgerschapsstijlen herkennen hoe groter hun behoefte aan prestatie-informatie. Voor de buitenstaanders werd geen significant verband gevonden.

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1. Introduction

1.1 Introducing the research question

Over the last two decades, management of local governments has been characterized by the adoption of reforms to improve efficiency and effectiveness in the delivery of public services. Better services to citizens and increasing transparency and accountability of government followed (Brusca & Montesinos, 2011). It is therefore not surprising that the flow of information about municipal performance has increased enormously during these past two decades (Behn, 2003; Clarke, 2004; Pollitt and Bouckaert, 2004; Radin, 2000). Also within the municipality of Nieuwegein, this has not gone unnoticed. More and more information about the performance of the municipality is collected and made available to citizens. With regard to informing citizens about the performance of the municipality the Court of Audit has an important role. The Court of Audit is an independent committee of the municipality of Nieuwegein, who's main task can be found in explaining to residents and the municipal council how the municipality of Nieuwegein has spent public money. Within this commission, the question was raised how the municipality could inform their citizens in a better way about municipal performance information. They decided to formulate a graduate research project in order to find a graduate intern who could answer this question.

While researching the literature in order to get a clear overview of the field of municipal performance information (MPI), it soon became clear that a very important part of information was missing. Studies about citizens' need for MPI were all conducted from a management point of view (Van Dooren & Van de Walle, 2011), without regard for what citizens want to know about the performance of their municipality (Ho & Coates, 2002). This has resulted in a normative belief that citizens should be informed about MPI in order to become informed citizens in the democratic process (Ho & Coates, 2002). But do citizens really have a need for MPI when approaching this from a citizen perspective? And if so, what do they want to know about the performance of their municipality? Without a good understanding of the 'real' need citizens have for MPI it is too early to start developing new ways of presenting MPI. Before developing new ways of presenting performance information, it should first be examined whether citizens have a need for MPI. Which information is needed according to the citizens and which explanatory factors for their need can be found? The focus of this study has therefore changed into finding new insights in the possible needs citizens have with regard to MPI, whereby a citizens' perspective will be the focal point instead of the in literature existing normative perspective. Without an understanding of citizens' need for MPI, it is futile to focus on presenting it. This resulted in the following research question: *"To what extent do citizens of Nieuwegein have a need for performance information and which explanatory factors account for this need?"*

1.2 Research aim

This study aims to provide new insights in the possible need citizens of Nieuwegein have with regard to municipal performance information. In addition the effect of the factors current knowledge, demographic characteristics, political activity and involvement with the municipality will be analyzed for their correlation with citizens' need for MPI. Rather than the prevailing normative belief, that citizens should be interested and informed about

local politics, this project will start by choosing a citizens' perspective in order to analyze the need. Next to this theoretical aim, this study will also provide the Court of Audit of Nieuwegein with a recommendation about informing citizens about MPI.

1.3 Report preview

After the introduction of the study, the subsequent chapter will outline the theoretical background. Within chapter 2 the most important definitions for this study will be explained together with a clear description of the context in which the study can be placed. Extracted from the literature, some possible explanatory factors are found that will be tested for their (cor)relation with citizens' need for MPI. A sub question is developed for every explanatory factor.

In chapter 3 the research method will be described before chapter 4 will start outlining the characteristics of the respondents, the quality of the instruments and in addition answering the sub questions. Tables that support the results can be found within appendix F. Chapter 5 is dedicated to the conclusions, discussion, limitations and will present the recommendations for the Court of Audit of Nieuwegein.

2. Municipal Performance Information & Information Needs

To put the research question into perspective, this chapter will describe the background of performance information and will provide the definitions that are needed to get a good understanding of the context.

2.1. Municipal performance information – a definition

Because of a growing number of initiatives to hold public administration accountable at several levels of government, Performance Information (PI) became an important topic in the field of public administration (Bouckaert & Halligan 2008; Proeller 2007). The initiatives came with a new movement in the field of Public Administration known as New Public Management (NPM). NPM has changed the public management organizations into performance-based institutions in which Performance Information became an important aspect (Bouckaert & Halligan 2008; Proeller 2007). It can be seen as a management philosophy used by government and semi-government since the 80s to modernize the public sector (Van Dooren & Van de Walle, 2011). Supporters of NPM assume that the public sector can and should be managed efficiently by using management techniques from the private sector. Because they see government as a company, it should therefore also be treated as a company. Within this view, the introduction of NPM is the answer to the indecisive, inefficient and non-client-centered public sector of that time. Accountability can be seen as the central concept within this philosophy. Accountability should be given about what has been achieved in order to ensure that tax money is spent efficiently and effectively. Therefore, information about the performance is needed the so called: Performance Information (PI).

A more comprehensive definition of PI can be found within the definition of Pollitt (2006). He defines PI within the government as: “Outputs and outcomes of public programs and organizations, generated by systems and processes intended to produce such information”. According to Askim, Johnsen and Christophersen (2008), PI includes information generated by performance-monitoring systems as well as information flows from evaluations and performance audits (both internal & external). They stated that PI can be used to compare actual and desired performance levels. For example: comparing with past performance (all-time highs & historical averages), normative standards (aspiration levels set by the organization itself or by others such as national and international bodies) or the performance of other organizations (group averages & positive outliers).

2.2 The use of performance information

Over the last two decades, management of local governments has been characterized by the adoption of reforms to improve efficiency and effectiveness in the delivery of public services. These reforms were aimed at providing better services to citizens while at the same time increasing transparency and accountability of government (Brusca & Montesinos, 2011). It is therefore not strange that the flow of MPI has increased considerably during the past two decades (Behn, 2003; Pollitt and Bouckaert, 2004; Radin, 2000). Although researchers recognize the role of performance measurement and reporting, many have warned for the difficulties of using them (Guthrie, 1994; Pollit and Bouckaert, 2004; Rivenbark and Kelly,

2000). The same authors also identified a gap between the intended and achieved changes that took place with the introduction of performance measurement systems (Pollit and Bouckert, 2004, Olson, Guthrie & Humphrey, 1998). An explanation for this gap can be found within the ambiguity theory which states that decision making and performance measurement are not completely rational (Vakurri and Meklin, 2006). Although this conclusion does not speak in favour of performance information, it did provoke some positive effects. The evidence, that PI did not play a substantial role within decision making processes, had led to a shift with regard to looking at the purposes of PI (Van Dooren & Van de Walle, 2011). Literature showed that in fact the campaign for Performance Information within the government has so far primarily focused on internal managerial needs. This had led to management performance systems that are designed and used by managers without consideration for what citizens want to know about the operation of their government (Ho & Coates, 2002).

Within literature the term 'performance information use' mostly refers to the 'classical' use of PI (Behn, 2002 & De Lancer Julnes and Holzer, 2001) in which PI is used within a decision making process (Weiss, 1979). By naming this use the 'classical use', the existence of another type of use is suggested. In 1979, Weiss already stated that: "The classical use of performance information should be extended with a symbolic use of performance information, where the information is mainly used for persuasive or legitimating purpose". This statement is still relevant. Within the work of Moynihan (2008) different purposes of PI are described. In his division of performance information he refers to an 'advocacy purposes' whereby performance information provides a mean by which agencies can present their perspective in the policy arena. A second use can be found within Moynihans 'goal-based purpose'. Within this purpose information about the performance targets spark investigation and therefore improve understanding of how to achieve targets.

Although these studies discovered different purposes for MPI, no effort was made to extent this to external stakeholders like citizens. Not surprisingly, because the campaign for Performance Information within the public sector had so far primarily focused on internal managerial needs. With a main focus on short-term financial management and control accountability is defined in terms of accountants, budget analysts and financial directors. Management systems are therefore usually designed and used by managers without any regard for what citizens want to know about the operation of their government (Ho & Coates, 2002). Box (1999) names this the business-like perspective of PI. It contains, according to Box (1999) and Ho & Coates (2002), a focus on efficiency and cost-effectiveness, instead of a citizen driven approach which would be more suited for public organizations. By recognizing that citizens have the right to influence decisions, evaluate policies and program outcomes and being a partner with public officials to create and implement policies, a much wider context can be given to performance information in public organizations (Box, 1999).

According to Bovens (2007) the importance of giving account to the citizens can be found in three aspects. Firstly, the democratic perspective in which accountability helps citizens to ascertain that the municipal councillors represent their interest properly in the municipal council. When sufficient tools are provided to citizens to hold their councillors accountable, they are able to verify the effectiveness and legitimacy of servicing the public

good (Aucoin & Heintzman, 2000 p. 47-49). A second aspect can be found in the constitutional perspective. This involves the prevention of corruption and abuse of power. The duty to give accountability and the fact that this entails consequences prevents that the elected councillors can do whatever they want, but focus on what is important in the interest of the citizen.

The third and final aspect can be found in the learning ability. This aspect is less important to citizens but of great importance for the organization. Public accountability encourages transparency of the public organizations and forces organizations to reflect on their actions. This process is also called 'continuous improvement' (Aucoin & Heintzman, 2000). When the process of accountability is executed properly it can bring a critical look at the municipal actions and when necessary lead to required adjustments.

Another reason for informing citizens about MPI can be found in the study of Glaser & Hildreth (1999). The authors found that citizens with a good understanding of how government spends their tax money have less resistance against tax increases than citizens without a good understanding of how tax money is used. The study of Ho & Coates (2002) was conducted from a citizen perspective and found that performance information can help citizens to understand what their tax money is paying for and how well the government is serving them. Promising results according to the authors, because their study also reveals that most governments fail to empower citizens with the information they need to become informed participants in the democratic process.

This sounds promising, but why do citizens have to be informed citizens? It seems clear that municipalities can benefit when their citizens are aware of the municipal performance, but why should this be? Van Dooren & Van de Walle (2011) studied a large quantity of research about the use of PI in public organizations and concluded that this normative conclusion of Ho & Coates (2002) is no exception. Literature about MPI written from a citizens (or user) perspective is still limited and the normative belief that citizens should be interested and informed about local politics exists in all studies. The Oxford Dictionary (2013) defines *normative* as: "establishing, relating to, or deriving from a standard or norm, especially of behaviour". Because citizens do not have to meet a standard or a certain level of knowledge, this normative belief can be seen as a gap within existing literature. This gap has been the basis of this study in which the need for MPI will be studied from a citizens' viewpoint instead of a normative viewpoint.

In order to find out to what extent citizens have a need for municipal performance information, the following section will define and further explain the need for MPI.

2.3 Information needs – a definition

A correct definition of 'information needs' can be seen as problematic (Shenton & Dixon, 2004, p.296.; Wilson, 1981, p.3). Within the literature, information needs has been the subject of many debates and no little confusion. Part of the difficulty with information needs lies with the troublesome concept of information (Menzel, 1960; Paisley, 1965 and Wilson, 2006). Numerous definitions have been evolved. Some authors define information needs as an existing perception of uncertainty, a gap or a defect in knowledge, which lead to an inability to understand a given situation (e.g. Hjørland, 2002). While others define it as a desire or a need to obtain knowledge in order to meet objectives, facts,

interpretations, advice, opinions or other types of messages with a sense (Shenton & Dixon, 2003).

However the problem seems to be not so much the lack of a single definition but as the failure to use a definition that is appropriate to the level and purpose of the study. Most definitions are focused on one or more dimensions of information needs, such as the cause of an information need or the type of information needs (Shenton & Dixon, 2004). Because citizens' need for MPI is never been studied, the main focus of this study can be seen in identifying the need for MPI. The need for municipal performance information can therefore be define as: *"What citizens want to know about the performance information of their municipality"*.

Within literature the difficulty between needs and wants is also highlighted by Wilson (2006). He stated that research has been paying attention to the problem of 'information needs' instead of the difficulty of separating it from 'wants', 'expressed demands' and 'satisfied demand'. In the field of user studies the way of looking at information is always with the aim not to 'model' information seeking-behavior but to draw attention to the relationships between concepts used in the field. The information need is therefore based on an information seeking-behaviour which is a result from the recognition of a desire perceived by the user (Wilson, 2006). Because this study wants to avoid the normative belief of a 'required' level of information and or knowledge of performance information, citizens' need is defined as what citizens want to know in order to avoid confusion of a certain required level of knowledge that is brought into connection with citizens *need* for MPI by previous studies.

In order to study information needs, research within a broad context is needed taking different variables into account (Itoga, 1992 & Taylor, 1986). With regard to the need for MPI a first specification of context can be found in specifying the municipality.

2.4 The municipality of Nieuwegein

In order to ensure that the MPI is equal for all respondents, the population has been restricted to one single municipality. Because of the availability of MPI, the attention that has been given to it and the way it is presented, is not equal for all Dutch municipalities, a national study would have included too many difficulties for a first study in this field.

The municipality of Nieuwegein is a designated urban growth city in the province of Utrecht, located south of the city of Utrecht. It is situated on the river Lek, near the neighboring municipalities IJsselstein, Vianen and Houten. The municipality has 60,765 inhabitants (on February 1st 2012) and was created on the 1st of July 1971 after the merger of the former municipalities Jutphaas and Vreeswijk. The municipal council can be seen as the non-executive board of the municipality and is formed by 33 councillors. The municipal council sets the policy framework from which the executive board comprising of mayor and aldermen run the municipality operationally. In addition, the councillors check whether the board has reached the intended goals and have worked within this framework. Every four years there are elections to elect the municipal councillors. The most recent elections were in March 2010.

With regard to the MPI, Nieuwegein has to comply with different national rules and acts for measuring and publishing Municipality Performance Information. These Acts guarantee transparency and form an obligation for information that is needed in order to evaluate and monitor the performance of municipalities. The Dutch Provinces and the

National Government can be seen as official supervisors of the municipalities (Rijksoverheid, interbestuurlijk toezicht 2013). In order to conduct their monitoring task, information about the performance of the municipalities is needed. Different acts and rules are incorporated in the Dutch Law in order to oblige municipalities to deliver suitable MPI. The act “Wet Dualisering Gemeentebestuur” (translated: Dualisation Municipal Administration) for example, contains the obligation that every Dutch municipality has to write and publish an annual financial report as well as an annual policy. Before the respective year starts the policy will be published in which (performance) objectives for the upcoming year are described. In the spring of the subsequent year, the set objectives will be evaluated in the financial report together with a list of income and expenses to determine the financial state of the municipality. Both reports are public and therefore also available for citizens (Wet Dualisering Gemeentebestuur, 2002).

The Decree of Budget and Accountability (BBV, 2003) states the budget consists of at least the operational budget and the financial budget. The operational budget must include at least the program plan and sections. The annual financial report consists of at least the statement of income and expenses. In addition it contains the statement of the financial position and a justification of the expenses of that year.

The above acts are drawn to guarantee a certain level of transparency for both supervisors as citizens of the municipalities. Municipalities are free to add performance indicators about performance they think are important for their municipality.

2.5 Performance information in Nieuwegein

As already indicated in the previous section, the budget and the financial report can be seen as important reports with regard to MPI. The Budget contains the performance indicators which refer to the means by which an objective can be judged to have been achieved or not achieved. Performance indicators are quantitative tools usually expressed in levels, ratios or percentages. An example of a performance indicator which can be found in the annual report of Nieuwegein is: *“Reduce the number of nuisance alerts by 10%”*. Each performance indicator is provided with a small description and when possible the rates over past years are given. The goals for the following year are set within the organization but also by national or international agreements. For each performance indicator an activity plan is adopted to explain how the municipality will try to achieve the performance target. Within the budget of Nieuwegein eight policy areas are defined with performance indicators. The example of nuisance alerts can be found under the topic of Public Order and Safety. The other seven policy areas are: Management, Society & Services; Education, Parenting & Youth; Social Support & Participation; Economy, Work & Leisure; Town & Country Development; Sustainable Development and Public Space Management.

In order to obtain information about the performance, setting goals is not enough. Only when the performance goals are evaluated, performance information is created. This evaluation can be found within the financial report. This report can therefore be seen as provider of MPI.

A second specification of the context can be found within the population that will be studied. The next section will specify the population.

2.6 Specifying 'the citizen'

For a good understanding of the possible MPI needs that citizens of Nieuwegein have, it is necessary to make some divisions between citizens. Research by Tops & Zouridis (2005) acknowledged that not all citizens should be approached the same way. Their study suggests that it could be better to approach different groups of citizens according to their (perceived) respective citizenship style. Because insufficient literature is available about citizens' need for MPI, this study will look at adjacent fields of literature to get a better understanding of the need for municipal performance information and possible explanatory factors. In the following section 'the citizen' will be divided based on several important findings in literature. Not only the citizenship style, but also the current knowledge of the respondents and the demographic and political factors will be associated with citizens' need for MPI.

2.6.1 Demographic characteristics of the respondents

Based on several studies in the field of political interest and political participation, a relationship between demographic factors and citizens' need for MPI is expected. A first demographic variable that received a lot of attention in literature can be found in the age of the respondent. The notion that young people have lower levels of political interest, knowledge and behaviour has been well documented in literature (Furnham and Gunter, 1987; Mardle and Taylor, 1987; Park, 1995; Stradling, 1977). Also some more recent literature came up with evidence that older people have more interest in politics than younger people (Schmeets, 2001; Aarts & Thomassen, 2000). The same results were found between political interest and 'education level' in which a higher education was linked with more interest in politics (Aarts & Thomassen, 2000; Van Baal & Mares, 2002). A third variable was found in the correlation between political interest and gender. Results showed that women have significant less interest in politics than men (Van Baal & Mares, 2002). These results are supported by a local citizens' questionnaire under 1504 citizens of Nieuwegein (2010) showing the same differences between gender, age and education with regard to political participation. Based on these findings, a positive correlation between age and education is expected to be found with regard to citizens need for MPI. It is also expected that men have a larger need for MPI than the women.

- *Hypothesis 1: Older citizens have a larger need for MPI than young citizens.*
- *Hypothesis 2: Men have a larger need for MPI than women.*
- *Hypothesis 3: Citizens with a high education level have a larger need for MPI than citizens with a low education level*

2.6.2 Citizens prior knowledge of MPI

But what do citizens already know about MPI, are they aware of its existence? Literature does not provide the answer. Unfortunately it is not possible to say what citizens of Nieuwegein already know about MPI. General studies about citizens' knowledge of MPI do not exist and the question has been never answered on local level. A citizens survey within Nieuwegein (Inwonersenquête 2010) provided some insight in citizens' interest in general municipal information. It shows that 79% of the citizens follow the municipal news. But municipal news is not specified and specific information about citizens' knowledge of the

performance of the municipality is not available. But it is an interesting question with regard to citizens need for MPI. As Hjørland (2002) states: the need for information can be defined as a gap or a defect in knowledge, which lead to an inability to understand a given situation. It can be concluded that there is a degree of correlation between the need for information and the information already acquired.

Within literature several studies have focused on the relation between acquired (prior) knowledge and the searching behavior for more information. Contradictory results and theories were found. Bennett & Mandell (1969) and Claxton, Fry, & Portis (1974) did not find a relationship between prior knowledge and a searching behavior, but Johnson & Russo (1984) and Punj & Staelin (1983) did find a positive relationship between both. They discovered that prior knowledge encourages information search by making it easier to process new information. Based on these results the following hypothesis is formulated:

Hypothesis 4: Citizens level of prior knowledge has a positive correlation with their need for MPI

2.6.3 Political factors

Over the past four decades, political observers and academic researchers have been troubled by growing levels of distrust and cynicism directed at the government and political leaders. This general feeling of discontent and disaffection toward political institutions and figures has been given a number of labels, including 'political distrust', 'political alienation', 'political malaise', 'lack of political efficacy' and 'political cynicism', (Hershey and Hill, 1975; Miller, 1974; Miller et al., 1979; O'Keefe, 1980; Pride and Richards, 1975; Robinson, 1976; Sweetser & Kaid, 2008). Feelings of political cynicism may result in lower levels of political participation and other negative consequences for democracy (Sweetser & Kaid, 2008). Because of these negative aspects and the fact that the reliability of the information source has shown to be an important aspect when obtaining information (Taylor, 1996), the association between the need for performance information and political cynicism has been made.

Several definitions for political cynicism are found within literature. Some studies considered political cynicism to be a part of the more general concept of alienation (Olsen, 1969) where others used the term interchangeably with concepts such as normlessness (Schwartz, 1975), distrust (Miller, 1974) or used it to make a distinction with skepticism and distrust (Eisinger, 2000).

Distilled from literature Dekker, Nuus, Schyns (2004) considered three important aspects when they developed their definition of political cynicism. The subject is of first importance. It can be found within the individual (for example a citizen or politician). A second important aspect can be found within the orientation of the term. Cynicism can be described as an attitude, consisting of a cognitive and affective component: individuals both think and feel cynically about politics. Although cynicism can amount to cynical behavior, the authors do not see it as an intrinsic part of the orientation. A third and last aspect of importance can be found within the object of political cynicism. The object can be found within individuals (politicians), political institutions and the political system as a whole (e.g., democracy, 'The Hague'). Based on these three aspects, political cynicism is defined as: "An individual's attitude, consisting of a deep-rooted conviction of the inherent evilness of politicians, political institutions, and/or the political system as a whole." Because of the

possible negative influence of political cynicism this variable will also be checked for its correlation with regard to citizens need for MPI. The following hypothesis will be tested:

Hypothesis 5: Political cynicism has a negative correlation with citizens' need for MPI.

Next to the political cynicism of the respondents, the political activity forms another variable within the political framework. In this study the political activity can be found in: joining a political party, being a municipal councillor, visiting political meetings or being political active in a different way. Unfortunately no data is available about the number of politically active citizens within Nieuwegein. Literature showed that politically active citizens are, compared to citizens who are not politically active, quite different in their demographic attributes, their economic needs and the government benefits they receive (Verba, Schlozman, Brady and Nie, 1993). It is therefore not unlikely that politically active and not politically active citizens have a different need for MPI.

Hypothesis 6: Citizens who are politically active have a larger need for MPI than citizens who are not politically active.

2.6.4 Citizenship styles

Next to citizen's attitude towards politics, the overall attitude towards the municipality will also be studied in order to test its correlation with citizens need for MPI. The attitude towards municipalities has been studied on several factors. An often used term in this context can be found within 'citizen involvement', which can be defined as citizen participation in administrative decision making and management processes (Cooper, Bryer, and Meek 2006; King, Feltey, and Susel 1998; Thomas 1990; Yang and Callahan 2005). Also within the study of Van der Lelij and Janssens (2005) involvement with municipality has a central role. In their study about citizens' participation with government, the authors define four styles of citizenship based on involvement characteristics typical for each of the citizenship style. They focus on citizens' role as client (of the municipality) but also as policy co-producer with the government (citizen participation with government). The four citizenship styles provided new ways of looking at citizens in the field of citizen participation with government because each citizenship style contains a specific attitude with regard to government participation which is based on the level of involvement of the citizen. The following four styles of citizenship are defined by Van der Lelij and Janssens (2005): *dutiful, responsible, pragmatic and outsider* citizenship.

- *Dutiful citizens*

These citizens are very much involved in local, close to home, politics and society. They are driven by their sense of duty and are respectful towards authority. In relation to government the preference of this type of citizen for their role as client is: personal contact, accessibility, simplicity, clearness and clarity. In their role as policy co-producer they are local oriented, practical and concrete.

- *Responsible citizens*

These citizens are involved in local politics and the society. They feel responsible for the common good and are open for interaction with government. They do not fear

social criticism and underline the importance of a good reflection. In relation to government the preference of this type of citizen for their role as client is: quality, completeness, high information density, expertise and openness. In their role as policy co-producer they are passionately and actively involved and prefer intellectual and democratically standards.

- *Pragmatic citizens*

These citizens are not so involved in society but if it is in their interest, they are willing to participate. They are involved from distance, are well informed in general but very selective in what they want to know from a self-interest perspective. In relation to government the preference of this type of citizens for their role as client is: customer first, efficient, customized, accessible and user-friendly. In their role as policy co-producer they are not intrinsically motivated and need encouragement. Self-interest is leading and they have affinity with influence and power.

- *Outsider citizens*

These citizens are not interested in politics, society and government. They are negative towards responsibilities and negative with respect to obligations. Their confidence in government is low and they can be seen as distrustful. In relation to government the preference of this type of citizen for their role as client is: informal, fast, convenience and 'no hassle' contact. This group does not strongly identify with the role as policy co-producer. They have a passive and suspicious attitude and do not believe in the participant role unless it contains possibilities for individual advantages (Van der Lelij & Janssens, 2005)

When dividing the citizens of Nieuwegein in these four styles, it is possible to look at the differences in need for MPI based on citizenship style. This has resulted in the following hypothesis:

Hypothesis 7: Citizens who recognize themselves in the outsider citizenship style have less need for MPI than citizens who do not recognize themselves in this style

Hypothesis 8: Citizens who recognize themselves in the dutiful-, responsible- or pragmatic citizenship style have a larger need for MPI than citizens who do not recognize themselves in these styles.

3. Research design & methods

Now the aim and the theoretical background of the research are described, this chapter will present the research questions followed by a detailed description of the research method.

3.1 Research questions

To achieve the research aim, the following research question has been formulated:

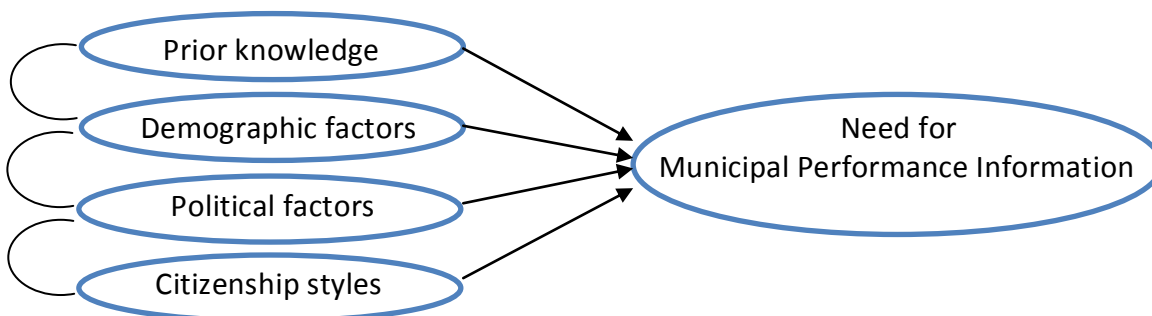
“To what extent do citizens of Nieuwegein have a need for performance information and which explanatory factors account for this need?”

In order to answer the research question, the following sub questions are constructed based on the theoretical framework:

1. *What do citizens of Nieuwegein currently know about the available municipal performance information and does this relate to their need for municipal performance information?*
2. *To what extent do demographic factors relate to citizens’ need for municipal performance information?*
3. *To what extent does political cynicism relate to citizens’ need for municipal performance information?*
4. *To what extent does the citizenship style of the citizens relate to the need for municipal performance information?*

A schematic presentation of the sub questions is drawn below. The citizens of Nieuwegein hereby form the units of analysis.

Figure 1: Schematic representation of the research questions



3.2 Research method

In order to answer the (sub)questions above, a questionnaire is selected as research method. A questionnaire is a good method for asking various respondents the same set of questions (De Vaus, 1996). The citizens of Nieuwegein, aged 18 years and older, form the

research objects (units of analysis) of the questionnaire. An online distribution is preferred because it has several advantages. The costs of a digital questionnaire are lower than a paper version, the distribution is quicker and processing time can be shortened because answers can be processed directly from Excel into SPSS for statistic analysis. Next to time saving and lower costs, online questionnaires have even more advantages. Because the answers of the respondents are directly entered into the system, there is no chance for errors in typing or reading when entering the results into the data set. Digital surveys are also more user-friendly. It turns out that 90% of the respondents prefer to fill out a digital questionnaire rather than a telephone survey because they can do this faster, in their own time and they have direct control on the correct input of their answers (Verhagen & Kluft, 2009). Macroy (2002) adds that the answers of a digital survey are of better quality and more honest than answers on a paper survey. This is supported by the study of Miller & Panjikaran (2001) they found a significant differences between the results of surveys taken by interviewers (e.g. telephone survey) and digital surveys. More socially desirable answers are given in surveys with an interviewer than in surveys without an interviewer. This can be related to the anonymity of the survey. Different opinions about the anonymity exist. Some researchers suggest that anonymity is important for response rates (Kiesler & Sproull, 1986), while others see that anonymity may not affect response rates at all (Couper et al., 1999). The questionnaire in this research will guarantee anonymity and is created and presented with Thesistools: an online and free questionnaire tool.

3.3 Measures

The questionnaire consists of six parts. In the first part, the questions about the political activity of the respondents were asked; such as are you joining a political party or visiting political meetings? Additionally, questions about political cynicism were asked. In the second part of the questionnaire respondents were asked about their prior knowledge of MPI. The third part contains descriptions of citizenship styles. Respondents were asked to what extent they recognize themselves in each of the citizenship styles. Part four measured back ground questions. In the fifth part the need for MPI was measured based by eight questions all representing a policy area of Nieuwegein for which performance information is available. In the sixth and last part of the questionnaire respondents were asked through which channels they would prefer to be informed about MPI followed by some descriptive questions about their demographics like age and gender. See appendix B for the Dutch questionnaire (data was collected in Dutch).

3.3.1 Questions part 1 – political factors

The questionnaire starts with a section about the political factors. Within this first part of the questionnaire, respondents are asked about their political activity (Q1) and cynicism against local politics (Q2A, Q2B and Q2C). With regard to the political activity, respondents were asked if they: are a member of the municipal council, join a political party, visited political meetings, are political active in a different manner or are not political active at all.

With regard to cynicism against local politics three propositions are submitted to the respondents: Q2A - People like me can influence the municipal politics, Q2B - Political parties are only interested in my vote, not my opinion and Q2C - Municipal councillors care

about my opinion. All three propositions were provided with a 5-point Likert answer scale going from totally agree to totally disagree with a neutral third scale point.

Because the three propositions could possibly form a construct, the Cronbach's Alpha of these three propositions was calculated in order to say something about the construct reliability.

This reliability, also known as coefficient of internal consistency, is expressed in a Cronbach's Alpha (α) value. With this value it is possible to indicate the reliability and the internal consistency of a construct. High values ($\alpha > .70$) indicate a high reliability and high internal consistency what means that the constituent items measure almost the same concept. Values below .07 indicate an unsatisfactory reliability (De Heus, Van der Leeden, & Gazendam, 1995). If Cronbach's Alpha scores are below .70 it is possible to test if the internal consistency can be improved by deleting an item within the scale.

For the three questions about political cynicism this resulted in the scores presented in table 3.2.

Table 3.2
Construct of political cynicism

Item	Mean	SD	Cronbach's Alpha if item deleted
Q2A: People like me can influence municipal politics	3.33	1.317	.065
Q2B: Political parties are only interested in my vote, not my opinion	3.15	1.404	.738
Q2C: Municipal councillors care about my opinion	3.30	1.216	.221

Unfortunately, the Cronbach's Alpha was too low to form a reliable construct ($\alpha = .482$). By deleting item Q2B "*Political parties are only interested in my vote, not my opinion*" the Cronbach's Alpha increased to a reliable level ($\alpha = .74$). But because the construct only contains 3 items, deleting one item would result in problems with model identification (Brown, 2006; Kline, 2005). Also Hair, et al (2006) advises a minimum set of 3 items. Therefore the construct of 'political cynism' will not be used and the variables Q2A, Q2B and Q2C will be used as separate explorative questions to get a general understanding of respondents' attitude towards various issues.

3.3.2 Questions part 2 – prior knowledge of MPI

Within the second part of the questionnaire, the factor 'prior knowledge' takes a central place. The prior knowledge level of the respondents is measured by questions Q3A, Q3B, Q4 and Q9. The first two questions ask the respondents to which extent they have read the Budget (Q3A) and the Financial Report (Q3B). These reports are of importance because they contain information about the MPI. The performance goals are given in the budget and the evaluation of these goals (the performance information) can be found in the financial report. Answers were provided on 5-point Likert Scales ranging from totally read to totally not read, with an additional 'I don't know' option for people who are not familiar with these documents.

Questions Q4 and Q9 are identical questions asking the respondents if they are aware of the achieved performance of the municipality of Nieuwegein. After Q4 and before Q9 a short explanation of MPI was added within the questionnaire. Because the term MPI is relatively difficult for respondents, an explanation was offered. In order to make sure that all respondents know what is meant with MPI in order to guarantee that the questions about MPI actually measure the MPI. Because the question was asked twice it was possible to see if the respondents had a different idea about MPI before and after they read a short explanation of MPI. This provided to be the case. Different scores on the identical questions were measured [Before explanation ($M=2.08$, $SD = 1.14$) and after explanation ($M = 2.27$, $SD = 1.09$).

A Wilcoxon Signed Rank Test showed a significant difference between the score before and after the explanation ($Z= -2.639$, $N=211$, $p<.01$). In order to measure the real level of prior knowledge about MPI, only Q9 will be used to measure the prior knowledge level of the respondents. This question is provided with a 5-point Likert Scale going from totally aware to totally not aware. Questions Q3A and Q3B will not be used to measure the correlation between the prior knowledge level of the respondent and their need for MPI. These questions can be seen as explanatory questions relating to prior knowledge of citizens.

3.3.3 Questions part 3 – citizenship styles

The third part of the questionnaire contains four descriptions of citizenship styles (dutiful, responsible, pragmatic and an outsider citizenship style), measured with questions Q5, Q6, Q7 and Q8. They can be seen as four explorative questions related to the composed profiles of Van der Lelij & Janssens (2005). Because the four descriptions are not mutually exclusive, the respondents are not asked to choose one citizenship style, but are asked to what extent they recognize themselves in each of the four citizenship style descriptions. For example, the dutiful citizenship style (Q5): “I feel involved in the municipality of Nieuwegein. The public interest in my community is important to me and I have a clear vision about it. I think it's important that I as a citizen show initiative and I like to cooperate with the municipality. Democracy is important for me. The municipality must especially offer me: knowledgeable, qualitative and complete information”. After reading the description the respondents were asked: “*To what extent does this description correspond to you?*” The answers are also given on a Likert-Scale (totally corresponding – totally not corresponding with a neutral third scale point).

3.3.4 Questions part 4 – background questions

This part of the questionnaire contains a set of different background questions with regard to the need for MPI. There are four questions measuring motives to be aware of MPI (Q10A: involvement, Q10D: duty, Q10E: pragmatism, Q10F: responsibility). It also contains a general question about the interest for MPI and a question about the likelihood to read about MPI when you are reading a newspaper and come across an article about municipal performance (Q10B). All questions were answered on a 5-point Likert Scale, going from totally agree to totally not agree.

3.3.5 Questions part 5 – citizens need for MPI

Respondents need for MPI is measured within the fifth part of the questionnaire (questions Q11 to Q18). The questions all represent a specific policy area that is adopted within the financial report of the municipality of Nieuwegein. This means that municipal performance information about these policy areas is available. For every of the eight policy areas, the following question is asked: “How important do you find it to be self aware of the performance information of this specific policy area?” The scores are given on a 5-point Likert Scale (going from very unimportant to very important).

Because the eight questions together could form a construct which can measure a general need for MPI, the Cronbach’s Alpha of the questions Q11-Q18 was calculated. This resulted in a Cronbach’s Alpha of $\alpha = .809$. By deleting one of the items the score would decrease (see table 3.3), therefore no items were deleted.

Table 3.3
Construct Need for MPI

Item	Mean	SD	Cronbach’s Alpha if item deleted
Management, society and services	3.48	0.79	.792
Public Order and Safety	4.15	0.71	.796
Education, Parenting and Youth	3.93	0.83	.782
Social Support and Participation	3.50	0.88	.779
Economy, Work and Leisure	3.73	0.84	.789
Town and Country Development	3.79	0.84	.790
Sustainable Development	3.65	0.90	.783
Public Space Management	3.85	0.91	.788

A Cronbach’s Alpha of $\alpha = .809$ indicates a high reliability and internal consistency of the construct. The construct need for MPI will therefore be used within this study to measure respondents need for MPI.

3.3.6 Questions part 6 – respondent characteristics

In this last part of the questionnaire the demographic characteristics of the respondents are measured (gender, age, education, employment). The demographic questions can be found at the end of the questionnaire because attrition rates are significantly lower when personal data is requested at the end of web-based survey rather than at the beginning of a survey (Frick, Bachtiger & Reips, 1999).

In addition, this section also adopted a question about the preference of the respondent with regard to communication channels to receive MPI. Because the definition of MPI and the available MPI were only clarified at the end of the questionnaire, this question can also be found in this last part of the questionnaire.

3.4 Testing (cor)relations

With regard to calculating the (cor)relations between the different factors and the need for MPI, a test that is of first importance can be found within the Spearman Rank

Correlation test. The Spearman's correlation coefficient (r_s) indicates the direction of association between X (the independent variable) and Y (the dependent variable). In addition the test can also measure the strength of the association. The values that represent a correlation strength going from very weak to a strong correlation strength are provided by Cohen (1988) and can be found within appendix F (see table 3.4).

Next to the correlation strength, the Spearman test provides information whether the correlation is positive (values above 0) or negative (values beneath 0). A positive Spearman correlation coefficient corresponds to an increasing trend between two factors. If for example factor X becomes larger, factor Y also becomes larger and vice versa.

A second test that is used in order to further specify the correlation between the possible influencing factors and the need for MPI can be found within the Mann-Whitney test.

The Mann-Whitney U test (also called the Wilcoxon rank-sum test) is a non-parametric test of the null hypothesis that two populations are the same against an alternative hypothesis, in which a particular population tends to have smaller/larger values than the other. Within this study the test is used to see if there are significant differences between the categories of the variables. Only the variables gender and political activity will be tested with the Mann-Whitney test because the test can only examine two categories (or populations). The categories that will be tested are: male/female & political active/ not political active).

For the variables that contain more than two categories (e.g. age and education level) a same kind of test, but suitable for variables that contain more than two categories was found within the Variance Analyses. This test will also look at the possible differences between the categories. When a significant difference is found it is possible to further specify this difference with help of a post hoc test. With regard to the post hoc test, the test of Bonferroni was selected. This test is generally conservative, but because it gives a guaranteed control over the type I error, which can be seen as believing that something happened when in fact it did not happened. The Bonferroni test was therefore selected in favor of other post hoc tests (Toothaker, 1993). The confidence levels of both the Spearman correlation test and the post hoc test are both set on a 95% level of confidence. The confidence level represents the likelihood that another sample will provide the same results. Therefore a confidence level of 95% means that five out of a 100 times the sample completion rate will not fall within the confidence intervals.

3.5 Answer options

Within the questionnaire, if possible, a 5-point Likert scale is used for answering the questions. Using a Likert scale has a few advantages for both respondents as researcher. First, because it is the most universal method for survey collection, the scale is easily understood by respondents. The Likert scale does not allow the respondent to give a simple and concrete 'yes' or 'no' answer. And in addition it also allows them to respond in a degree of agreement; the respondent can always choose a neutral or a less outspoken answer. This makes answering questions easier for the respondent (Likert, 1932). The advantage for the researcher can be found in the fact that data obtained by a Likert Scale is very easy quantifiable and subjective to computation of some mathematical analysis. The data is very easy to code what make Likert surveys a quick, efficient and inexpensive

method for data collection. They have high versatility and can be sent out through mail, over the internet, or given in person.

3.6 Pretest

In order to check the questionnaire before sending out the final version, a pretest has been done. Six respondents were asked to fill in the questionnaire in order to check for any problems with the format or understanding of the questionnaire. The respondents were selected on gender and age. Three women and three men, both divided between the 3 age categories (young: 18-29, middle: 30-64 and old: 65 and older). All respondents were friends or family.

After filling out the questions, all respondents were asked if the questions were easy to understand without any ambiguities, vagueness or inaccuracies. This resulted into some small changes on the lay out (inconsistency between bold and normal text were found) and a small typing error has been removed.

3.7 Data collection

With help of the Department Civil Affairs an extract of all citizens of Nieuwegein aged 18 and older was made. With help of the Department Research & Statistics, a representative sample of 1000 citizens was conducted from this data. This group of citizens all received a letter (appendix C) with an invitation to fill in the online questionnaire. After the distribution of the invitation, 45 questionnaires were submitted within a week time. Based on positive results with regard to follow-up reminders to improve participation (Smith, 1997; Sheehan & Hoy, 1999) a reminder was sent to the whole sample. The reminder was sent two weeks after the invitation because of the holiday period.

In the mean time, due to the low response rate, citizens passing by in public (near supermarket) were also asked to participate. Those people were approached by myself and I asked them if they were willing to participate in a graduate research that I was conducting on behalf of the Court of Audit. When they answered positively two control questions were asked (living in Nieuwegein and 18 years and older) and if they passed both questions I gave them a short description of the research (similar to the description in the invitation letter). The people, who were still interested in participating to the study, got a letter containing the hyperlink to the online questionnaire.

From this point it was not visible which results came from the posted letters or the letters that were handed out on street. Five respondents who received a printed invitation contacted the researcher by telephone to say that they did not have a computer. A printed version of the questionnaire was provided by post.

After two weeks a reminder was sent next to the street approach. This improved the participation to a total of 143 respondents. Because this was still not enough for an explanatory study, a small news item on the municipal website was posted which contained a link to the questionnaire and I continued the street approach. After two more weeks a total of 226 respondents had submitted the questionnaire.

3.8 Respondents

From the total of 226 questionnaires, the data of 13 respondents was not used in this study, because their questionnaires contained several missing answers leading to a total of 213 usable questionnaires. Table 3.4 provides an overview of the demographics of the respondents.

Table 3.4

Personal characteristics of the 213 respondents

Demographic	Variable	Percentage
Gender	Male	52%
	Female	48%
Age	Young (18-29 years)	15%
	Middle-aged (30-64 years)	66%
	Older (65 years and older)	19%
Education	Low	17%
	Middle	39%
	High	44%
Employment status	No income	7%
	Benefits (social security, unemployment, disability)	6%
	Retirement	5%
	Employee or entrepreneur	57%
	Student/trainee	5%
	Other	3%

3.9 Sample size

The sample of 213 useful questionnaires represents a population of 49.000 citizens of Nieuwegein that are aged 18 or older. In order to check if the sample is representative for the population the composition of the sample will be analyzed. Respondents characteristics gender, age and education level are therefore compared with the characteristics of the population.

In order to collect the data of the population, the website CBS was used. This Dutch Central Bureau of Statistics has as mission to publish reliable and coherent statistical information that meets the needs of society. Data about the exact division of citizens of Nieuwegein over the variables age and gender was found on their website (CBS, 2013A). Unfortunately, information about education level was less precise. The CBS only provided educational information for Dutch citizens age 15 – 65 over 2011 (CBS, 2013B). Because no better information was available, the information of the CBS was used. Table 3.5 on the following page presents the comparison of the sample and population.

Table 3.5
Comparison of population and sample

Variable	Category	Sample	Population
Gender	Men	48%	49% *
	Women	52%	51% *
Age	Young	15%	18% *
	Middle	66%	64% *
	Old	19%	18% *
Education level	Low	18%	40% **
	Middle	39%	40% **
	High	44%	19% **

*CBS, Population of Nieuwegein 18 and older

** CBS, Population of the Netherlands, age 18-65

For the variables gender and age the percentages given for sample and population are almost identical. It can therefore be assumed that the scores on these variables are representative for the whole population of Nieuwegein (aged 18 years and older).

For the variable 'education' differences between the percentages of the sample and the population were found. Despite of the fact that the population exists of people aged 18 till 65 years and the sample contains people aged 18 years and older, a notable difference was found for the groups 'low' and 'high' educated respondents. Within the sample, the group 'low' educated respondents is much smaller compared with the population (18% against 40%) and the group 'high' educated respondents is larger than in the population (44% against 19%).

A One Sample T-test was used to test whether this difference is significant. The mean score for education level from the sample ($M = 2.27$, $SD = 0.74$) was tested against the mean score of the education level of the population ($M = 1.77$). This resulted in a significant difference between both education level means [$t(207) = 9.748$, $p < .01$]. It can therefore be concluded that the variable education is not representative for the sample. An analysis of variance test found no significant differences between the categories low, middle and high with regard to respondents need for MPI [$F(2,204) = 2.005$, $p = .14$]. It is therefore not required to make corrections for the variable education level when measuring the need for MPI. But prudence calls for generalizations for the population of Nieuwegein because of the non representative distribution of respondents within education level.

A possible explanation for this difference can be found in the ages of the population. They are not identical to our sample. But when excluding the respondents age 66 and older, the percentages do not significantly change (16% low, 38% middle and 47% high) and the difference between high and low will be bigger instead of smaller. So the fact that the population does not contain people older than 65 years does not seem to be the reason. Another possible cause can be found in the youngest people within the population. Because the CBS population starts at an age of 15 years (against 18 years in the sample), the youngest people are too young to have completed a high education level, which is just not possible due to their age. This could have influenced the higher score for lower education. But based on the available data it is not possible to check this explanation.

An opposite explanation can also be found. With regard to age and education level, literature shows that younger people are higher educated than older people. In 2011 4% of the people between 25 and 34 only had only a primary school level and 40% of this group was highly educated. For the group of 55-65 years old these percentages were 13% primary school and 26% was highly educated (Verweij, Sanderse, Van der Lucht, Den Hertog, 2013). With regard to our population, this should have resulted in a larger instead of smaller group of lower educated respondents when the population would also have contained people aged 66 and older. A more reasonable explanation can be found within the study of Visscher. Visscher (1998) concluded that higher educated people are more likely to participate in studies about social phenomena such as living conditions, educational attainment and political interests. In such research, the non-response of low-educated people is two times as high as it is for the highly educated. Visscher (1998) also believes that the created selective non-response bias cannot be unadjusted by correction methods. It will therefore always play a role in this type of research.

3.10 Adjustments to the data set

Before the data of the 213 questionnaires could be used for statistic tests, some adjustments had to be made. Not all questionnaires that contained missing answers were useless. Some questionnaires only had one or a few missing answers and they could still be used when the missing values were indicated within SPSS to prevent that this could influence the results.

A second important adjustment can be found in rescaling of the answers. Question 2B can be seen as a negatively asked question. Because all other questions are positively asked, this question needed to be rescaled in order to obtain a similar set of answers. To make analyzing the results easier all results were (if necessary) rescaled so that a higher number indicates a higher level (e.g. more agreement or more interest).

A third and last adjustment was needed in order to make analyzing the results easier. This resulted in the regrouping of the variables 'age' and 'education'. For the demographic 'age' the groups 30-39 years, 40 – 49 years and 50 – 64 years were combined. This resulted in a total of three groups: young respondents (18-29 years), middle-aged respondents (30-64 years) and older respondents (65+ years). For the variable education the groups were reduced to three groups: low (elementary school, vmbo, mbo1, avo onderbouw), middle (havo, vwo, mbo) and high (hbo, wo).

4. Results

In this chapter, the results will be discussed based on the sub questions that are formulated in chapter 3 and the hypotheses that are already formulated within chapter 2.

4.1 Citizens' prior knowledge of MPI

With regard to the prior knowledge, the respondents were asked if they have read the budget and financial report of the municipality of Nieuwegein, because the budget presents the performance goals of the municipality and the financial report contains the evaluation of these goals (the performance information). Table 4.1 below presents the results.

Table 4.1

Reading percentages budget (N=202) & financial report (N=206)

Category	Budget	Financial report
Respondent has not read it	67%	79%
Respondent has barely read it	20%	13%
Respondent has half read it	5%	2%
Respondent has largely read it	3%	3%
Respondent has totally read it	-	-
Respondent did not know if he/she read it	5%	3%

Given these results it can be concluded that a very small percentage of the respondents has read the budget and the financial report. A total of 87% of the respondents have not or barely read the budget. The financial report is even less read, 92% of the respondents have not or barely read this report.

Within the municipality of Nieuwegein, the financial report can be seen as the source and provider of MPI. The results therefore suggest that the citizens of Nieuwegein are not really aware of the PI of their municipality. This is confirmed by the answers of the question: *"To what extent are you aware of the MPI of Nieuwegein?"* Only 1% of the respondents indicated to be totally aware of the MPI, followed by 19% of the respondents that are a bit aware of the MPI. The majority is not really (41%) or totally not (27%) aware of the performance information of their municipality. Within table 4.2 an overview of the answers is given.

Table 4.2

Current Knowledge of MPI (N=213)

Variable	Percentage
Totally not aware of MPI	27%
Not really aware of MPI	41%
Neutral	12%
Somewhat aware of the MPI	19%
Totally aware of the MPI	1%
I don't know	-

A One Sample T-test revealed that citizens in general are not aware of the MPI. The mean score for being aware of MPI ($M = 2.27$, $SD = 1.09$) was therefore set against test value 2.49 (the highest value for not really aware of MPI) in order to test H_0 : *citizens are aware of the MPI* (score of 2.5 or higher) against H_1 : *citizens are not aware of the MPI* (score of 2.49 and lower). This resulted in: $t(212) = -2.967$, $p < .01$. Because $\alpha = .05$, H_1 was adopted and with a 95% level of confidence can be concluded that citizens in general are not aware of the MPI.

4.2 Citizens' need for MPI

In order to measure the need for MPI, the respondents were asked how important they find it to be aware of the MPI. These results are presented in table 4.3 below.

Table 4.3

The importance of being self aware of MPI (N=213)

Variable	Percentage
Very unimportant	-
A little unimportant	1%
Neutral	26%
Somewhat important	61%
Very important	12%

Based on this results it can be concluded that only a small group of 12% of the respondents find it very important to be aware of the MPI. The majority of respondents (61%) do not find it very, but only somewhat important to be self aware of MPI.

Citizens importance for MPI is supported by the citizen's interest in MPI; 63% of the respondents answered to be interested in the MPI of Nieuwegein (47% totally agree, 16% partly agree). In addition, 59% of the respondents indicated that if they saw an article about MPI in the newspaper they would read it (21% totally agree, 39% partly agree).

Because the MPI is based upon MPI of individual policy areas, it is possible to specify citizens need for MPI on the level of policy areas. On the following page table 4.4 presents citizens' need for MPI of each of the eight policy areas.

Table 4.4

Citizens need for MPI of the eight policy areas

Variable	Management, society & Services	Public Order & Safety	Education, Parenting & Youth	Social Support & Participation	Economy, Work & Leisure	Town and Country Development	Sustainable Development	Public Space Management
Very unimportant	1%	-	-	1%	-	1%	1%	1%
A little unimportant	9%	2%	5%	11%	7%	8%	10%	9%
Neutral	37%	12%	21%	34%	30%	22%	27%	16%
Somewhat important	47%	55%	49%	43%	46%	50%	46%	51%
Very important	6%	31%	25%	11%	17%	19%	16%	23%

The results show that Management, Society & Services can be seen as the least popular policy area to be aware of. Also the policy area of Social Support & Participation scores relatively low. The more important policy areas can be found within Public Order & Safety (31% of the respondents find this area very important), Education, Parenting & Youth (25%) and Public Space Management (23%).

4.2.1 Background variables for the need for MPI

In order to get a more detailed picture of citizens need for MPI, some background questions were asked.

Table 4.5

Background questions - Citizens need for MPI

Variable	I find Municipal Performance Information only of interest when relating to myself	I see it as my duty to be aware of the performance information of my municipality	I feel responsible for the performance of my municipality
Totally disagree	16%	21%	18%
Disagree a little	21%	22%	27%
Neutral	24%	38%	36%
Agree a little	36%	14%	15%
Totally agree	3%	5%	4%

Based on these questions can be concluded that there is diversity between the respondents with regard to the agreement on the propositions. A total of 39% of citizens found MPI only

of interest when it can be related to themselves (3% totally agree and 36% partly agree) and 37% disagreed with the proposition (21% disagreed a little and 16% totally disagreed).

Less commitment was found with regard to the second proposition “*I see it as my duty to be aware of the performance information of my municipality*”. A group of 19% of the respondents agreed (5% totally agreed & 14% partly agreed) and 43% disagreed (22% disagreed a little and 21 totally disagreed).

When the respondents were asked whether they feel responsible for the performance of their municipality, 19% of the respondents agreed (4% totally agreed and 15% partly agreed). A larger group of 45% disagreed with this proposition (27% disagreed a little and 18% totally disagreed).

The respondents were also asked which communication channels they would prefer to receive MPI. A very small percentage (2%) of the respondents did not want to be informed about MPI, but the other respondents found their favorite communication channels within: local (home to home) papers (54%), digital newsletters (37%), the municipal website (32%), regional newspaper (21%), newsletters (19%), social media (12%) and radio and television (10%).

In order to answer the first sub question whether there is a (cor)relation between prior knowledge and the need for MPI a correlation matrix has been calculated.

4.2.2 The (cor)relation between prior knowledge and the need for MPI

A Spearman's correlation was run to determine whether the hypothesis: *The prior knowledge of citizens has a positive correlation with the need for MPI*, can be adopted. The results of this test are presented in table 4.5 below.

Table 4.5

*Spearman's rho - Need for MPI * prior knowledge of MPI*

Policy area	r_s	p	N	Positive/negative	Strength
Management, Society and Services	.181	<.01	213	Positive	Weak
Public Order and Safety	.204	<.01	213	Positive	Weak
Education, Parenting and Youth	.142	.04	213	Positive	Weak
Social Support and Participation	.159	.02	213	Positive	Weak
Economy, Work and Leisure	.223	<.01	213	Positive	Weak
Town and Country Development	.197	<.01	212	Positive	Weak
Sustainable Development	.005	.95	212	-	-
Public Space Management	.081	.24	212	-	-
<i>Need for MPI</i>	<i>.194</i>	<i><.01</i>	<i>210</i>	<i>Positive</i>	<i>Weak</i>

Based on these results can be concluded that all correlations are positive. With regard to the need for MPI a significant, weak and positive correlation was found between prior knowledge and the need for MPI ($r_s(210) = .194$ $p < .01$). The hypothesis is hereby confirmed; the more prior knowledge citizens have, the larger their need for MPI. Also for six of the eight policy areas a significant, positive and weak correlation was found. The scores for the policy areas Sustainable Development and Public Space Management did not meet the .05 level of significance.

A Spearman's rho was also run to calculate the correlation between reading the budget and the financial report and citizens' need for MPI. No significant correlation was found between citizens' need for MPI and actually reading the budget ($r_s(201) = .119$, $p = .09$) or reading the financial report ($r_s(205) = .072$, $p = .30$). This last result is remarkable. Should respondents who indicated to have a need for MPI not be more likely to read the financial report (the source of MPI within Nieuwegein) than respondents who indicated not to have a need for MPI?

Only the individual policy area of Sustainable Development showed a weak and positive correlation ($r_s(205) = .145$, $p = .04$) with regard to reading the financial report. A significant positive correlation of weak strength was found between reading the budget and the need for MPI of the policy areas Economy, Work, Leisure ($r_s(202) = .152$, $p = .03$) and Town & Country Development ($r_s(201) = .144$, $p = .30$). All test results can be found within appendix F (table 4.5A & 4.5B).

4.2.3 Differences in prior knowledge based on groups

In order to further specify the relations between the need for MPI and the prior knowledge, the prior knowledge level of the respondents has been analyzed based on groups of gender, age, political activity and education level. The results can be found in table 4.6 and 4.7.

Table 4.6

Differences in prior knowledge for gender and political activity

Variable	Category	Mean rank	Sum of ranks	U	P
Gender (N=213)	Men	106.54	11719.50	5614.50	.21
	Women	107.49	11071.50		
Political activity (N=206)	Not political active	101.97	19783.00	868.00	<.01
	Political active	148.25	2372.00		

With regard to the gender of the respondents, no significant differences were found between the prior knowledge level of man and woman ($U=5614.50$, $p=.214$). A significant difference was found between politically active and not politically active respondents, indicating that politically active respondents have a larger need for MPI than respondents who are not politically active.

Table 4.7

Differences in prior knowledge for age and education level

Variable	Category	Mean	Std. Error	F	P
Age (N=213)	Young	2.19	.192	2.902	.06
	Middle	2.18	.092		
	Older	2.63	.169		
Education level (N=208)	Low	2.64	.179	3.099	.04
	Middle	2.21	.120		
	High	2.12	.112		

With regard to the variable age no significant differences were found between the categories young, middle and old. The differences in scores are not beyond what could be expected due to chance.

With regard to the education level of the respondents the differences were significant ($p=.047$). A Bonferroni post hoc test revealed that low educated respondents indicate to have a significant higher prior knowledge level than higher educated respondents ($p=.04$). These results can be found within appendix F, table 4.7A.

4.3 Demographic factors

Within this section, the demographic characteristics of the respondents will be analyzed and tested for their correlation with citizens need for MPI in order to answer the sub question: “*To what extent do demographic factors relate to citizens’ need for municipal performance information?*” The demographic characteristics can be found within: gender, age and education level. These factors are already used to specify the prior knowledge level of the respondents but the following section will analyze these factors in order to describe their (cor)relation with the need for MPI.

4.3.1 The (cor)relation between demographic factors and the need for MPI

In order to test if the demographic characteristics of the respondents have a (cor)relation with their need for MPI, a Spearman's correlation (r_s) was run. The results of this test can be found in table 4.8 on the following page.

Table 4.8
*Correlation Matrix –Demographic factors * need for MPI*

Policy areas	Gender		Age		Education level	
	r_s	P	r_s	P	r_s	P
Management, Society and Services	.03	.69	.19	<.01	-.09	.22
Public Order and Safety	-.11	.10	.13	.06	-.07	.34
Education, Parenting and Youth	-.06	.41	.20	<.01	-.07	.32
Social Support and Participation	.07	.29	.28	<.01	-.07	.35
Economy, Work and Leisure	.03	.68	.24	<.01	-.13	.06
Town and Country Development	-.01	.92	.27	<.01	-.13	.07
Sustainable Development	.08	.24	.36	<.01	-.11	.13
Public Space Management	-.06	.40	.29	<.01	-.08	.25
<i>Construct Need for MPI</i>	.02	.72	.39	<.01	-.17	.01

No significant correlation was found between the variable gender and respondents’ need for MPI. Also with regard to the individual policy areas the Spearman correlation did not showed significant differences between the need for MPI of men and women. This is in contrast with the hypothesis that men would have a bigger need for MPI than women.

The variable age showed a significant positive correlation with regard to citizens’ need for MPI. This correlation had moderate correlation strength. For all the individual policy areas (with the exception of Public Order and Safety) significant and positive correlations were found indicating that respondents’ need for MPI increases with age. The correlation strengths with regard to the individual policy areas were weak with the

exception of Sustainable Development; this policy area had moderate correlation strength. For the policy area of Public Order and Safety no significant difference between the need of older and young respondents was found, indicating that the need for MPI about this policy area does not differ between young and older respondents.

A significant, negative and weak correlation was found between respondents' education level and respondents' need for MPI. This indicates that low educated respondents have a stronger need for MPI than higher educated respondents. The hypothesis "Citizens education level does positively correlate with their need for MPI" was not supported. Also with regard to the individual policy areas all values were negative but no significant correlations were found regarding the MPI of the individual policy areas.

Both the variables age and education level were further examined on their correlation with citizens' need for MPI by a variance analysis. The results can be found in the table below.

Table 4.9
Differences in respondents' need for MPI for education level and age

Variable	Category	Mean	F	df	Sig.
Education level (N=207)	Low	3.87	2.005	2	.14
	Middle	3.80			
	High	3.67			
Age (N=212)	Young	3.27	22.481	2	<.01
	Middle	3.79			
	Older	4.05			

Significant differences between the categories were only found for the variable age ($p < .01$). A Bonferroni post hoc test showed that older respondents have a significantly stronger need for MPI than young ($p < .001$) and middle-aged respondents ($p = .01$). See table 4.10.

Table 4.10
Post hoc test – A specification on age differences in citizens' need for MPI

(I) Age	(J) Age	Mean Difference (I-J)	Std. Error	Sig.
Young	Middle	-.5239	.099	<.01
	Older	-.7862	.119	<.01
Middle-aged	Young	.5239	.099	<.01
	Older	-.2623	.090	.01
Older	Young	.7862	.119	<.01
	Middle	.2623	.090	.01

4.3.2 Differences in demographic factors based on groups

In order to further specify the (cor)relations between the need for MPI and the demographic factors, the demographic characteristics of the respondents have been analyzed based on groups of gender, age, political activity and education level. The results can be found within the tables below.

Table 4.11

Political differences in gender

Variable	Category	Mean rank	Sum of ranks	<i>U</i>	<i>P</i>
Political activity (N=210)	Not politically active	104.29	20233.00	1318.00	.25
	Political active	120.13	1922.00		

Table 4.12

Differences in gender for age and education level

Variable	Category	Mean	Std. Error	<i>F</i>	<i>P</i>
Age (N=212)	Young	1.53	.089	.555	.58
	Middle	1.49	.042		
	Older	1.42	.078		
Education level (N=207)	Low	1.44	.084	.621	.54
	Middle	1.53	.056		
	High	1.45	.052		

Table 4.13

Differences in age for political activity and gender

Variable	Category	Mean rank	Sum of ranks	<i>U</i>	<i>P</i>
Political activity (N=210)	Not politically active	104.43	20260.00	1345.00	.92
	Politically active	118.44	1895.00		
Gender	Men	110.52	12157.00	5278.00	.31
	Women	103.24	10634.00		

Table 4.12

Differences in age for education level

Variable	Category	Mean	Std. Error	<i>F</i>	<i>P</i>
Education level (N=207)	Low	2.14	.098	1.354	.26
	Middle	2.08	.066		
	High	1.97	.061		

Table 4.14

Differences in education level for political activity and gender

Variable	Category	Mean rank	Sum of ranks	U	P
Political activity (N=210)	Not politically active	103.06	19581.50	1413.50	.96
	Politically active	102.23	1533.50		
Gender	Men	106.10	11564.50	5221.50	.664
	Women	102.74	10171.50		

Table 4.15

Differences in education level for age

Variable	Category	Mean	Std. Error	F	P
Age (N=212)	Young	2.34	.130	1.754	.176
	Middle	2.31	.063		
	Older	2.08	.116		

No significant differences were found within these groups indicating that the differences are not caused by differences within groups.

4.4 Political Factors

This section will answer the sub question: *“To what extent do political factors relate to citizens’ need for MPI?”* The political factors will be analyzed based on political activity and political cynicism before the correlation between the political factors and citizens’ need for MPI will be calculated.

4.4.1 Political activity & political cynicism

With regard to the political activity of the respondents, the results are presented in table 4.16 below.

Table 4.16

Political activity in the municipality of Nieuwegein (N=213)

Variable	Percentage
Member of a political party	3%
Visiting political meetings	1%
Politically active in a different way	3%
Not politically active	93%

Based on these results can be concluded that only a small group of 7% of the respondents is politically active within Nieuwegein (3% is a member of a political party, 1% visits political meetings and 3% is politically active in a different way).

Unfortunately it was not possible to make a comparison between the sample and the population based on political activity, because data about the political activity in the municipality is not available (Documentatiecentrum Nederlandse Politieke Partijen, 2013).

Questions initially designed to measure political cynicism and the subsequent answers can be found below. As stated previously the questions cannot reliably test the construct of

political cynicism and therefore used as explorative questions to get a general understanding of respondents' attitude towards various issues. Answers can be found in the table 4.17.

Table 4.17

Political cynicism in the municipality of Nieuwegein

Variable	Category	Percentage
Q2A: People like me can influence municipal politics (N=181)	(Totally) disagree	47%
	Neutral	24%
	(Totally) agree	29%
Q2B: Political parties are only interested in my vote, not my opinion (N=155)	(Totally) disagree	59%
	Neutral	17%
	(Totally) agree	24%
Q2C: My opinion matters for municipal councillors (N=159)	(Totally) disagree	25%
	Neutral	29%
	(Totally) agree	46%

In order to check whether the differences in respondent's political activity and political cynicism are related with their need for MPI, the political variables were tested for their correlation with the need for MPI.

4.4.2 The (cor)relation between political factors and the need for MPI

A Spearman's correlation was run to determine the relationship between the political factors and citizens need for MPI. The results are presented in table 4.18 below.

Table 4.18

Spearman Correlation matrix – Political factors and the need for MPI

	Political activity		Political cynicism Q2A		Political cynicism Q2B		Political cynicism Q2C	
	r_s	P	r_s	P	r_s	P	r_s	P
Correlation								
Management, Society & Services	.249*	<.01	-.071	.32	.008	.91	-.079	.31
Public Order & Safety	.116	.09	.138	.06	.075	.31	.040	.61
Education, Parenting & Youth	.080	.25	-.056	.44	.004	.95	-.066	.39
Social Support & Participation	.228*	<.01	.002	.98	-.019	.79	.089	.25
Economy, Work & Leisure	.159*	.02	-.049	.50	.014	.85	-.018	.82
Town & Country Development	.178*	.01	.056	.44	-.013	.86	.013	.86
Sustainable Development	.223*	<.01	.032	.66	.033	.66	-.003	.97
Public Space Management	.220*	<.01	.239*	<.01	.047	.53	.257*	<.01
<i>Construct: Need for MPI</i>	.293*	<.01	.065	.37	.015	.84	.065	.40

* Significant results

Based on these results it can be concluded that there is a significant positive correlation of weak strength exists between the political activity of the respondents and their need for MPI. This indicates that citizens who are politically active have a stronger need for MPI than citizens who are not politically active. This significant, positive correlation of weak strength was also found between political activity and the individual policy areas (with the exception of Public Order & Safety and Education, Parenting & Youth).

Only two significant correlations were found with regard to political cynicism. These positive correlations were found between respondent's need for MPI and Q2A (*People like me can influence the municipal politics*) and between respondent's need for MPI and Q2C (*My opinion matters for municipal councillors*). Citizens with a strong feeling of cynicism based on their response to Q2A and Q2C show a significant and positive correlation of weak strength with their need for Public Space Management MPI.

4.4.3 Differences in political factors based on groups

In order to check if the (cor)relations are not based on differences within the political factors caused by gender, age, and education level, the variance of these variables is checked. First, the political activity of the respondents is analyzed.

Table 4.19

Differences in political activity for gender, age and education level

Variable	Category	Mean	SD	(U)/ F	df	Sig.
Gender (N=213)	Men	.056	.23	(3989.000)	1	.70
	Women	.098	.30			
Age (N=213)	Young	.031	.18	.627	2	.54
	Middle-age	.080	.27			
	Older	.100	.30			
Education level (N=206)	Low	.139	.351	2.731	2	.07
	Middle	.025	.157			
	High	.090	.28			

Based on these results can be concluded that there are no significant differences between the political activity of men and women [$U(213)=3989.00$, $p=.70$], groups of different age [$F(213)=.626$, $p=.54$] and the categories of education level [$F(206)= 2.731$, $p=.07$]. Because literature came up with differences between the categories age, gender and education-level with regard to national political activity (Verba, et al, 1993), it was expected that these differences should also be found within this study. The fact that the scores of men and women are almost identical makes clear this difference does not apply in the case of MPI.

The three propositions regarding cynicism are also tested for differences in group. With regard to proposition Q2A (*People like me can influence the municipal politics*), the results are presented in table 4.20 below.

Table 4.20

Differences in Q2A for gender, age, education level and political activity

Variable	Category	Mean	SD	(U)/ F	df	Sig.
Gender (N=213)	Men	2.20	.23	(3989.000)	1	.70
	Women	2.17	.30			
Age (N=213)	Young	.031	.18	.283	2	.04
	Middle-age	.080	.27			
	Older	.100	.30			
Education level (N=206)	Low	.139	.351	2.394	2	.09
	Middle	.025	.157			
	High	.090	.288			

With regard to this proposition a significant difference was found for the variable age. The categories young, middle-aged and older score significantly different on the variable political activity. A Bonferroni Post Hoc test could not further specify this difference because no significant values were found.

With regard to questions Q2B (*Political parties are only interested in my vote, not my opinion*) and Q2C (*Municipal councillors care about my opinion*) a variance analysis did not found differences between the categories of the variables gender, age and education level. Their differences in scores were not beyond we would expected due to chance. These test results can be found within appendix F, tables 4.20A & 4.20B.

4.5 Citizenship styles

Central within this section is the sub question: “*To what extent does the citizenship style relate to citizens’ need for MPI?*” In order to answer this sub question, the citizenship styles will be analyzed and checked for their (cor)relation with citizens’ need for MPI.

4.5.1 Recognition of citizenship styles

The table below represents the respondents’ level of identification with regard to the four citizenship styles.

Table 4.21

Respondents’ level of identification of citizenship style

Variable	Dutiful citizenship style	Responsible citizenship style	Pragmatic citizenship style	Outsider style citizenship style
Totally no identification	10%	9%	5%	8%
No identification	27%	19%	16%	25%
Neutral	30%	26%	19%	17%
Little identification	19%	30%	36%	27%
Total identification	14%	16%	24%	23%

Based on the above results can be concluded that the dutiful citizenship style was least identified by respondents. A total of 33% of the respondents could identify themselves in this citizenship style (14% of the respondents totally identify themselves and 19% identifies themselves a little in this style).

The second least level of identification was found with regard to the responsible citizenship style. A total of 46% of the respondents identified themselves in this style.

A stronger level of identification was found for the outsider citizenship style (50% of the respondents identified themselves in the outsider citizenship style).

The highest level of identification was found with regard to the pragmatic citizenship style. A total of 60% of the respondents identified themselves with this style (24% totally identified themselves and 36% identified themselves a little in this specific style).

In the study of Van der Lelij and Janssens (2005) the respondents were distributed over the citizenship styles instead of giving an identification level for each style. It is therefore not possible to make a one-to-one comparison between the distribution of respondents in their study and the distribution of respondents in this study. With regard to the Dutch citizens, the authors came to the following distribution: 18% dutiful, 23% pragmatic, 28% outsider and 33% responsible. As in the study of Van der Lelij and Janssens (2005), also this study found the smallest percentage of identification with regard to the dutiful citizenship style. For the other styles there was no similarity between the percentages found in this study and the division of the Dutch citizens.

4.5.2 The (cor)relation between citizenship style and the need for MPI

In order to see whether there is a (cor)relation between citizenship style and the need for MPI, a Spearman's correlation was run to determine this possible relationship.

Table 4.22

*Spearman Correlation Matrix – Citizenship styles * need for MPI*

Correlation	Dutiful		Responsible		Pragmatic		Outsider	
	r_s	P	r_s	P	r_s	P	r_s	P
Management, Society & Services	.368*	<.01	.327*	<.01	.314*	<.01	-.137*	.04
Public Order & Safety	.200*	<.01	.266*	<.01	.199*	<.01	.010	.89
Education, Parenting & Youth	.215*	<.01	.191*	<.01	.036	.60	.020	.77
Social Support & Participation	.222*	<.01	.275*	<.01	.135*	.04	-.163*	.02
Economy, Work & Leisure	.159*	.02	.092	.18	.065	.35	.017	.81
Town & Country Development	.298*	<.01	.292*	<.01	.122	.08	-.016	.82
Sustainable Development	.183*	<.01	.224*	<.01	-.012	.86	-.053	.44
Public Space Management	.242*	<.01	.308*	<.01	.100	.15	-.100	.15
<i>Construct: Need for MPI</i>	.347*	<.01	.364*	<.01	.154*	.03	-.065	.34

*Significant results

With regard to the above results, the differences between the dutiful or responsible citizenship style and the pragmatic or outsider citizenship style on the other hand immediately catch the eye. The results of both the dutiful as well as the responsible citizenship style are all significant (except for one result), but the results of the pragmatic and the outsider citizenship style have fewer significant than non significant results.

Based on the results, it can be concluded that identification with the dutiful citizenship style has a significant, positive correlation with the aggregated need for MPI and the need for MPI in all eight policy areas. The more the respondents identified themselves in this citizenship style, the stronger their need for MPI. Moderate correlation strength was found with regard to the need for MPI and Management, Society and Services. The other policy areas had weak correlation strength.

A significant, positive correlation of moderate strength was also found between the responsible citizenship style and the need for MPI. The more the respondents identified themselves in the responsible citizenship style, the stronger their need for MPI. This significant positive correlation was also found with regard to the policy areas, with the exception of Economy, Work & Leisure. For this area the level of identification with the responsible style did not influence citizens' need for MPI. Correlation strength was moderate for Management Society & Services, Public Space Management and weak for the other correlations.

The level of identification of the respondent with the pragmatic citizenship style shows a significant positive correlation of weak strength with the need for MPI. This correlation was also found for four of the eight policy areas, whereby only the policy area of Management, Society & Services had a moderate instead of weak correlation strength.

No significant correlation was found between the outsider citizenship style and the need for MPI. Only with regard to the policy areas of Management, Society & Services and Social Support & Participation a significant negative correlation of weak strength was found. Most r_s values were negative as expected, but some of them were positive (Public Order & Safety, Education, Parenting & Youth and Economy, Work & Leisure). All of the positive r_s values did not meet the 95% level of significance and scored so close to zero that even when their p -values would have been significant, the correlation strength would have been very weak and therefore negligible.

4.5.3 Differences within citizenship style based on groups

In order to check whether the (cor)relations are not based on differences caused by gender, age, political activity or education level, these variables are analyzed. All test results can be found within tables 4.23 to 4.26 within appendix F.

With regard to the four citizenship styles, no significant differences between the categories of the variables gender, age and education level were found. Only for the variable political activity significant differences were found between politically active and not politically active citizens. These differences were found for the dutiful citizenship style [$U(1, 209)=15.783, p<.01$], the responsible citizenship style [$U(1, 209)=741.500, p<.01$] and the outsider citizenship style [$U(1, 209)=741.500, p<.01$].

Based on the results it can be concluded that politically active respondents recognize themselves more in a dutiful ($p<.01$) and responsible ($p<.01$) citizenship style and less in an outsider citizenship style than citizens who are not politically active ($p<.01$).

5. Conclusions, discussion and recommendations

Based on the results given chapter 4, this chapter will provide the conclusions of this study (§5.1) by answering the research question: *“To what extent do citizens of Nieuwegein have a need for Municipal Performance Information and which explanatory factors account for this need?”* Besides to the conclusions the limitations of this study (§5.2) will be discussed and recommendations for the Court of Audit of Nieuwegein will be presented (§5.3).

5.1 Conclusions

With regard to citizens' need for MPI can be concluded from a citizens' perspective that 61% of the respondents have a need for MPI and 12% of the respondents have a strong need for MPI. Only 1% of the respondents do not have a need for MPI and 26% answer neutral.

Respondents with a high level of prior knowledge are more likely to have a need for MPI than respondents with a low level of prior knowledge. This also holds true for older respondents who are more likely to have a need for MPI than young respondents. No differences are found between the need for MPI of men and women, but respondents with a low education level are more likely to have a need for MPI than respondents with a high education level. With regard to the four citizenship styles is found that the more citizens can identify themselves in the dutiful-, responsible- and pragmatic citizenship style the stronger their need for MPI. No correlation was found between identification with the outsider citizenship style and respondents' need for MPI.

The policy areas Public Order & Safety and Education, Parenting & Youth are seen as most important policy areas to be aware of its performance information. The least important policy area can be found in Management, Society & Services.

A focus on respondents' *prior knowledge of MPI* confirmed the hypothesis that citizens with a strong need for MPI have a higher level of prior knowledge. This positive correlation is not only found for MPI in general but also with regard to the need for MPI about the individual policy areas with the exception of Sustainable Development and Public Space Management. Politically active respondents have a significantly higher level of prior knowledge than citizens who are not politically active and respondents with a low education level also have significantly more prior knowledge than respondents with a higher education level.

Contradictory to the first hypothesis of the *demographic factors* stating: “Men have a stronger need for MPI than women”, men and women are equal in their need for MPI. This also holds true for their specific need for MPI of each the policy areas. The hypothesis that older respondents have a stronger need for MPI than young respondents is confirmed. The individual policy areas, with the exception of Public Order & Safety also showed a significant correlation indicating that the specific need for MPI about each area is increases with age.

The influence of the variable education level is also contradictory to the hypothesis: “Higher educated citizens have a larger need for MPI than citizens with a low education level”. The results even reveal the reverse: citizens' need for MPI decreases when their education level becomes higher.

With regard to the (cor)relation between *political factors* and the need for MPI the results are in line with the hypothesis showing that citizens who are politically active have a stronger need for MPI than citizens who are not politically active. This positive correlation is also found for six of the individual policy areas. Only for the areas Public Order & Safety and Education, Parenting & Youth the need for MPI was the same between politically active and not politically active respondents.

No correlation was found with regard to political cynicism and citizens' need for MPI. Only for the policy area Public Space Management two weak and positive correlations are found with regard to respondent's level of cynicism and need for MPI.

In accordance with the hypothesis regarding *citizenship styles* is found that a stronger identification with the dutiful- and responsible and pragmatic citizenship style leads to a stronger need for MPI. This positive correlation is also found with regard to the MPI of the individual policy areas with the exception of Economy, Work & Leisure. MPI of this policy area is just as important for citizens who identify themselves in the dutiful- or responsible citizenship style as citizens who do not identify themselves in these styles.

For the individual correlations regarding the pragmatic citizenship style only the areas Management, Society & Services, Public Order & Safety and Social Support & Participation were found to have a correlation between the identification with this style and the need for MPI of this specific area.

In contrast with the hypotheses that citizens need for MPI decreases when their identification with the outsider citizenship style increases, no significant correlation was found. Only with regard to the policy areas Management, Society & Services and Social Support & Participation the expected negative correlation between identification with the outsider citizenship and a lower need for MPI is found.

5.2 Discussion

5.2.1 Interpretation of the results

Unfortunately, due to the fact that no data is available about citizens' need for MPI, it is not possible to compare respondents' need for MPI with earlier research. But based on the results of this study it is remarkable that despite the fact that a large group of 73% of the citizens indicated to have a (strong) need for MPI only 21% of the respondents would surely read an article about MPI if they saw it in the newspaper they were reading. This means that 42% of the respondents that have a (strong) need for MPI are not sure that they would read this article about MPI. An interesting finding suggesting that for this group of respondents reading an article about MPI in the newspaper does not supply their want. Why? Perhaps the respondents have a feeling that an article cannot supply their want because it is too hard to understand, they do not trust this source or do not like to read about MPI in the newspaper.

The respondents were also asked if they had read the annual financial report of the municipality. This report can be seen as the source and provider of MPI in the municipality of Nieuwegein. Given the fact that only 8% of the respondents have (somewhat) read this document a large group of respondents who indicated to have a need for MPI have not read this report about MPI. It is possible that they are not aware of this report, cannot find

this report or do not read it for the reasons already mentioned with regard to the article in the newspaper. Further research will be needed in order to better understand how to meet citizens' need for MPI. With regard to the source of information, this study already found that respondents found their favorite communication channels in: local (home to home) papers, digital newsletters and the municipal website.

With regard to the need for MPI about the eight policy areas, the popularity of the policy areas Public Order & Safety may be due to the fact that Public Order & Safety is a policy area that fires to imagination. Most citizens are personally involved when it gets to their safety (e.g. safe roads, enough police and a good working fire department) and it is also an area that gets a lot of attention within newspapers.

The popularity of Education, Parenting and Youth can perhaps be found in the fact that younger people already see the value of good organized education, parenting and youth and older people know by experience how important these topics are. The fact that there was less need for MPI about Management, Society & Services might be explained by the reasoning that this area contains management issues which are more of interest for managers and municipal councillors than they are for citizens.

The focus on the political activity of the respondents reveals that politically active respondents are most likely to have a high level of prior knowledge. Perhaps their political activity provides better access to the MPI. Another explanation can be found in the possibility that these citizens are already interested and aware of MPI and because of this interest they are more likely to become politically active.

Based on literature about political interest was expected that just as for political activity higher educated respondents would have a stronger need for MPI than lower educated respondents. Based on the results the opposite has been found. Also with regard to the prior knowledge of the respondents low educated respondents are found to have a significant higher level of prior knowledge than respondents with a high education level. A possible explanation why lower educated have a stronger need for MPI than higher educated could be found in the fact that high educated respondents score lower on a social desirable behaviour scale than lower educated respondents (Burris, Johnson, O'Rourke, 2005) but as already highlighted before, a lot of attention has been given to avoid respondents to give socially desirable answers. Therefore, the result remains difficult to explain by socially desirable behaviour. Another possible explanation can be found in the possibility that lower educated respondents feel more dependent on municipality which increases their need to be aware of MPI.

For the individual correlations regarding the pragmatic citizenship style only the areas Management, Society & Services, Public Order & Safety and Social Support & Participation were found to have a correlation between the level of identification and the need for MPI. A possible explanation why only these particular areas came up with a significant results can might be explain by the fact that information about services, safety and social support can very easily be used for citizens own benefits and are therefore related to the pragmatic citizens whose mean concern can be found in their own practical use of MPI.

5.2.2 Limitations of the study

Although this research was carefully prepared, I am still aware of its limitations and shortcomings. A number of important points of attention will therefore be given in this section.

A First limitation of the study can be found in the representativeness of the sample. The sample does not correctly represent the population with regard to education. More respondents with a low education level are needed in order to make the sample representative for the population of Nieuwegein.

Unfortunately no data about the political activity and cynicism of the population of Nieuwegein was available; it was not possible to test the representativeness of the sample with respect to these variables. With regard to the representativeness the study the non-responsiveness sample bias can be of influence. It is possible that people who are more interested in municipal performance, also more likely to fill in the questionnaire (based on personal interest in the topic or with regard to the fact that they could influence the results).

The sample of 213 respondents is relatively small to represent the population of 49.000 citizens aged 18 years and older, which can be seen as a second limitation because this has resulted in less reliable statements. The group of politically active respondents only consisted of 16 respondents. A larger group of politically active respondents could have increased the confidence level of some tests results.

The fact that the study has not used existing and already tested constructs, the reliability of the tests was not clear in advance. Unfortunately the construct of political cynicism did not score a reliable Cronbach's Alpha (Cronbach's Alpha $>.07$) and could therefore not form a construct. These three questions were therefore asked as individual questions.

Another shortcoming can be found in the fact that none one of the correlations consisted of a 'strong' correlation strength ($R_s >.5$). Correlations were found, but it should be noticed that these correlations had weak or moderate correlation strength. This suggests that there are probably other factors that have a stronger correlation with the need for MPI than the factors tested within this study.

With regard to interpretation of the results, the validity of the study is of great importance; does the study measure what it should measure? Several steps are taken to guarantee the clearness of the study, in order to be sure that the questions and concepts are understood. With regard to the concept MPI, the questionnaire contains an explanation of MPI before questions about MPI are asked. The probably unknown policy areas are also explained and provided with three examples of possible performance indicators. The policy areas should therefore give a clear indication of what kind of MPI is needed by citizens.

A more difficult problem can be found in measuring the need for MPI. Have citizens answered honestly or did they give socially desirable answers? In order to avoid socially desirable answers some precautions were taken. The questionnaire is anonymous; respondents did not have to fill in their names or could be related to their answers. Other precautions can be found within the fact that the questionnaire could be filled in everywhere (e.g. at home) and without the presence of an interviewer. Both the

announcing letter and the introducing text before entering the questionnaire highlighted that there are no wrong answers, because the study is only interested in honest opinions. But despite several precautions, I think it is not possible to completely eliminate socially desirable answers.

5.3 Recommendations

This study should be seen as first step in studying citizens need for MPI. In order to meet citizens need for MPI further research about this need is needed based on several aspects.

Firstly, the group of citizens with a strong need for MPI is relatively small. Because further research and a possible implantation to meet citizens' need for MPI is extensive, the Court of Audit has to decide if it is worth the money to invest in further research if only such a small percentage of citizens have a strong need for MPI. It is still tax money and citizens with a less strong need for MPI are also paying the bill. Perhaps it is also in their interest, despite that they do not have a strong need but at this point only a small group really has a need for MPI.

In order to make the decision mentioned above, it could be useful to further study the group of respondents that somewhat has a need for MPI. This is an interesting group to study, certainly given the fact that it is not clear why only 20% of the respondents that has a (strong) need for MPI indicated to read an article about MPI in the newspaper they were reading. Is this a simple lack of interest i.e. that they think they do not need to know about this? Or perhaps they consider this to be the job of municipal councillors? It is also a possibility that they are simply unaware of the existence of MPI or have lost interest because the MPI is too difficult to understand, not focused on their specific interest and/or simply not found by the citizens.

Also the group of municipal councillors can be of interest with regard to MPI. Perhaps they could extent the group of citizens with a strong need for MPI.

When the Court of Audit decides to meet citizens' need for MPI, this need should be made more specific than the distribution made on policy area level. This distribution is a fine first step but division could for example also be made on financial performance (for each policy area or as a subject on its own) or perhaps the fact that the municipality has achieved its objectives is of more importance for citizens.

Respondents who indicated to have a strong need for MPI are likely being most useful to answer these questions. They have in general a higher prior knowledge level of MPI and because of their prior knowledge they are might better able to give a precise indication of their need for MPI and how they would like to be informed than citizens who are somewhat interested for MPI. Obtaining a more detailed picture of citizens need for MPI can for example be done with help of focus groups of citizens who really have a need for MPI. Focus groups will provide the respondents with more opportunities to express their needs than a questionnaire.

An example to present MPI to citizens in such a way that it probably meet citizens' needs for MPI can be found in linking a webpage that presents information about robberies to a

webpage presenting MPI belonging to Public Order & Safety. Citizens that already read the information about robberies are more likely to be interested in MPI about this policy area.

Whether it is the Court of Audit's intention to meet citizens' need for MPI or not, further research would be recommended to make the right decision. Citizens' need should hereby be studied from a user central perspective to make clear that the results are in their interest.

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Appendix A - Performance information within the financial report (2013)

Program	Performance indicator for 2013
Management, Society and Services	<ol style="list-style-type: none"> 1. Customer research satisfaction grade: 7. 2. Number of citizens that follow the municipal news: 80% 3. Number of citizens that follow the municipal news via the council page (sometimes and always): 90% 4. Number of citizens that follow the municipal news via the website (and other online services and social media): 35% 5. General involvement with Nieuwegein: 60% 6. Citizens with interest in the developments within Nieuwegein: 75% 7. Sufficiently involved in policy by the municipality: 45% 8. Number of joint activities with the partners in the program City Hall: 4
Public Order and Safety	<ol style="list-style-type: none"> 1. Violent crimes per 1.000 citizens: 4,2 2. Developing policy: Safe Public Task – local government: completed in 2013 3. A number of organized crime types are identified and addressed: unknown number 4. Mapping the extent organized crime that takes place in Nieuwegein: -
Education, Parenting and Youth	<ol style="list-style-type: none"> 1. Coverage quality range preschool education: 80% 2. Number of trajectories for illiterates: 60 3. Number of signals in the reference index with regard to the youth of Nieuwegein 1: 840 4. Coordination of care: 120 5. Number of participants Youth Council: 20 6. Number of components of the YoNG website developed by youth: 4 7. Number of families under municipality direction: 30
Social Support and Participation	<ol style="list-style-type: none"> 1. Realized Neighborhood Service Centers: 2 2. Percentage of family cares (older than 18 years) that uses information/advice/courses/support of the 'Caregiving Centre': 3 3. Percentage of participation in volunteering: 35% 4. Percentage of successful applications debt counseling: 85% 5. Vitality Nieuwegeinse amenities: 25% receive

	<p>predicate 'strong'</p> <ol style="list-style-type: none"> 6. Notoriety Sport and Physical activity Nieuwegein: 50% of participants residents survey. 7. Number of visitors subsidized cultural activities (in cooperation with De Kom): 122.000 8. Number of visitors subsidized pop activities: 4.000 9. Number of executive organizations and volunteers subsidized pop activities: 200
Economy, Work and Leisure	<ol style="list-style-type: none"> 1. Rating business climate: 80% grade 7 or higher 2. Meters offices extracted from stock and reduction of the offer: 20.000 3. As little people as possible in the WWB: 915 4. More registered visitors of tourist and recreational facilities: 14.000
Town and Country Development	<ol style="list-style-type: none"> 1. Actual town and country development plans relative to the total amount of plans: 19/19 2. Current country development trajectories: 5 3. Extension housing for the elderly: - 4. Extension housing for young people: 50 5. Extension housing for social rent: 10 6. Livability Jutphaas-Wijkersloot: - 7. Company inspections within existing constructions in the use phase (physical safety): 15 8. Number of primary schools with UVL relative to the total: 11 9. Grow rate public transport use: 2,5% 10. Number of solved bicycle bottlenecks: 13 11. Bus stops with improved bicycle parking: 2 12. Municipal monuments: 35 13. Secured bronze arts: 3/16 14. Information boards by arts in public spaces
Sustainable Development	<ol style="list-style-type: none"> 1. Compliance behavior environmental regulations by businesses: 60% 2. Number of houses with threatening exceeding ambition standard of air quality: 75 3. Number of linear meters replaced and/or newly realized sound shielding: 750 4. Annual program of water: 1 5. Degree of achievement of a municipal ground storage: 100% 6. Installed capacity sustainable energy: - 7. Separation rate household waste: 58% 8. Percentage sustainability scans within business park "Het Klooster": 100%

	<ul style="list-style-type: none"> 9. Surface new achieved green roof: 200m² 10. Biannual program Sustainable Nieuwegein: 1 11. Number of adopted NME-products / number of schools that used NME-products/ number of reached students: 200/ 24/ 4.000 12. Number of visitors "Natuurkwartier": 110.000 13. Internal municipal environmental care system accordance ISO 14001: 100% 14. Percentage sustainable procurement by municipal organizations: 96% 15. Percentage of population familiar with MVO(-activities): - 16. Percentage MVO awareness of entrepreneurs: - 17. Total of Fairtrade shops, businesses and organizations: 124 18. Number of companies social organizations active in the field of socially related companies (Maatschappelijk Betrokken Ondernemen, MBO): 39
Public Space Management	<ul style="list-style-type: none"> 1. Catching up delays: 90% 2. Energy consumption public areas: -3 compared to 2010 3. Jointly where possible: quality incentive play: 75% 4. Control test: with all spatial plans a control test have been made before realization: 100%

(Financial Report Nieuwegein, 2013)

Appendix B – Invitation letter

Naam

Adres

Postcode woonplaats

Datum: 23 april 2013

Onderwerp: Deelname onderzoek

Geachte heer/mevrouw,

Bent u geïnteresseerd in bijvoorbeeld de verkeersveiligheid in Nieuwegein? Of leest u liever iets over het schoonhouden van uw wijk? De rekenkamercommissie van de gemeente Nieuwegein laat op dit moment een (afstudeer)onderzoek uitvoeren naar de behoefte van inwoners aan informatie over de prestaties van de gemeente. In dit onderzoek kunt u aangeven waarover u het liefst geïnformeerd wilt worden.

Door de volgende link over te nemen in uw adresbalk komt u bij de vragenlijst:
www.thesistools.nl/onderzoeknieuwegein

Het invullen van de enquête neemt ongeveer 15 minuten van uw tijd in beslag. Onder de respondenten verloten wij **2 VVV-bonnen ter waarde van €25,00**. Wilt u hierop kans maken dan kunt u dit aan het einde van de vragenlijst aangeven.

We behandelen de vragenlijst uiteraard vertrouwelijk en de gemeente krijgt geen inzage in uw individuele antwoorden. Mocht u nog vragen hebben dan kunt u contact opnemen met mij, via e-mail (v.koetsier@nieuwegein.nl) of telefonisch (030-6071378).

Ik hoop dat u aan dit onderzoek wilt meewerken. Alvast hartelijk dank!

Met vriendelijke groet,

Vivian Koetsier
Stagiaire Rekenkamercommissie Nieuwegein

Appendix C -Online questionnaire

Beste deelnemer,

Alvast hartelijk dank voor uw medewerking aan dit onderzoek naar informatiebehoefte van inwoners.

De vragenlijst bevat 23 meerkeuze vragen en het invullen zal ongeveer 15 minuten van uw tijd in beslag nemen. Onder de deelnemers worden 2 VVV-bonnen ter waarde van 25,00 Euro verloot. Wilt u kans maken op 1 van de VVV-bonnen? Dan kunt u dit aan het einde van de vragenlijst aangeven.

Deze vragenlijst is geheel anoniem en kent geen goede of foute antwoorden, het gaat enkel om uw mening. Wanneer u hieronder op "start" drukt komt de eerste vraag in beeld.

Alvast hartelijk dank voor uw medewerking.

Met vriendelijke groet,

Vivian Koetsier (Stagiaire Rekenkamercommissie Gemeente Nieuwegein)

[start]

1.	Bent u politiek actief binnen de gemeente Nieuwegein? (meerdere antwoorden mogelijk)	<input type="checkbox"/> Ik ben lid van een politieke partij <input type="checkbox"/> Ik ben raadslid <input type="checkbox"/> Ik bezoek wel eens een politieke bijeenkomst <input type="checkbox"/> Ik ben op een andere manier actief, namelijk ... <input type="checkbox"/> Ik ben niet politiek actief
2.	Kunt u aangeven in hoeverre u het eens/oneens bent met onderstaande stellingen? A. Mensen zoals ik hebben invloed op de gemeentelijke politiek <input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/ niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens <input type="checkbox"/> weet ik niet B. De politieke partijen van de gemeente zijn alleen geïnteresseerd in mijn stem en niet in mijn mening <input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/ niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens <input type="checkbox"/> weet ik niet C. Raadsleden van de gemeente bekommeren zich om de mening van mensen zoals ik <input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/ niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens <input type="checkbox"/> weet ik niet	
3.	Kunt u aangeven wat voor u van toepassing is? A. De begroting (2013) van de gemeente Nieuwegein heb ik: <input type="checkbox"/> helemaal gelezen <input type="checkbox"/> grotendeels gelezen <input type="checkbox"/> half gelezen <input type="checkbox"/> nauwelijks gelezen <input type="checkbox"/> helemaal niet gelezen <input type="checkbox"/> weet ik niet B. Het financiële jaarverslag (2012) van de Gemeente Nieuwegein heb ik: <input type="checkbox"/> helemaal gelezen <input type="checkbox"/> grotendeels gelezen <input type="checkbox"/> half gelezen <input type="checkbox"/> nauwelijks gelezen <input type="checkbox"/> helemaal niet gelezen <input type="checkbox"/> weet ik niet	

4.	Bent u op de hoogte van de behaalde prestaties van de Gemeente Nieuwegein? <input type="checkbox"/> helemaal op de hoogte <input type="checkbox"/> een beetje op de hoogte <input type="checkbox"/> geen mening <input type="checkbox"/> niet echt op de hoogte <input type="checkbox"/> helemaal niet op de hoogte <input type="checkbox"/> weet ik niet
----	--

Toelichting: De volgende vragen gaan over verschillende type inwoners. Hieronder worden 4 type inwoners omschreven. Kunt u aangeven in hoeverre de omschrijving op uzelf van toepassing is? Hierbij bestaat geen 'goed' of 'fout' antwoord, u hoeft alleen aan te geven in hoeverre u zich herkent in de omschrijvingen.

5.	Beschrijving 1: Ik voel me betrokken bij de gemeente Nieuwegein. Het maatschappelijk belang binnen mijn gemeente vind ik belangrijk en ik heb hier een duidelijke visie over. Ik vind het belangrijk dat ik als burger initiatief toon en wil graag samenwerken met de gemeente. Democratie is belangrijk. De gemeente moet mij vooral deskundig, kwalitatief en volledige informatie kunnen aanbieden. In hoeverre komt beschrijving 1 met uzelf overeen? <input type="checkbox"/> helemaal overeen <input type="checkbox"/> een beetje overeen <input type="checkbox"/> neutraal <input type="checkbox"/> niet echt overeen <input type="checkbox"/> helemaal niet overeen
6.	Beschrijving 2: Ik vind het leuk om me in te zetten voor mijn eigen buurt. Het voelt als mijn plicht als burger om op de hoogte te zijn van wat er in mijn omgeving gebeurt en hieraan bij te dragen. De gemeente moet voor mij goed toegankelijk zijn, persoonlijk contact vind ik fijn net als helderheid en duidelijkheid. In hoeverre komt beschrijving 2 met uzelf overeen? <input type="checkbox"/> helemaal overeen <input type="checkbox"/> een beetje overeen <input type="checkbox"/> neutraal <input type="checkbox"/> niet echt overeen <input type="checkbox"/> helemaal niet overeen
7.	Beschrijving 3: Als ik mijn voordeel kan halen uit de informatie van de gemeente vind ik dit vaak erg interessant, algemene informatie doet mij dan weer niet zo veel. Op afstand ben ik best betrokken bij de gemeente. Ik ben redelijk goed op de hoogte van wat er speelt en vind het belangrijk om mijn stem uit te brengen bij de verkiezingen. De gemeente moet mij vooral snel, efficiënt en gebruiksvriendelijk kunnen helpen. In hoeverre komt beschrijving 1 met uzelf overeen? <input type="checkbox"/> helemaal overeen <input type="checkbox"/> een beetje overeen <input type="checkbox"/> neutraal <input type="checkbox"/> niet echt overeen <input type="checkbox"/> helemaal niet overeen
8.	Beschrijving 4: Lid worden van een politieke partij of meewerken aan onderzoeken van de gemeente doe ik niet zo snel. Ik voel me weinig tot niet betrokken met de gemeente en heb niet zoveel behoefte aan informatie van de gemeente. Daarnaast wordt er toch weinig met mijn mening gedaan. De gemeente moet mij vooral snel en zonder veel gedoe kunnen helpen als ik daar behoefte aan heb. In hoeverre komt beschrijving 1 met uzelf overeen? <input type="checkbox"/> helemaal overeen <input type="checkbox"/> een beetje overeen <input type="checkbox"/> neutraal <input type="checkbox"/> niet echt overeen <input type="checkbox"/> helemaal niet overeen

[klikt u hier om door te gaan naar de volgende vragen (8/23 ingevuld)]

Informatie over prestaties: Jaarlijks schrijft elke Nederlandse gemeente een begroting. In de begroting kunnen gemeenten opschrijven welke prestaties ze dat jaar willen behalen. Aan het eind van het jaar wordt dan gekeken of de prestaties ook echt behaald zijn.

Enkele voorbeelden van prestaties zijn:

- "Het gevoel van veiligheid vergroten onder de inwoners van onze gemeente"
- "10% meer inwoners aan het sporten krijgen"
- "Het aantal werklozen verminderen"

De volgende vragen gaan over prestaties van de gemeente Nieuwegein. Het is niet erg als u voor deze vragenlijst nog nooit van prestaties van de gemeente had gehoord.

9.	<p>Wilt u, na deze informatie over prestaties, nogmaals de volgende vraag beantwoorden: Bent u op de hoogte van de behaalde prestaties van de Gemeente Nieuwegein?</p> <p><input type="checkbox"/> Helemaal op de hoogte <input type="checkbox"/> Een beetje op de hoogte <input type="checkbox"/> Neutraal <input type="checkbox"/> Niet echt op de hoogte <input type="checkbox"/> Helemaal niet op de hoogte</p>
10.	<p>Kunt u hieronder aangeven in hoeverre u het eens of oneens bent met de stellingen?</p> <p>A. Ik voel me betrokken bij de gemeente Nieuwegein</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p> <p>B. Als ik in de krant een stuk over prestaties van de gemeente Nieuwegein zie staan, dan lees ik dit stuk</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p> <p>C. Ik vind het interessant om te weten of de gemeente haar prestaties wel of niet behaald heeft</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p> <p>D. Ik zie het als mijn plicht om mij te verdiepen in de al dan niet behaalde prestaties van mijn gemeente</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p> <p>E. De al dan niet behaalde prestaties van mijn gemeente vind ik alleen interessant als deze informatie op mijzelf betrekking heeft</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p> <p>F. Ik voel mij als burger mede verantwoordelijk voor de al dan niet behaalde prestaties van mijn gemeente</p> <p><input type="checkbox"/> helemaal mee eens <input type="checkbox"/> een beetje mee eens <input type="checkbox"/> niet mee eens/niet mee oneens <input type="checkbox"/> een beetje mee oneens <input type="checkbox"/> helemaal mee oneens</p>

<p>Toelichting op vragen 11 t/m 18: Wat vindt u belangrijke prestaties?</p> <p>De gemeente is op verschillende terreinen actief. Hoe belangrijk vindt u het om op de hoogte te zijn van de prestaties op deze terreinen? Bij de volgende vragen kunt u per terrein aangeven hoe belangrijk u het vindt om hiervan op de hoogte te zijn. Boven elke vraag vindt u een korte beschrijving van het terrein en enkele voorbeelden van bijbehorende prestaties.</p>				
<p>Bestuur, Samenleving en Dienstverlening</p> <p>Dit terrein kent 4 doelen: een goede dienstverlening aan inwoners en ondernemers, draagvlak binnen een betrokken samenleving en lokaal, regionaal en internationaal samenwerken.</p> <p><i>Voorbeelden van prestaties zijn:</i></p> <ul style="list-style-type: none"> • Het aantal digitaal aan te vragen producten vergroten • Het aantal inwoners dat trots is op Nieuwegein laten toenemen met 10% • Meer inwoners op de hoogte brengen van het nieuws van de gemeente 				
<p>11. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?</p>				
Zeer belangrijk	Belangrijk	Neutraal	Niet belangrijk	Zeer onbelangrijk

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Openbare Orde en Veiligheid

Op dit terrein willen we de veiligheid en de veiligheidsgevoelens rondom de leef- en woonomgeving van de inwoners en ondernemers van Nieuwegein bevorderen (toezicht op straat, brandweer, crisisbeheersing, aanpak criminaliteit, aanpak overlast)

Voorbeelden van prestaties zijn:

- Het aantal meldingen van geluidsoverlast verminderen
- 10% minder auto-inbraken dan in 2012
- Het percentage inwoners dat zich wel onveilig voelt verlagen tot 65%

12. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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Onderwijs, Opvoeding en Jeugd

We zorgen er op dit terrein voor dat jeugdigen en volwassenen goed en op eigen kracht kunnen deelnemen aan de samenleving.

Voorbeelden van prestaties zijn:

- Het verlagen van het aantal schoolverlaters zonder diploma
- Het aantal meldingen van overlast door jongeren verlagen
- Kinderen met een taalachterstand sneller extra hulp aanbieden³

13. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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Maatschappelijke Ondersteuning en Participatie

Het doel van dit terrein is een actieve Nieuwegeinse samenleving. Een samenleving waarin inwoners zelfredzaam zijn en betrokken bij elkaar.

Voorbeelden van prestaties zijn:

- Inwoners voldoen aan de standaard van 'gezonde dagelijkse beweging'
- Het percentage inwoners dat vrijwilligerswerk doet vergroten.
- 15% meer kinderen lid van een sportvereniging

14. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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[klik hier om door te gaan naar de laatste vragen van de enquête (14/23 ingevuld)]

Economie, werk en vrije tijd

Op dit terrein wordt via drie manieren aan een gezonde economie in onze stad gewerkt. Door te investeren in de economie, werkgelegenheid en vrije tijd.

Voorbeelden van prestaties zijn:

- Minder inwoners in de WWB (Wet Werk en Bijstand)
- Het aantal mensen dat Nieuwegein komt bezoeken vergroten
- De gemiddelde werkloosheidsduur met 3 maanden verkorten

15. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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Ruimtelijke Ontwikkeling

Dit terrein richt zich op een goede balans tussen wonen, werken, verplaatsen en ontspanning.

Voorbeelden van prestaties zijn:

- Het uitbreiden van de woningvoorraad voor sociale verhuur
- Het cijfer voor leefbaarheid in de wijk Jutphaas verhogen van 6.2 naar 6.8
- Volgend jaar 2 extra bushaltes met goede mogelijkheden voor het stallen van je fiets realiseren

16. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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Duurzame Ontwikkeling

Een duurzame ontwikkeling is een ontwikkeling waarbij aan de belangen van de inwoners van nu wordt gedacht, maar ook aan de belangen van onze kinderen wordt gedacht. We houden dus rekening met milieueffecten op korte, middellange en lange termijn bij dit terrein.

Voorbeelden van prestaties zijn:

- 12% meer groente-, fruit- en tuinafval scheiden
- Het aantal bedrijven dat de milieuregels naleeft vergroten van 55% naar 60%
- Aantal bezoekers natuurkwartier vergroten

17. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
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Beheer Openbare Ruimte

Dit terrein gaat over het realiseren van duurzame, schone en veilige openbare ruimtes in gezamenlijk overleg met de gemeente, wijkplatforms, inwoners, natuurverenigingen, waterschap, woningbouwverenigingen en andere belanghebbende.

Voorbeelden van prestaties zijn:

- Jaarlijks 6% minder energie gebruiken in openbare ruimtes
- De veiligheid rondom scholen verbeteren
- Het verlagen van de kosten voor rioolwaterzuivering

18. Hoe belangrijk vindt u het om zelf op de hoogte te zijn van de prestaties van de gemeente op dit terrein?

Zeer belangrijk <input type="checkbox"/>	Belangrijk <input type="checkbox"/>	Neutraal <input type="checkbox"/>	Niet belangrijk <input type="checkbox"/>	Zeer onbelangrijk <input type="checkbox"/>
---	--	--------------------------------------	---	---

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------


19.	Via welk medium zou u het liefst informatie over de prestaties van de gemeente willen ontvangen of volgen?	<input type="checkbox"/> Ik wil hier geen informatie over ontvangen <input type="checkbox"/> Huis aan huisblad <input type="checkbox"/> Regionaal nieuwsblad <input type="checkbox"/> Radio en TV <input type="checkbox"/> Website van de gemeente <input type="checkbox"/> Nieuwsbrief met de post <input type="checkbox"/> Digitale Nieuwsbrief <input type="checkbox"/> Social Media (Twitter, Facebook, Hyves)
-----	---	---

20.	Wat is uw geslacht?	<input type="checkbox"/> man <input type="checkbox"/> vrouw
21.	Hoe oud bent u?	<input type="checkbox"/> 18 - 29 jaar <input type="checkbox"/> 30 - 39 jaar <input type="checkbox"/> 40 - 49 jaar <input type="checkbox"/> 50 - 64 jaar <input type="checkbox"/> 65 – 79 jaar <input type="checkbox"/> 80 jaar of ouder
22.	Wat is uw hoogst afgeronde opleiding?	<input type="checkbox"/> basisonderwijs <input type="checkbox"/> vmbo, mbo1, avo onderbouw <input type="checkbox"/> havo, vwo, mbo <input type="checkbox"/> hbo, wo-bachelor <input type="checkbox"/> wo-master, doctoraal <input type="checkbox"/> anders namelijk: ...
23.	Kunt u aangeven wat voor u van toepassing is?	<input type="checkbox"/> Geen inkomstenbron <input type="checkbox"/> Scholier/student/stagiair <input type="checkbox"/> Werknemer <input type="checkbox"/> Werkloosheidsuitkering <input type="checkbox"/> Zelfstandige <input type="checkbox"/> Arbeidsongeschiktheidsuitkering <input type="checkbox"/> Pensioen <input type="checkbox"/> Bijstandsuitkering <input type="checkbox"/> Anders, namelijk: ...
24.	Bent u geïnteresseerd in de resultaten van dit onderzoek en/of wilt u kans maken op een VVV-bon ter waarde van 25 Euro, dan kunt u dat hieronder aangeven. Mocht u tot de gelukkige winnaars behoren dan krijgt u binnen 4 weken bericht.	<input type="checkbox"/> Nee, bedankt ik heb geen interesse <input type="checkbox"/> Ik wil graag kans maken op een VVV-bon, dit is mijn emailadres: ... <input type="checkbox"/> Ik ontvang graag de resultaten van dit onderzoek, dit is mijn emailadres: ... <input type="checkbox"/> Ik ontvang graag de resultaten van dit onderzoek en wil daarnaast kans maken op de VVV-bon, dit is mijn emailadres: ...

Appendix D – Information on municipal website

Gemeente Nieuwegein
 Stadsplein 1, 3431 LZ, Postbus 1 3430 AA
 Tel. 14 030 | email | [Meer adresgegevens en openingstijden](#)

Nieuwegein



[Loket](#)
[Wegwijs in Nieuwegein](#)
[Organisatie en Politiek](#)
[Ondernemen](#)
[Wonen en leven](#)
[Nieuws en actualiteiten](#)

[home](#) > [organisatie en politiek](#) > [rekenkamercommissie](#) > [publicaties en onderzoeken](#) > [lopende onderzoeken](#)


Lopende onderzoeken

Er zijn momenteel twee lopende onderzoeken, namelijk:

- **Onderzoek Subsidiebeleid**
- **Afstudeeronderzoek: de behoefte van inwoners aan prestatie-informatie van de gemeente.**

(Afstudeer)onderzoek naar informatiebehoefte
 Dit onderzoek wordt uitgevoerd door onze stagiaire Vivian Koetsier. Vivian studeert bestuurskunde in Enschede en doet voor de rekenkamercommissie een onderzoek naar informatiebehoeften van inwoners. Hierbij kijkt zij of inwoners behoefte hebben aan informatie over de prestaties van de Gemeente. Bent u bijvoorbeeld geïnteresseerd in de verkeersveiligheid in Nieuwegein? Of leest u liever iets over het schoonhouden van uw wijk? In dit onderzoek kunt u aangeven waarover u het liefst geïnformeerd wilt worden. Vivian is nog op zoek naar inwoners van Nieuwegein (18 jaar en ouder) die haar vragenlijst willen invullen. Via de volgende link komt u bij de vragenlijst: www.thesistools.nl/onderzoeknieuwegein.


Onder de respondenten worden 2 VVV-bonnen ter waarde van € 25,00 verloot. Alvast hartelijk dank voor uw medewerking!



[lees voor](#) [terug](#)

- Organisatie
- Werken bij de gemeente
- College van B&W
- Gemeenteraad
- Raadstukken (RIS)
- ▼ **Rekenkamercommissie**
 - Nieuws Rekenkamercommissie
 - De leden van de rekenkamercommissie
 - Het kiezen van een onderwerp
 - Onze uitgangspunten
 - Onderwerpen gezocht
 - Werkwijze onderzoek
 - Hoe wilt u geïnformeerd worden?
- ▼ **Publicaties en Onderzoeken**

Het woord is aan...



"Het voelde eerst als een verplichting, maar nu is het leuk"

Openingstijden Stadswinkel
 maandag t/m vrijdag: 08.30-13.00
 woensdag: 08.30-20.00

Appendix E – Sample information of the department Civil affairs

The department civil affairs of the municipality of Nieuwegein has provided a representative sample of 1000 citizens out of the population of 49.000 citizens that are aged 18 or older on the first of April, 2013. This sample is used for the distributing of the questionnaire. The criteria for drawing a sample out of the population can be found within the variables 'gender' and 'age'. In the table below, the division of the respondents within this sample of 1.000 citizens is given.

Table C
Division within the sample

Gender	Number	Percentage
Male	494	49,4
Female	506	50,6
Total	1000	100

Age	Number	Percentage
18-29	163	16,3
30-39	183	18,3
40-49	182	18,2
50-65	288	28,8
65-79	152	15,2
80 +	32	3,2
Total	1000	100

Appendix F

Table 3.4

Spearman correlation strengths

Value of r	Strength of relationship
-1.0 to -0.5 or 0.5 to 1.0	Strong
-0.49 to -0.3 or 0.3 to 0.49	Moderate
-0.29 to -0.1 or 0.1 to 0.29	Weak
-0.1 to 0.1	Very weak

Table 4.5A

*Correlation matrix – reading the budget * need for MPI*

Policy area	r _s	p	N	Positive/ negative	Strength
Management, Society and Services	.125	.08	202	-	-
Public Order and Safety	.028	.70	202	-	-
Education, Parenting and Youth	.057	.42	202	-	-
Social Support and Participation	.138	.05	202	-	-
Economy, Work and Leisure	.152*	.03	202	Positive	Weak
Town and Country Development	.144*	.04	201	Positive	Weak
Sustainable Development	.032	.67	201	-	-
Public Space Management	.025	.72	201	-	-
<i>Need for MPI</i>	.119	.09	201	-	-

*Score is significant at .05 level

Table 4.5B

*Correlation matrix – reading the financial report * need for MPI*

Policy area	r _s	p	N	Positive/ negative	Strength
Management, Society and Services	-.032	.65	206	-	-
Public Order and Safety	-.101	.15	206	-	-
Education, Parenting and Youth	.074	.29	206	-	-
Social Support and Participation	.105	.13	206	-	-
Economy, Work and Leisure	.130	.06	206	-	Weak
Town and Country Development	.104	.14	205	-	Weak
Sustainable Development	.145*	.04	205	Positive	-
Public Space Management	-.028	.70	205	-	-
<i>Need for MPI</i>	.072	.30	205	-	-

*Score is significant at .05 level

Table 4.7A

*Bonferroni post hoc test – prior knowledge of MPI * education level*

(I) Education	(J) Education	Mean	Std. Error	Sig.	95% Confidence Interval	
		Difference (I-J)			Lower Bound	Upper Bound
low	middle	,4264	,21505	,146	-,0927	,9455
	high	,5193 [*]	,21065	,044	,0109	1,0278
middle	low	-,4264	,21505	,146	-,9455	,0927
	high	,0929	,16381	1,000	-,3025	,4883
high	low	-,5193 [*]	,21065	,044	-1,0278	-,0109
	middle	-,0929	,16381	1,000	-,4883	,3025

*Score is significant at .05 level

Table 4.20A

Significant differences for Q2B based on the variables gender, age and education level

Item	Variable	Mean rank	U	df	Sig.
Gender (N=213)	Men	83.33	2628.500	1	.11
	Women	73.01			

Item	Variable	Mean	F	df	Sig.
Age (N=213)	Young	2.33	.283	2	.78
	Middle-age	2.32			
	Older	2.43			
Education level (N=206)	Low	2.44	2.394	2	.76
	Middle	2.44			
	High	2.22			

Table 4.20B

Significant differences for Q2C based on the variables gender, age and education level

Item	Variable	Mean rank	U	df	Sig.
Gender (N=213)	Men	86.16	2695.500	1	.07
	Women	73.93			

Item	Variable	Mean	F	df	Sig.
Age (N=213)	Young	2.18	.283	2	.78
	Middle-age	2.19			
	Older	2.34			
Education level (N=206)	Low	2.00	2.394	2	.25
	Middle	2.29			
	High	2.26			

Table 4.23

Differences based on groups for Dutiful citizenship style

Influencing factor	Variable	Mean (rank)	(U) / F	df	Sig.
Gender (N=213)	Men	108.82	(5465.000)	1	.65
	Women	105.06			
Political activity (N=210)	Not active	100.86	(652.000)	1	<.01
	Active	161.75			
Age (N=213)	Young	2.81	.213	2	.81
	Middle-age	2.99			
	Older	3.20			
Education level (N=206)	Low	3.14	1.181	2	.31
	Middle	3.23			
	High	2.77			

Table 4.24

Differences based on groups for Responsible citizenship style

Influencing factor	Variable	Mean (rank)	(U) / F	df	Sig.
Gender (N=213)	Men	(108.82)	(5454.000)	1	.65
	Women	(105.06)			
Political activity (N=209)	Not active	(100.86)	(741.500)	1	<.01
	Active	(161.75)			
Age (N=213)	Young	.451	.448	2	.64
	Middle-age	.216			
	Older	15.72			
Education level (N=206)	Low	2.88	.215	2	.81
	Middle	3.28			
	High	3.51			

Table 4.25

Differences based on groups for Pragmatic Citizenship Style

Influencing factor	Variable	Mean (rank)	(U) / F	df	Sig.
Gender (N=213)	Men	(108.25)	(5528.000)	1	.75
	Women	(105.67)			
Political activity (N=209)	Not active	(105.72)	(1510.000)	1	.85
	Active	(102.88)			
Age (N=213)	Young	3.56	.791	2	.46
	Middle-age	3.50			
	Older	3.85			
Education level (N=206)	Low	3.42	.970	2	.38
	Middle	3.76			
	High	3.49			

Table 4.26

Differences based on groups for Outsider Citizenship Style

Influencing factor	Variable	Mean (rank)	(U) / F	df	Sig.
Gender (N=213)	Men	(112.59)	(5050.500)	1	.16
	Women	(101.03)			
Political activity (N=209)	Not active	(109.05)	(863.500)	1	<.01
	Active	(62.47)			
Age (N=213)	Young	3.63	1.421	2	.244
	Middle-age	3.18			
	Older	3.49			
Education level (N=206)	Low	3.47	.703	2	.497
	Middle	3.55			
	High	2.97			