



Master Thesis

Faculty of Behavioural, Management and Social Sciences (BMS)

The willingness to participate in victim-offender mediation

*The role of power restorative needs, communication
preferences and personality dimensions*



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UNIVERSITY OF TWENTE.

MASTER THESIS

THE WILLINGNESS TO PARTICIPATE IN
VICTIM-OFFENDER MEDIATION

THE ROLE OF POWER RESTORATIVE NEEDS, COMMUNICATION PREFERENCES
AND PERSONALITY DIMENSIONS

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Acknowledgments

This report is the result of my master thesis for the master Psychology – Risk, Conflict and Safety, performed at the University of Twente. The last twelve months I was given the opportunity to create an interesting research with a topic of my own choice. Because of my interest in victim-offender mediation, I delved into the literature on this topic and found a basis for my thesis. The independence of creating and conducting a research was sometimes a difficult task, but it was also an opportunity to prove myself. Many hours, self-confrontations, discipline and hard work it had cost, but it was a valuable educational experience.

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Summary

Victim-offender mediation (VOM) is becoming more prevalent and tangible in society. VOM attempts to bring together victims and offenders through mediation. Studies show promising results in which VOM is beneficial for victims (and offenders) (Strang et al, 2006; Umbreit, Coates & Vos, 2004). Applications for mediation, provided by the Dutch organization Slachtoffer in Beeld, are growing annually with 10-25%. Although VOM is a topic of interest among researchers, still much is unknown.

This research was conducted to gain insight into power restorative needs among victims in relation to the willingness to participate in victim-offender mediation. Extending this relatively new aspect of the processes underlying VOM, it was examined which communication means victims preferred (e.g. live meeting, letter exchange, video conferencing, etc.) in case of participating in VOM. A total of seven communication means were then categorized as face to face or text-based communication and as synchronous or asynchronous communication. Lastly, the roles of two personality dimensions - extraversion and emotionality - were included in the current study. The need to restore power was derived from the Needs-Based Model of Reconciliation by Shnabel and Nadler (2008). It was proposed that the need to restore power would have a positive influence on the willingness to participate in VOM. Another hypothesis was the positive relation between the need to restore power and the preference for communication means that fall under face to face communication (rather than text-based) and under synchronous communication (rather than asynchronous). Extraversion was also hypothesized to have a positive influence on the preferences for the same communication dimensions (face to face and synchronous communication).

Research was conducted by distributing an online questionnaire among persons with a minimum age of eighteen years and who were capable of imagining themselves as a potential victim based on the presented scenario. In the scenario a violent robbery was described. A total of 140 usable questionnaires were analyzed.

Results show that the need to restore power was represented by three factors: the need for further information, the need for an expression of regret from the offender, and the direct need to restore power. Results of this study revealed a strong positive relation between the need for further information and the willingness to participate in VOM. Interestingly, extraversion also related positively to the willingness to participate in VOM. It however, did not relate to any of the preferences for communication dimensions.

The need for further information could be an avenue for future research directions, as this study points out it is a predictor for the willingness to participate in VOM. From a practical point of view, when practitioners of mediation perceive informational needs among victims, they could point out that these needs could be met by participating in VOM.

Samenvatting

Slachtoffer-dader bemiddeling (SDB) is steeds meer aanwezig in deze samenleving. Het tracht om slachtoffers en daders samen te brengen door middel van bemiddeling. Studies laten veel belovende resultaten zien waarin SDB bevorderlijk is voor slachtoffers (en voor daders) (Strang et al, 2006; Umbreit, Coates & Vos, 2004). Het aantal aanmeldingen voor SDB, dat aangeboden wordt door Slachtoffer in Beeld, groeit jaarlijks met 10-25%. Hoewel SDB een interessant onderwerp is voor onderzoekers is er nog steeds veel onbekend.

Dit onderzoek was uitgevoerd om meer inzicht te verkrijgen in de relatie tussen machtherstellende behoeftes onder slachtoffers en de bereidheid tot deelname in SDB. Het concept bereidheid tot deelname werd verder verdiept door te onderzoeken welke communicatiemiddelen, die ingezet kunnen worden bij bemiddeling, slachtoffers prefereerden (bijvoorbeeld een gesprek, brief uitwisseling, videobellen, etc.). Zeven communicatiemiddelen waren vervolgens in totaal onderverdeeld in of face to face of text-based communicatie en of synchrone of asynchrone communicatie, zodat er vier communicatie dimensies ontstonden. Tenslotte zijn de rollen van twee persoonlijkheidsdimensies (extraversie en emotionaaliteit) onderzocht – welke rol deze speelden in de relatie tussen machtherstellende behoeftes en de bereidheid tot deelname aan SDB. De behoefte om macht te herstellen komt voort uit het artikel van Shnabel en Nadler (2008) waarin zij het Needs-Based Model of Reconciliation presenteren. In dit onderzoek was verondersteld dat machtherstellende behoeftes onder slachtoffers een positieve invloed zou hebben op de bereidheid tot deelname aan SDB. Een andere hypothese betrof de positieve relatie tussen machtherstellende behoeftes en de voorkeur voor communicatiemiddelen die gecategoriseerd waren onder face to face communicatie (in plaats van text-based) en synchrone communicatie (in plaats van asynchrone). Extraversie was ook verondersteld om een positieve relatie te hebben met bovenstaande voorkeuren voor communicatiedimensies.

Het onderzoek was uitgevoerd middels het verspreiden van een online enquête onder personen met a) een minimale leeftijd van achttien en met b) mensen die capabel waren om zich in te leven in de slachtofferrol die was beschreven in het scenario. In het scenario was een gewelddadige overval geschetst. Het verspreiden van de vragenlijst leverde 140 exemplaren op die gebruikt konden worden voor analyses.

De resultaten laten zien dat de behoefte om macht te herstellen gerepresenteerd wordt door drie factoren: de behoefte aan nadere informatie, de behoefte aan een spijtbetuiing van de dader en een directe behoefte om macht te herstellen. De analyses lieten een sterke positieve relatie zien tussen de behoefte aan nadere informatie en de bereidheid tot deelname aan bemiddeling. Extraversie had ook een positieve invloed op de bereidheid tot deelname, echter had extraversie geen invloed op eventuele voorkeuren voor communicatiedimensies.

Vervolgonderzoek zou zich kunnen richten op de behoefte aan nadere informatie, dit

bleek in dit onderzoek dus een sterke voorspeller te zijn voor de bereidheid tot deelname aan bemiddeling. Een implicatie op praktisch niveau is dat wanneer bemiddelaars of slachtofferhulpverleners informatiebehoeftes waarnemen bij slachtoffers, zij hen zouden kunnen wijzen op de mogelijkheid om deze behoeftes te vervullen middels slachtoffer-dader bemiddeling.

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1 - Introduction

“By meeting the offender, he finally got a face. Now, not every customer is a potential robber anymore. And I got answers to the question why he had robbed the cafeteria where I was working. It turned out to be just a coincidence. Finally, I got to show the offender how my life has changed due to the robbery.” – Slachtoffer in Beeld (2013, translated from Dutch).

Slachtoffer in Beeld (SiB, or in English: Victim in Focus), a Dutch organization, has been offering victim-offender mediation (VOM) since 2007. VOM attempts to bring together victims and offenders through voluntary forms of contact under the supervision of a professional mediator. VOM seeks to contribute to the emotional processing of the incident among victims and to the processing of guilt among offenders by facilitating and guiding this voluntary contact (SiB, 2013). VOM is a form of restorative justice, which is an upcoming departure from traditional criminal justice. It comprises that “offenders make reparations to their victims for the harm they have done, sometimes through a carefully managed negotiation and reconciliation process” (Siegel, 2013, p. 308).

VOM is increasingly becoming a subject of interest among researchers. Promising and beneficial results for victims have been pointed out by: Strang et al. (2006) who found victims to experience a reduction of fear and anger towards offenders; Umbreit, Coates and Vos (2004) who pointed out after reviewing numerous studies, that the great majority of victims were satisfied with the process and outcomes of mediation; Strang and Sherman (2003) who found that sense of security was more restored in case of participating in mediation compared to no mediation. The same results were found for a reduction in anger and fear towards the offender. In 2014, SiB presented in their annual report 605 cases that have led to an actual form of mediation. There were 1954 initial applications and this number increases annually with a growing rate of 10-25% (SiB, 2014). Therefore, mediation is an interesting and vital concept in this day and age, with promising results.

In the context of conflict resolution and even broader, restorative justice, Shnabel and Nadler (2008) introduced the concept need to restore power among victims, derived from their Needs-Based Model of Reconciliation. Arguing that after a crime has been committed, victims are deprived of certain psychological resources and this affects their sense of power negatively. This in turn creates a need to restore this feeling of impaired power. These power restorative needs in combination with the intention to participate in VOM have not yet been properly explored. Although motivations for participating in VOM have been studied - victims wishing to tell the offender about the consequences of the crime and to gain more information about the offender (Consedine, 2003) - it is still unknown

whether power restorative needs relate to the intention to participate in VOM.

In addition, a literature gap seems to exist on the different possibilities of communication between victim and offender in VOM. Most studies focus on face to face communication, however, other communication means as videoconferencing, chatting, letter exchange, e-mailing, etc. are not getting much attention yet. In VOM, communication is crucial and must be dealt with delicately (Umbreit, 1988). Thus, it is important to explore preferences for communication means in VOM that best suit victims' needs, since there are considerable differences in features of communication means. Mediation, offered by SiB, can be conducted in four ways: live meetings, conferencing, letters exchange and shuttle mediation. This study examines the preferences for communication means and extends these options with video conferencing, video messages, chatting and e-mailing. The role of personality dimensions in communication preferences is thus examined.

A large body of literature has been devoted to personality dimensions since the first half of the twentieth century by Allport and Odbert (1936), but it has not yet been explored in relation to VOM. People naturally differ in their views on VOM; this variance is sought to be explained by a variance in personality dimensions. Hence, this study focuses on what role personality dimensions (extraversion and emotionality) have in the willingness to participate in VOM, to what extent they are related to power restorative needs and to communication preferences.

Based on the preceding reasoning, the current study aims to gain more understanding in power restorative needs and their relation to victim's willingness (or intention) to participate in VOM. In addition, this relation is further examined by focusing on different communication means through which mediation can take place and on the corresponding potential preferences. These means of communication are indicated on a scale of face to face versus text-based communication and on a scale of synchronous versus asynchronous communication. The preferences of these two scales are particularly in focus. Moreover, to gain more insight on the processes of VOM, two personality dimensions, extraversion and emotionality, are included in the study. Their roles with regard to the relation between power restorative needs and the willingness to participate are examined. This leads to the research question: *To what extent does the need to restore power influence the intention to participate in victim-offender mediation and the preferred communication type and what role do personality dimensions play in this relationship?*

The following section presents a theoretical framework discussing the above introduced concepts. To be specific, it starts with discussing the needs of victims, followed by communication dimensions and personality dimensions. At the end of each topic, hypotheses are proposed and it concludes with a proposed research model. Section three explains the quantitative methodology of the online questionnaire. Section four presents the analyses, structured per hypothesis. Section five discusses the quantitative findings and the conclusion discusses implications and suggests avenues for further research.

2 - Theoretical framework

The theoretical framework starts with discussing victimization and the needs of victims, including the need to restore power, followed by communication dimensions and lastly, personality dimensions. This chapter ends with the conceptual framework.

2.1 Victimization and the needs of victims

Victimization can be defined as "an individual's perception of having been exposed, either momentarily or repeatedly, to the aggressive acts of one or more other persons" (Aquino, Grover & Bradfield, 1999, p.1). In the occurring of an offense, the victim's feelings of integrity and safety are negatively affected by the offender, because the offender used power and control over the victim (Van Burik et al., 2010). According to Van Burik et al. (2010, p.155) after victimization, victims might suffer from one of the following symptoms: "reliving, repeated and unwanted thoughts, excessive stress, emotional numbing, and avoidance of stimuli" (Van Burik, et al. 2010, p.155). Therefore, it is common that victims develop needs after experiencing a crime (Van Burik, et al. 2010).

Moreover, Ten Boom, Kuijpers and Moene (2008) presented a list with specific needs of victims that came forward in their literature study. It covers all the possible needs victims can experience (e.g. support, recognition of the event, recovery, legal aid, explanation from the offender, etc.). These needs can be fulfilled by various actors, such as the police and justice department, the victim itself, and other persons (e.g. family or friends, or other non-qualified persons) and the offender.

Needs that can be fulfilled by the offender are particularly relevant in case of VOM. An encounter with the offender provides the victim an opportunity to have his or her needs fulfilled by the offender. In table 2.1, the English translations of the needs that can be fulfilled (only or complementarily) by the offender are summarized. The needs are categorized as emotional, criminal proceedings, and informational needs (Ten Boom, Kuijpers & Moene, 2008).

Shnabel and Nadler (2008) point out that after a time of victimization, victims (as well as offenders) are deprived of certain psychological resources. This leads to an impairment in victims' level of power, honor, self-esteem, and perceived control. Deprivation of psychological resources may lead to different emotional needs for victims and offenders. For victims, the internal sense of power is negatively affected and elicits a need to restore this power deficit. In their Needs-Based model, Shnabler and Nadler focus on "reconciliation as

the outcome of the simultaneous and reciprocal satisfaction of the emotional needs of the perpetrator and the victim” (p.1). They argue that the negatively affected sense of power among victims serves as a barrier to reconciliation, as it elicits a power restorative need. This need must be satisfied first and can be achieved by receiving a message of empowerment from the offender (e.g. offender taking responsibility for causing injustice), because the victim’s sense of impaired power is then restored and results in an enhancement of their willingness to reconcile with the offender.

Table 2.1: *Needs of victims that can be met by the offender in case of VOM, by Ten Boom, Kuijpers and Moene (2008)*

Needs of victims	Examples
Emotional	Getting an apology, granting forgiveness, repairing the relationship, processing the crime
Criminal proceedings	The offender becoming aware of the crime and its consequences, the offender taking responsibility for the crime
Informational	Learning more information about the offender, the crime or the motives

The current study however, focuses on the willingness to participate in VOM, and not on the end objective, reconciliation. In Shnabel and Nadler’s model this is when victims seek a message of empowerment to restore their sense of power. Receiving such a message can be satisfied by agreeing on having contact with the offender, as the offender is able to send a message of empowerment during the mediation. Thus, by participating in VOM victims might ultimately satisfy their need to restore power. It must be noted that research by Shnabel and Nadler slightly differs in focus from this research. It for instance does not focus much on the interaction between two parties, which is a vital aspect in VOM. The interaction in their study consisted of a computerized message, which can hardly be compared to communication from the offender in e.g. a live meeting, which is common in VOM. Subsequently, their study included students as participants, which might not be highly representative for the general population of victims. Nonetheless, Shnabel and Nadler found evidence that victims sought a message of empowerment from the offender and when received, their internal sense of power was enhanced. Linking this back to the willingness to participate, it can be proposed that victims seek a restoration of their level of power in contact with their offender.

It must be noted that Kippers (2013) examined in her thesis whether the Needs-Based Model could be applied to VOM; her analyzes indicated that it was only partially applicable for victims. According to her study, the need to restore power did not affect the willingness to participate in VOM. However, a small remark has to be made on her study. It was conducted among mediators, whom might not be as representative as victims themselves. It was clear that the mediators in her research were experts on how victims felt, but still they could have under- or overestimated victims’ actual feelings and needs. Mediators’ own projections on how victims must feel might be difficult to fully eliminate. Therefore, it is interesting to study the relation between the need to restore power and the willingness to participate in VOM in a different group of participants.

Research by Shnabel and Nadler does give reason to propose a positive relation between power restorative needs and the willingness to participate in VOM, although their research objective (reconciliation) differed slightly from this research objective (willingness to participate in VOM). Therefore, the following hypothesis is proposed:

H1: The need to restore power among victims relates positively to the willingness to participate in VOM.

As Shnabel and Nadler point out, the impaired psychological resources victims experience can be seen from a broader perspective (based on Bennis & Shepard, 1956), as power restorative needs, which is considered to be one of the two core interpersonal experiences. Based on the above, it can be argued that the several needs indicated by Ten Boom, Kuijpers and Moene (2008) all underlie the need to restore power. This is illustrated as follows: argued by Shnabel and Nadler (2008, p. 2), the process of the offender becoming aware of its actions and taking responsibility might generate "a kind of debt that only the victim can cancel". The victim regains in this situation some kind of control, as the victim is in control of forgiving the offender or not. Being put in this position can contribute to the restoration of power to the victim (Bies & Tripp, 1995), because he or she may feel in control of canceling this debt. Being offered a sincere apology and having recognized one's suffering is likely to cause a reduction in anger among victims (Miller, 2001). As an indirect consequence, letting go of anger might also contribute to restoring victims' level of power, because they can more easily move on from the victimization. Learning more about the offender can also increase victims' sense of power of the situation, because victims might want to know why this has happened to them, what the motivations of the offender were and how likely revictimization is. Moreover, engaging in this dialogue could help seeing each other's points of views and alter the relation between victim and offender (Van Burik et al., 2010) into a more balanced one. This too can help restore victims' impaired sense of power. Based on the preceding reasoning, the following hypothesis is proposed:

H2: The need to restore power is a central underlying construct for more specific emotional, criminal proceedings and informational needs towards the offender that victims experience after a crime.

2.2 Communication dimensions

Communication is a crucial part of VOM and must be dealt with delicately (Umbreit, 1988). In conducting VOM, SiB offers different forms of communication e.g. face to face (live meeting), conferencing (key members like family or friends included), letter exchange, and shuttle mediation (information exchange via a mediator, no direct contact between parties). In this day and age however, other means of communication exist, like video conferencing, video message, chatting, and e-mailing. So far, there has not been any literature on the effects of different communication means and the need to restore power in relation to VOM.

In communication literature, there seem to be two dimensions described to distribute

communication means. The first dimension runs from face-to-face communication to text-based communication. Daft and Lengel (1986, p.8) describe that face-to-face communication provides "multiple cues via body language and tone of voice, and message content is expressed in natural language". Face-to-face communication is the communication form with the most cues. In contrast text-based communication (e.g. a letter) has very few cues, there are only words, no tone of voice or body language.

The second dimension is synchronous versus asynchronous communication. Synchronous communication is characterized by the ability to provide direct feedback. According to Byron (2008) e-mails are on the asynchronous side of this dimension, because one cannot immediately provide feedback. On the other hand, chatting is placed on the synchronous dimension for being able to provide direct feedback. The two dimensions (and media examples) are represented in the communication and media grid in figure 2.1.

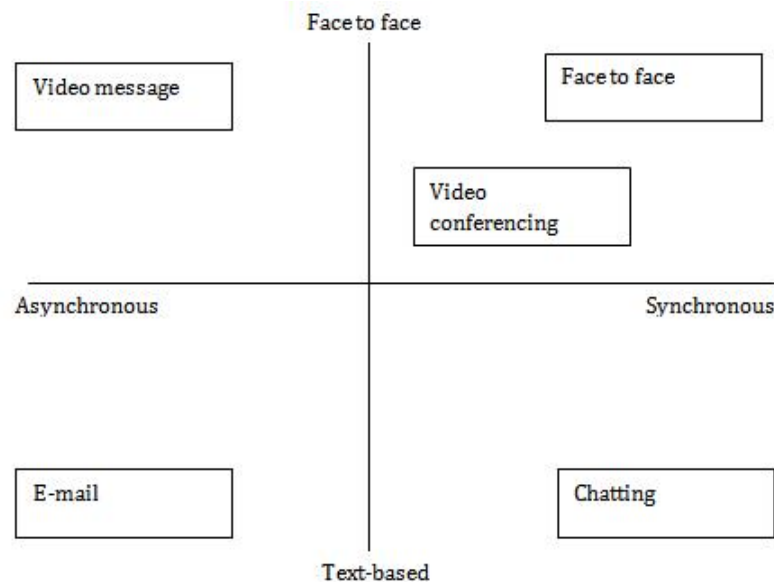


Figure 2.1: *Communication and media grid (derived from the research proposal by Zebel, Ufkes & Giebels (2014)).*

2.2.1 Face to face versus text-based communication

Daft and Lengel (1986) argue that face to face communication facilitates rapport building and information exchange (see also Swaab, Galinsky, Medvec & Diermeier, 2012). Rapport building might not be an objective of victims in VOM, proper information exchange, however, would be a likely objective. A communication dimension that facilitates information exchange would therefore be key, as victims often experience informational needs (Ten Boom, Kuijpers & Moene, 2008). Therefore, it might contribute to restoring victims' sense of power.

Face-to-face communication can work well to interpret emotions accurately, because one can focus on vocal information, pay attention to various aspects of vocal expression like speed, intensity, articulation and tone of voice (Scherer, Banse, Wallbot & Goldbeck, 1991). Moreover, Byron (2008) claims that the relative lack of cues (and slower and

reduced feedback) in emails make incorrect emotion perception more likely and therefore, text-based communication does not seem to match victims' needs. It is vital emotions can properly be expressed and can accurately be perceived in VOM, because victims want to make a good assessment of their offender's intentions and how he or she comes across. More specifically, assessing the sincerity of an apology is also important for victims.

Lastly, in face-to-face communication victims might be able to exert influence or power over the offender, by showing how much they suffered from the incident.

2.2.2 Synchronous versus asynchronous communication

Daft and Lengel (1986) also argued that communication suffers when people cannot directly respond to each other. They consider synchronous communication to be richer than asynchronous communication, because immediate feedback can be provided during the former so that "interpretation can be checked" (p.8) in case of ambiguity. For victims experiencing a high need to restore power, it is preferable to be able to ask questions immediately and spontaneously in VOM. Interpretation can be checked instantly and in case of ambiguity, victims can ask more questions. Synchronous communication thus facilitates accurate interpretation and clarification. This is valuable for victims experiencing power restorative needs because it can help them regain power over the imbalanced situation after victimization.

Adding to this, Swaab et al. (2012, p.5, based on Dennis, Fuller & Valacich, 2008) argue that "communication synchronicity facilitates the ease with which people can socially validate each other's opinion, which then increases the exchange of information". This asset of synchronous communication could help victims during mediation, because in restoring their sense of power, validating opinions and intentions of the offender, and proper levels of information exchange are vital.

Based on these literature findings, it seems likely that victims experiencing high levels of the need to restore power would prefer face to face communication over text-based communication, and synchronous over asynchronous communication. Therefore, the following hypothesis is proposed:

H3: Victims who experience a high need to restore power prefer face to face (over text-based) and synchronous (over asynchronous) communication.

2.3 Personality dimensions

People tend to differ on their views of VOM, perhaps this variance lies in people's personality. Personality dimensions are not well researched yet in relation to VOM, but it might however, contribute to understanding different parts of the processes underlying VOM. Literature on personality dimensions is extensive and offers a wide base for proposing hypotheses in relation to VOM.

In the literature on personality dimensions, the Big Five Model is overall "the favored scientific structural representation for personality", according to Saucier (2009, p.1). It includes the following dimensions: openness (or intellect), conscientiousness, extraversion, agreeableness, and neuroticism (or emotional stability). However, recent literature shows

there is ground for a sixth dimension, which is honesty- humility or honesty- propriety and concerns ethical behavior (Lee & Ashton, 2004; Saucier, 2009; Thalmayer, Saucier & Eigenhuis, 2011). Lee and Ashton (2004) performed lexical studies onto the Big Five measures and as a result suggest the HEXACO framework, which is a reorganization of the Big Five Model including the sixth dimension honesty-humility. It contains the following dimensions: honesty-humility, emotionality, extraversion, agreeableness, conscientiousness, and openness to experience.

The two dimensions that are the most relevant in the current study are extraversion and emotionality. Extraversion seems to be most related to communication. Emotionality seems to be most related to the need to restore power. These dimensions will be further discussed in the following paragraphs.

2.3.1 Extraversion

"Extraversion is a dimension that is concerned with interpersonal relations, focusing on the preferred quantity of social stimulation", stated by Costa, McCrae and Dye (1991, p2). According to Vinkhuyzen et al. (2012), it is characterized by "a tendency for high levels of sociability, activity, sensation seeking and positive emotions" (p.2). It seems that extraversion is very concerned with communication, as Lee and Ashton (2009) argue that the following facets underlie extraversion: social self-esteem, social boldness, sociability and liveliness. They note that in the original HEXACO framework there was a scale named expressiveness, but this was replaced by the social self-esteem scale. The revision is of little consequence for the validity of the HEXACO framework (Lee & Ashton, 2009).

Extraversion is likely to have the most influence on preferred communication dimension, because extraversion is the most concerned with communication. It is likely that individuals scoring high on this dimension will want to communicate via the medium that can best provide communication, because these persons can express themselves well and are likely not afraid to speak their minds. The preferred communication dimensions would most presumably be face to face and synchronous communication, indicating live meetings. As pointed out earlier, these dimensions can transfer the most non-verbal cues that are essential in communication and it gives opportunity for responding immediately and asking questions directly. Conversely, when persons score low on extraversion, this will probably result in a preferred communication type that scores low on both communication dimensions, like a letter. Therefore, the following hypothesis is proposed:

H4: Extraversion relates positively to the preference for face to face (over text- based) and synchronous (over asynchronous) communication.

2.3.2 Emotionality

Emotionality is often interpreted as emotional stability or neuroticism in the Big Five. It is described by Costa and McCrae (1987, p.2) as the "individual differences in the tendency to experience negative, distressing emotions and to possess associated behavioral and cognitive traits". The individual high in neuroticism "is prone to experience fear, anger, sadness and embarrassment, is unable to control cravings and urges, and feels unable to cope with stress" (p.3). According to Lee and Ashton (2004), "their" dimension emotionality, or emotional vulnerability, differs in important ways from the traditional

neuroticism. They include fearfulness, anxiety, dependence, and sentimentality as the four facets underlying the HEXACO model and note as a difference that their dimension does not include irritability and temperamentalness. Another difference is that unlike the original dimension, this dimension does contain sentimentality and sensitivity on the high side and bravery and toughness elements on the low side.

It could be argued that emotionality has a direct, negative influence on the level in which victims feel the need to restore power. Victims are, as stated earlier, likely to be impaired in their sense of power, but individuals who score highly on emotionality may not have enough self-esteem to feel the need to restore this impaired sense of power. Adding to this, persons scoring high on emotionality often blame themselves for negative experiences (Smith, Pope, Rhodewalt & Poulton, 1989). It might even seem futile for them to try to restore their sense of power, because they could reason that the victimization is their fault. Therefore the following hypothesis is proposed:

H5: Emotionality predicts a low need to restore power after victimization.

2.4 Conceptual framework

Figure 2.2 shows the conceptual framework in which hypotheses of this research are reflected.

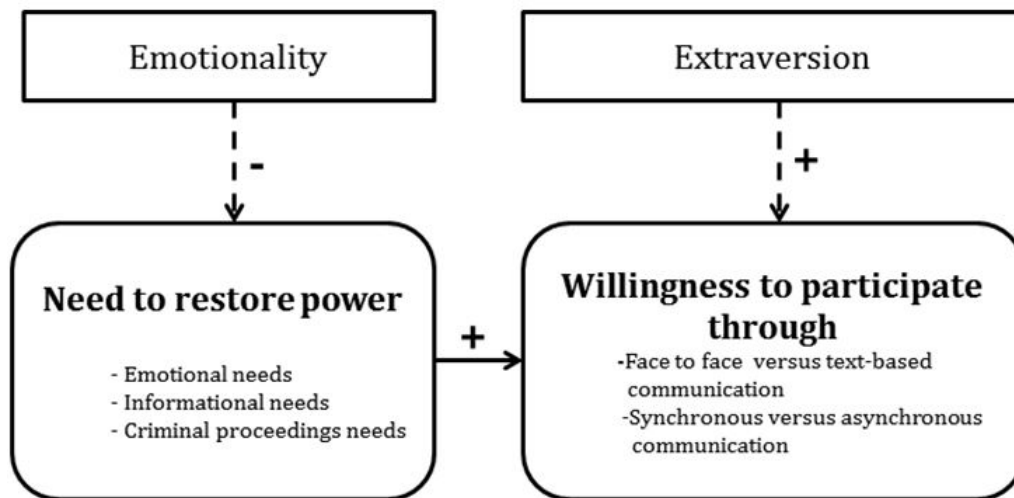


Figure 2.2: *Proposed research model.*

3 - Methodology

This study used an online questionnaire design to assess the need to restore power in relation to the willingness to participate in VOM, through what communication means participation is preferred and what role two personality dimensions played in this among potential victims. In this section the following will be discussed: participants; measures, including independent and dependent variables; the scenario and the pretest on the scenario; the pretest on the final instrument and the procedure.

3.1 Participants

According to the SPSS online manual, there is a norm of $n = 50 + 8m$, where m stands for the number of independent variables (www.spsshandboek.nl). In this research, considering the independent variables, the number of required participants came down to 98 participants¹. However, in quantitative research it is desirable to aim for more participants to enhance the reliability (Bryman, 2012). Therefore, the researcher aimed to include more than 98 participants.

The target group consisted of people with a minimum age of eighteen years and additionally, who were capable of imagining themselves as a potential victim. A total of 170 participants filled out the questionnaire, resulting in 140 useable questionnaires that fit the selection criteria².

Participants were recruited using convenience and snowball sampling. First, convenience sampling was used, this entailed that participants were selected because of their convenient accessibility and proximity to the researcher. This type of sampling was used due to time and resource limits of the researcher, a more randomized sampling was therefore not possible. Second, snowball sampling was used, meaning the researcher asked participants if they knew more people who would be willing to participate.

Participants had an average age of 38 years (ranging from 18 - 86; $SD = 17.3$). Of the participants, 106 (75.71%) were female and 34 (24.29%) were male. A total of 136 participants were Dutch and 4 were German. The majority of participants had an HBO (25.71%; $n = 36$), a WO (29.23%; $n = 41$) or a MBO/MTS/MEAO education (25.71%; $n = 36$). In addition, 31.43% ($n = 44$) had been victimized in the past, 55.00% ($n = 77$) knew someone in their social environment who had been victimized. Only two participants (1.43%) indicated to have been an offender at some time in their life and

¹There are three main independent variables: emotionality, extraversion, and current level of power in daily life. Taking into account demographic variables, such as gender, age and education, three more independent variables can be added to the norm, resulting in $50 + (8 * 6) = 98$ participants.

²A) The questionnaire must be filled out completely; B) The questionnaire will be excluded in case of highly odd patterns.

19 participants (13.57%) knew an offender in their social environment. These statistics served as background information.

3.2 Measures

An online questionnaire was designed based on the following constructs: two personality dimensions (emotionality and extraversion), the estimated loss of power, the need to restore power, intention to participate, and choice of communication. In this section, the independent and dependent variables will be discussed. The final measuring instrument was written in Dutch and can be found in appendix A.

3.2.1 Independent variables

The first independent variables in the questionnaire were two personality dimensions: extraversion and emotionality. These variables were measured using the items found in the most recent article about the HEXACO framework by Ashton and Lee (2009), containing a 60-item scale. Derived from this 60-item scale extraversion and emotionality were measured using 10 items per dimension. However, two items of extraversion "I feel reasonably satisfied with myself overall" and "On most days, I feel cheerful and optimistic" did not sufficiently underlie extraversion, since these items underlie the concept "liveliness" (which is one of four underlying factors in the construct extraversion in the HEXACO framework). By critically reviewing the items for extraversion, derived from the 60-item HEXACO scale, we did not find that these two items represented the concept of communication well, which is the focus in this study. The items were therefore replaced with the following ones: "I enjoy having a lot of people around me whom I can talk to" and "I do not feel very comfortable talking in front of a group". These two new items originate from a broader HEXACO scale derived from the construct extraversion. Extraversion turned out to be a consistent factor ($\alpha = 0.77$). Emotionality also was a consistent factor ($\alpha = 0.74$). Emotionality and extraversion correlated negatively with each other ($r = -0.22$; $p = 0.01$). The response format for both extraversion and emotionality was a five-point scale (1 = strongly disagree, 5 = strongly agree) which was also based on Ashton and Lee's studies. Almost half of the items was reversed coded. The original items are in English, but conveniently, these items were already translated to Dutch by Dutch researchers (De Vries, Ashton & Lee, 2009).

Another independent variable was the level of control participants have in their daily lives (scale of 1-10) and was part of measuring the construct 'estimated loss of power', which will be discussed in the next paragraph. The last independent variables were background and demographic items. Background variables included questions about whether participants had ever been a victim of a crime, or if they knew someone in their environment to have been a victim. The same questions were asked whether they ever were an offender or had known an offender in their environment. These questions were answered with yes or no. Demographic variables concerned gender, age, education and nationality.

3.2.2 Dependent variables

The dependent variables were estimated loss of power, need to restore power, willingness to participate, likely choice of medium, and how well participants could relate to the scenario.

Estimated loss of power was measured as follows; first the current level of control in life was measured, and after reading the scenario participants were again questioned about their level of control (the response format was on a scale of 1 – 10). Subsequently, participants were directly asked on a five-point scale (1 = strongly disagree, 5 = strongly agree) on what level they would experience loss of power imagining they were the victim in the scenario.

Most items for the construct need to restore power were developed by Kippers (2013), who had previously measured this construct in her master thesis. The seven items used in the questionnaire covered the emotional, informational, and criminal proceedings needs previously described in the theoretical framework (on a five-point scale; 1 = strongly disagree, 5 = strongly agree). The items were internally consistent ($\alpha = 0.80$). The construct need to restore power will be further elaborated in chapter 4 – results – as this concerns hypothesis 2.

Then, the intention to participate in VOM was measured by a single item on a five-point scale (1 = strongly disagree, 5 = strongly agree): "after experiencing the robbery, I would have the intention to participate in a mediated contact with the offender". When participants answered this neutral, positive, or very positive ($n = 75$), the preferred type of communication was measured. Participants reported on all eight types of communication how likely it was they would choose the means in the context of mediation. The communication questions consisted of the following communication means: live meeting, conferencing, video message, video conferencing, letter exchange, e-mailing, online chatting, and shuttle mediation³. This was measured as follows: "There are different ways to have contact with the offender in victim-offender mediation. If you wished for mediation with the offender, to what extent would you choose the following means of communication?". The means of communication were then presented and victims could report their answers on a five-point scale (1 = strongly disagree, 5 = strongly agree). When victims responded negative or very negative to the intention question, they skipped the questions regarding preferred type of communication.

The types of communication were classified as either face to face communication versus text-based communication and as synchronous versus asynchronous communication, this is represented in table 3.1. Shuttle mediation was excluded in the classification, because this type of mediation did not fit any of the communication dimensions. The classification of the seven mediation types thus brought forth four variables, which were the communication dimensions.

Finally, for all participants there was a question concerning how well they could relate to the scenario (measured on a five-point scale; 1 = strongly disagree, 5 = strongly agree): "to what extent do you agree with the following proposition: I could relate well to the scenario of the robbery". This question indicated whether or not the questionnaire was comparable and representative to real life.

³In the questionnaire, some means of communication were given a brief comment on what the mean entailed: live meeting (face to face contact); conferencing (live meeting with presence of key figures, like family members, friends, and/or professionals; video conferencing (like Skype); video message (one time recorded video message); shuttle mediation (information exchange solely via the mediator, no direct contact with the offender).

Table 3.1: *Communication dimensions and their means.*

Communication dimensions	Communication means	Communication dimensions	Communication means
Face to face	Live meeting Conferencing Video message Video conferencing	Synchronous	Live meeting Conferencing Video conferencing Chatting
Text-based	Letter exchange E-mail Chatting	Asynchronous	Video message Letter exchange E-mail

3.3 Scenario

The scenario used in this study was based on the scenario that was created in the bachelor thesis by Van der Herberg (2013). The scenario was adjusted to fit the design of this study. It was written in a more informal manner and some phrases of the original scenario were adjusted or excluded. A more subjective touch was added and was meant to help participants relate better. The crime that was described in the scenario concerns a violent robbery. The scene was described in the "you" writing form and its content was about getting money out of an ATM machine and being robbed while also suffering from a blow to the head by the offender. A violent robbery was chosen, because this covers the two most frequent crimes that are related to initiating VOM: a violent offense and a property offense⁴. The scenario ended with the offender being arrested and incarcerated⁵.

3.3.1 Pre-test scenario

The final design of the scenario was refined by conducting a pre-test. Five participants were asked to indicate what type of writing they preferred: writing in the form as he/she or writing in the form of "you". Furthermore, the following phrase was added: "after the crime you are very scared and you are afraid to go out by yourself". Participants were asked which scenario they preferred and could best relate to, reading a total of four versions.

The writing form of "you" was clearly preferred over "he/she". Participants also preferred adding of the particular phrase. One person thought it was a bit overboard. Therefore, a more subtle phrase was added, namely: "after the crime you feel afraid and you are more watchful than before". The final scenario can be found in the online questionnaire in appendix A.

⁴Of all the victims that initiate mediation, most cases involve violent offenses (31%), followed by property offenses (24%) stated by SiB (2013).

⁵This is based on the article by Ten Boom et al. (2008), pointing out that most victims of violent offenses often feel a need for immediate safety is most important. Participants might need this need to be met first, before they could imagine encountering the offender.

3.4 Pre-test

To identify possible errors or faults in the final questionnaire before it was launched online, a pre-test was conducted. Participants were asked to point out any errors they came across filling out the questionnaire. Results indicated several minor revisions, such as grammar and lay-out errors.

3.5 Procedure

Participants were invited by e-mail to fill out the questionnaire or were contacted on Facebook, where a link to the questionnaire was given. The questionnaire was programmed in Qualtrics, which is an online provider of survey software. First, informed consent was asked. When accepted, the questionnaire started. Participants filled out twenty items to measure two personality dimensions: extraversion and emotionality. Furthermore, participants were asked about the level of power they currently have in life. Subsequently, a scenario was presented and they were asked to imagine being the victim that was described. Then, estimated loss of power was measured, by asking how they would indicate their level of power after the crime. This was followed by the construct the need to restore power, which contained seven items. After that, intention to participate was measured and when answered positive, several communication means were presented in which these participants had to indicate how likely it was for them to choose the particular medium in VOM. Then, all participants were asked how well they could relate to the scenario and several background questions were posed, such as "have you ever been a victim of crime" and "do you know anybody in your environment who is an offender?". Lastly, demographic and background items were measured. The questionnaire took approximately ten to fifteen minutes to complete.

4 - Results

In this section, first an overall view of the data is presented including table 4.1 showing inter correlations. Next, analyses are discussed per hypothesis that was tested.

4.1 Overall view

In table 4.1 an overview is given of the main variables in this study; number of participants, mean score and standard deviation per variable are presented, and how variables correlate with each other. As is seen in table 4.1, participants scored around average on extraversion, emotionality, need for further information and on the intention to participate in VOM. Participants scored fairly above average on the need for an expression of regret from the offender, the direct need to restore power and the estimated loss of power. The communication dimensions were assessed in the questionnaire by participants who had indicated an intention to participate VOM or were neutral ($n = 75$). Face to face communication had a mean score of 2.73 ($SD = 0.62$), text-based communication 2.23 ($SD = 1.08$), synchronous communication scored 2.67 as a mean ($SD = 0.57$), and asynchronous communication had a mean score of 2.32 ($SD = 1.03$). These scores show a slight pattern of higher scores for face to face communication and for synchronous communication compared with their opposites. This is also noticeable for the preferences for these communication dimensions over their opposites, these are slightly higher: preference face to face over text-based communication $M = 0.50$; $SD = 1.10$; preference synchronous over asynchronous communication $M = 0.35$; $SD = 0.94$.

Included in table 4.1 as 'control difference' is the estimated loss of control (scale from 1-10). As expected, this differed significantly from before and after reading the scenario and imagining being the victim ($t(138) = 12.78$; $p < 0.01$; M before = 7.03; M after = 5.21). The mean score was thus lower after relating to the scenario than before relating. Participants related well to the scenario with an average of 3.81 ($SD = 0.92$), where 60.71% felt positive and 17.14% felt very positive on relating to the scenario. Thus a majority of participants felt positive in relating to the scenario. The intention to participate in VOM was by 45 participants indicated as positive or very positive (32.14%). Negative or very negative were 65 participants (46.43%) and 30 participants (21.43%) were neutral on the matter. The need to restore power is split in three factors, which will be discussed analyzing hypothesis 2 in the next section.

Table 4.1: Correlation table including all main variables.

	N	M	SD	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
1. Extraversion	140	3.39	0.55	-	-.22**	.10	-.05	.02	-.07	-.09	.17	-.01	.13	-.14	-.24*	-.10	-.16	-.32**	-.19	.14	.13
2. Emotionality	140	3.10	0.54		-	.04	-.01	.05	.11	.21*	.10	-.03	-.05	.16	.12	.07	.10	.11	-.07	-.06	-.08
3. Info need	140	3.17	0.94			-	.42**	.29**	.02	.09	.63**	.14	.14	.05	-.04	.13	-.01	.03	-.23*	.07	.10
4. Expressing regret	140	3.98	0.88				-	.36**	.09	.33**	.32**	-.08	.12	-.04	.19	.24*	.14	.11	.23*	-.13	-.22
5. Need restore power	140	3.65	0.97				-	.22*	.40**	.20*	-.12	.25*	.04	.04	.04	.13	.09	.03	.22	-.05	-.06
6. Control difference	139	1.85	1.71					-	.32**	.15	-.08	.06	.06	.14	.03	.01	.06	.07	.01		-.05
7. Loss of power	140	3.56	0.95						-	.09	-.06	.15	.17	.19	.11	.11	.17	.13		-.03	-.07
8. Intention to apply	140	2.74	1.15							-	.31**	-.02	.11	-.06	-.10	.20	-.03	-.43**	.20	.26*	
9. Live meeting	75	3.56	1.09								-	.23*	.04	-.17	-.12	-.28*	-.22	-.35**	.50**	.55**	
10. Conference	75	3.41	1.09								-	.08	.02	.08	.08	-.08	-.12	-.07	.36**	.33**	
11. Video conference	75	1.76	0.88								-	.53**	.27*	.29*	.45**	.07	.01			-.08	
12. Video message	75	2.20	1.20									-	.40**	.39**	.51**	.33**	-.13			-.55**	
13. Letter exchange	75	2.43	1.23												-	.74**	.57**	.34**	-.70**	-.74**	
14. E-mail	75	2.32	1.26													-	.74**	.32**	-.84**	-.77**	
15. Chatting	75	1.95	1.09														-	.17	-.69**	-.51**	
16. Shuttle mediation	75	2.88	1.27																-	-.31**	-.49**
17. Preference face to face	75	0.50	1.10																	-	.80**
18. Preference synchronous	75	0.35	0.94																		-

Note. *p<0.05; **p<0.01. All variables were measured on a scale of 1 to 5 with exception of nr. 6, this was on a scale of 1 to 10.

4.2 Testing the hypotheses

In order to analyze hypothesis 1, hypothesis 2 had to be analyzed first. This concerned the construct the need to restore power and must be specified first in underlying factors in order to determine further results. Remaining hypotheses are discussed in natural order.

Hypothesis 2 proposed that the need to restore power was a central underlying construct for more specific needs; emotional, informational and criminal proceedings needs, as was found in literature. The reliability analysis indicated that all seven items that supposedly represent the need to restore power are internally consistent ($\alpha = 0.80$). Unexpectedly, the factors that came forward in the conducted factor analysis did not fully represent the emotional, informational, and criminal proceedings needs as was found in literature. It became clear there were three different, distinct underlying factors in the construct need to restore power with eigenvalues larger than 1 that together explained 64.74% of the total variance. The first factor we named was 'the need for further information' ($\alpha = 0.75$). Items that loaded high on this factor were 'information about offender's background' and 'meeting the offender'. The second factor we named was 'the need for expression of regret from the offender' ($\alpha = 0.78$). Items that loaded high on this factor were 'offender taking responsibility for his actions' and 'offender apologizes'. However, this factor contained an item that did not load well on this factor, and was therefore separated. This separated item directly asked in what degree one would feel the need to restore their sense of power and was since then separately analyzed as the third factor: the direct need to restore power. The Cronbach's Alfa for the factor the need for expression of regret from the offender was after excluding the direct need to restore power 0.83 instead of 0.78.

Hypothesis 2 is rejected, because although the items representing the need to restore power were internally consistent, this construct did not fully represent the three specific needs that were derived from the literature. Instead, factor analysis showed three slightly different 'need' factors compared to the need factors indicated by the literature.

To test hypothesis 1 – The need to restore power among victims relates positively to participation in VOM – a multiple regression analysis was conducted. As determined in testing hypothesis 2, the need to restore power represented three separate variables: the need for expression of regret from the offender, the need for further information, and the direct need to restore power. Next to these predictors, extraversion and emotionality were also included as predictors in the regression analysis, in order to be thorough. Analysis showed that the need for further information significantly relates to the intention to participate in VOM, which was the dependent variable ($B = 0.70$; $SE = 0.09$; $p < 0.01$). Subsequently, extraversion turned out as well to be a significant predictor of the intention to participate ($B = 0.30$; $SE = 0.14$; $p < 0.05$). The other variables did not serve as significant predictors in the relation to the intention to participate in VOM: emotionality ($B = 0.22$; $p = 0.13$), the need for expression of regret from the offender ($B = 0.11$; $p = 0.27$), and the direct need to restore power ($B = -0.01$; $p = 0.91$).

Looking at hypothesis 1, the need for further information from the offender is significantly related to the intention to participate in VOM, and although this need can supposedly be considered part of the larger construct – the need to restore power, it is difficult to determine whether this hypothesis is supported or not. This is because the direct need to restore power did not relate significantly to the intention to participate.

Therefore, the hypothesis is left undetermined and will be further debated on in chapter five, the discussion.

In testing hypothesis 3 - victims who experience a high need to restore power prefer face to face (over text - based) and synchronous (over asynchronous) communication - and hypothesis 4 - extraversion predicts positively a preference for face to face (over text-based) and synchronous (over asynchronous) communication - predictors were taken together in a multiple regression analysis. Table 4.2 presents all the relations between the predictors and the dependent variables, as well as their standard error and their level of significance (when significant, highlighted bold and the level of significance indicated by asterisk(s)). To be thorough, the last independent variable in the model was taken in the analysis as well, emotionality. Next, the relations in this overview are briefly discussed.

In testing hypothesis 3, the three 'need' predictors are in focus. As table 4.2 shows, only the need for expression of regret was marginally significantly related to the communication dimension asynchronous and negatively related to the preference for synchronous communication. In other words, the more one experiences a need for expression of regret from the offender, the more one is likely to choose a communication mean that is asynchronous in communication. The other two needs unfortunately did not significantly relate to any of the communication dimensions¹. Hypothesis 3 is rejected, because the two marginally significant relations that were found contradict the expectations, as a positive relation with face to face and synchronous communication was proposed.

In testing hypothesis 4 - Extraversion predicts positively a preference for face to face (over text-based) and synchronous (over asynchronous) communication – the focus was on the predictor extraversion. Against expectations, extraversion unfortunately did not significantly relate on any of the communication dimensions, as can be seen in table 4.2. Hypothesis 4 is thus not supported based on the multiple regression analysis. Furthermore, emotionality was also analyzed, and like extraversion, did not significantly relate to any of the communication dimensions.

To test hypothesis 5 - Emotionality predicts a low need to restore power after victimization – regression analyses have been conducted. As determined previously, there are three main underlying factors of the initial construct, the need to restore power. Therefore, the analysis is split in three parts.

First, the need for further information from the offender was tested in relation to

¹These results are based on 75 participants, who were neutral, positive or very positive on the preceding question in the questionnaire – the intention to participate in VOM. The researcher also looked at the results for hypothesis 3 and 4 when all 140 participants were involved, including those who had indicated negatively on the intention to participate in VOM. Those participants were automatically given a score of 1 (on a five-point scale) on their preferences for the diverse communication forms by the researcher. In this way, preferences for communication dimensions predicted by the three need factors and extraversion and emotionality were 'assessed' by all 140 participants. These results showed that the need for further information was significantly related to all communication dimensions: face to face, text-based, the preference for face to face communication, and synchronous, asynchronous and the preference for synchronous communication. In addition, the need for expression of regret from the offender was as well marginally significantly related to asynchronous communication. In appendix B, table 4.2 is replicated, but is thus based on n=140. The relations, standard error and levels of significance are shown.

Table 4.2: *Multiple regression analysis: Regression coefficients for the needs to restore power and personality dimension extraversion and emotionality as predictors for communication dimensions and preferences (n=75).*

		B	SE	P
FTF	<i>Need for further information</i>	0.11	0.11	0.34
	<i>Expression of regret</i>	0.05	0.10	0.60
	<i>Direct need to restore power</i>	0.04	0.09	0.67
	<i>Extraversion</i>	-0.11	0.14	0.43
	<i>Emotionality</i>	0.07	0.14	0.62
TBC	<i>Need for further information</i>	-0.03	0.20	0.89
	<i>Expression of regret</i>	0.24	0.17	0.17
	<i>Direct need to restore power</i>	0.04	0.15	0.77
	<i>Extraversion</i>	-0.38	0.24	0.12
	<i>Emotionality</i>	0.12	0.23	0.61
PFTF	<i>Need for further information</i>	0.14	0.21	0.50
	<i>Expression of regret</i>	-0.19	0.18	0.30
	<i>Direct need to restore power</i>	-0.01	0.15	0.96
	<i>Extraversion</i>	0.27	0.26	0.30
	<i>Emotionality</i>	-0.05	-0.03	0.84
SC	<i>Need for further information</i>	0.12	0.11	0.25
	<i>Expression of regret</i>	0.02	0.09	0.87
	<i>Direct need to restore power</i>	0.05	0.08	0.57
	<i>Extraversion</i>	0.15	0.13	0.25
	<i>Emotionality</i>	0.05	0.13	0.72
ASC	<i>Need for further information</i>	-0.04	0.19	0.83
	<i>Expression of regret</i>	0.29	0.16	0.08
	<i>Direct need to restore power</i>	0.03	0.14	0.82
	<i>Extraversion</i>	-0.33	0.23	0.16
	<i>Emotionality</i>	0.15	0.22	0.50
PSC	<i>Need for further information</i>	0.16	0.18	0.35
	<i>Expression of regret</i>	-0.28	0.15	0.07
	<i>Direct need to restore power</i>	0.01	0.13	0.92
	<i>Extraversion</i>	0.18	0.22	0.42
	<i>Emotionality</i>	-0.10	0.21	0.61

Note. FTFC = face to face communication, TBC = text-based communication, PFTF = preference face to face communication, SC = synchronous communication, ASC = asynchronous communication, and PSC = preference synchronous communication.

*p < 0.05; **p < 0.01; ***p < 0.001

emotionality. The former was the dependent variable and the latter was the independent variable. The relation was not significant ($B = 0.08$; $SD = 0.15$; $p = 0.60$).

Second, the need for expression of regret from the offender was tested. Similarly, this was the dependent variable and emotionality was the independent variable. The relation was not significant ($B = -0.01$; $SE = 0.14$; $p = 0.94$).

Third and lastly, the separated item - directly asking about the level of loss of power one would experience - was tested. The direct need was the dependent variable and emotionality was the independent variable. This analysis also showed no significant relation between emotionality and the direct loss of power ($B = 0.09$; $SE = 0.15$; $p = 0.55$). Emotionality did not show any significant relations with the underlying factors of the construct need to restore power and therefore, hypothesis 5 is rejected.

4.2.1 Other notable results

Emotionality was not only tested in relation to the need to restore power and the communication dimensions, it was also examined in relation to the 'estimated loss of power' one experiences. A regression analysis showed this relation to be positive and significant ($B = 0.37$; $SE = 0.15$; $p < 0.05$). In other words, the higher one scores on emotionality, the more one would estimate to experience a loss of power in case of imagining being the victim from the scenario. Next to these results, estimated loss of power was positively and significantly related to the need for expression of regret from the offender ($B = 0.32$; $SE = 0.08$; $p < 0.001$) and to the direct need to restore power ($B = 0.41$; $SE = 0.08$; $p < 0.001$). In other words this means that the greater one estimates their loss of power to be, the greater the need for an expression of regret from the offender and the greater the direct need to restore power will be.

In summary, it can be stated that hypothesis 2 is rejected: the need to restore power did not cover emotional, informational and criminal proceedings needs, but instead the need for further information, the need for expressing regret from the offender and the direct need to restore power. Hypothesis 1 is left undetermined, given that only one of three of the predicting needs related significantly with the intention to participate in VOM: this was the need for further information. Hypothesis 3 is rejected: only one of three needs – the need for expression of regret from the offender – related positively and marginally significantly to asynchronous communication and negatively and marginally significantly to the preference for asynchronous communication. Hypothesis 4 is also, unfortunately, not supported, since extraversion did not relate significantly to the preference for face to face and synchronous communication. Hypothesis 5 is also rejected: emotionality did not show any significant relation with the underlying factors of the construct need to restore power. Lastly, in studying potential predictors on the intention to participate in VOM, it turned out that next to the need for further information, extraversion was as well positively related to the intention to participate.

5 - Discussion

The present study contributes to a further understanding the concept of the need to restore power in relation to participating in VOM. Extending this research, preferences for communication dimensions in VOM were examined. Lastly, the roles of two personality dimensions in the main relation were included in the study.

A total of five hypotheses were proposed and tested. The results of this study revealed a strong positive relation between the need for further information (considered part of the need to restore power) and the willingness to participate in VOM. The need for expression of regret from the offender was marginally significantly related to asynchronous communication and marginally significantly and negatively related to the preference for synchronous communication. Extraversion, against expectations, did not relate to any of the preferences for communication dimensions. Interestingly, extraversion did relate positively to the willingness to participate in VOM, this was not part of the hypotheses. This study did not find emotionality to be related to any of the three needs underlying the need to restore power. The next section discusses these findings more thoroughly, based on existing literature and it proposes alternative explanations.

5.1 Discussion of the results

5.1.1 Need to restore power as a central underlying construct for more specific emotional, criminal proceedings, and informational needs.

The need to restore power was not represented by the needs found in literature, but was represented by the need for further information, the need for expression of regret from the offender, and the direct need to restore power – as the factor analysis showed. This is likely due because the following items in the questionnaire 'repairing the relationship', 'granting forgiveness' and 'processing the crime' (derived from table 2.1) were not included in the questionnaire. This could be the reason that led to other distinguishable factors, as was the result of the factor analysis.

5.1.2 The influence of power restorative needs on the willingness to participate.

The need to restore power was thus represented by three needs. Results show the need for further information to have a strong, positive influence on the willingness to participate. This result indicates that the more one has a need for further information from the offender, the more one is likely to participate in VOM, and thus this need can be seen as a strong motivator for participating in VOM. This bears similarities to one of the motivations

found by Considine (2003) to participate in VOM: gaining more information about the offender. By participating in VOM, the victim can learn more about the offense, why this happened to him/her, what motives the offender had, etc. This could be very empowering for victims, as Van Burik, et al. (2010) argued that by engaging in this mediation dialogue, the relation between victim and offender can be altered into a more balanced one and this could contribute to restoring the victim's level of power.

Against expectations, based on Shnabel and Nadler (2008), the need for expression of regret from the offender and the direct need to restore power did not relate to the willingness to participate in VOM. Assuming these needs underlie the need to restore power, following on Shnabel and Nadler, diminished levels of power can be restored by receiving a message of empowerment from the offender, where they typify this message of empowerment as the offender taking responsibility for the injustice he had caused. This would lead to an enhanced willingness to reconcile with offenders. Not finding this relation for the need for expression of regret and the direct need to restore power can be explained by the fact that participants had not yet received any message of empowerment from the offender, as they were to decide whether to participate in VOM or not.

Another possible explanation can be found looking at the chronological order of the questionnaire. Participants were asked whether they would have an intention of participating in VOM, and subsequently, when they answered neutral, positive, or very positive, the next question emphasized that there are several means of communication in which VOM could take place. Perhaps participants arriving at the first question regarding the intention to participate in VOM did not yet realize or were aware that there are other ways of participating in VOM beyond the most common type, a live meeting. Results could perhaps have been different regarding the willingness to participate in VOM, when the questionnaire had elaborated earlier on the diverse communication types in VOM.

5.1.3 The influence of power restorative needs on the preference for face to face (over text-based) and synchronous (over asynchronous) communication.

The need for an expression of regret from the offender was the only need that showed a relation to communication dimensions – this relation was marginally significant and positive to asynchronous communication and marginally significant and negative to the preference for synchronous communication. This finding is curious, because the more one experiences a need for an expression of regret from the offender, the more one is likely to achieve this through a communication mean that is on an asynchronous level (e.g. letter exchange, e-mailing, video message). Through this communication dimension it is more difficult to accurately interpret messages and questions cannot be instantly asked and answered (Daft & Lengel, 1986). As this need represents the offender apologizing, taking responsibility for the crime and acknowledging victim's suffering, it is essential to validate the offender's intention and opinion, which is more difficult to achieve on an asynchronous level (Swaab et al, 2005).

Linking this to the study by Zebel, Kippers and Geurts (presentation, 2014), this finding could be explained by participants experiencing the need for an expression of regret from the offender being (too) high, so that the willingness to participate in VOM might be diminished. Perhaps these participants would only want to participate through this type of communication, because it is rather distant and perhaps considered more 'safe'.

Participants who want the offender to show regret might find a more personal encounter too confronting or could not feel comfortable doing so.

Another possible explanation could be that when the victim is experiencing a great need for the offender to express regret, this might put the victim in a situation where the offender is still more in power at first, given that the offender is the one who can make an apology and acknowledge the victim's suffering or not. Participating in VOM could lead to a satisfaction of the power restorative needs of victims, but the victim does have to undergo the first moments of mediation where the (power) relation with the offender is still unbalanced. This could be the cause of victims only wanting to participate in VOM on an asynchronous situation, given that this is probably less 'confrontational'.

5.1.4 The influence of extraversion on the willingness to participate in VOM and on the preference for face to face (over text-based) and synchronous (over asynchronous) communication.

Extraversion also turned out to be related to the willingness to participate in VOM. Surprisingly, extraversion did not relate to any of the communication dimensions nor the preferences for one. This is an unexpected finding and a rather strange one, since participants scoring high on extraversion also score high on the willingness to participate, but this is not related to any communication dimension. This could be a result of categorizing several communication means under one communication dimension. For example, the dimension of face to face communication is comprised of the following communication means: live meeting, conference, video conference and video message. Participants could for instance have indicated a preference for a live meeting and conferencing, but not for the latter two means. These more specific preferences could go unnoticed when taken together as a whole communication dimension.

In addition, a quarter of all participants had the age between 55 and 86 years and were therefore, perhaps not very familiar with the more modern forms of communication: video conferencing, online chatting, video messages, and e-mailing. Moreover, video conferencing and online chatting had slight bottom effects (respectively $M = 1.76$; $M = 1.94$) on a five-point scale (1 = strongly disagree, 5 = strongly agree), which could too have affected results.

5.1.5 The influence of emotionality on the need to restore power.

Emotionality did not relate to any of the three needs. Participants scoring high on emotionality could experience a diminished level of power in their lives, but they could reason they are not capable of restoring this, due to lack of self-esteem, self-blame, or the proneness of feeling dependent, fearful and anxious (Smith et al, 1989; Costa & McCrae, 1987). However, it would fall better into place if this relation was negative, unfortunately no significant relation was found at all.

5.1.6 Notable results: emotionality, estimated loss of power and the need to restore power.

Notable results consisted of the positive relation between emotionality and estimated loss of power. In other words, persons scoring high on emotionality are thus prone to score high on their level of estimated loss of power in case of being the victim of the crime

in the scenario. This can be explained by the psychological effect 'affective forecasting' (Hoerger, Quirk, Lucas & Carr, 2009), which entails that people regularly overestimate their emotional reactions on a future (negative) event. As participants scoring high on emotionality already are prone to feeling anxious, etc. they are even more likely to be vulnerable for affective forecasting.

Next to this, estimated loss of power was related to the need for an expression of regret from the offender and to the direct need to restore power. The greater one estimates their loss of power to be after victimization, the greater one's need for expression of regret and one's direct need to restore power would be. This seems to be a rather logical finding, as estimating a high loss of power would naturally result in higher power restorative needs. Interestingly is that this does not apply to the need for further information. Perhaps estimating one's loss of power is more applicable on an emotional level, as the need for expression of regret and one's direct need to restore power are more 'emotional' by nature than the informational need is.

5.2 Conclusion

The research question of this study was: *To what extent does the need to restore power influence the intention to participate victim-offender mediation and the preferred communication type and what role do personality dimensions play in this relationship?* The need to restore power is represented by three more specific needs: the need for further information, the need for expression of regret from the offender, and the direct need to restore power. The need for further information is positively related to a willingness to participate in VOM. Extraversion was also related to a willingness to participate. Lastly, the need for an expression of regret from the offender was marginally significantly related to asynchronous communication.

5.3 Limitations

An important limitation in this research is the nature of participants, whom are not real victims but imagined victims. Results are likely to differ from actual victims compared to imagined victims. Participants' answers are all based on expectations. The three power restorative needs and the willingness to participate in VOM are based on expectations of how participants think they will feel. The psychological effect 'affective forecasting' supports the assumption that the results of actual victims will probably differ from the results of imagined victims, as this entails the regularly overestimation of one's emotional reactions on future (negative) events (Hoerger et al, 2009). On the other hand, participants can also underestimate the psychological affect a robbery can have, also leading to a likely difference in results between actual and imagined victims.

Power restorative needs have thus been examined in relation to the willingness to participate in VOM. A limitation in this study is that people might not be aware of the fact that they could satisfy their power restorative needs in mediation with the offender. It is one thing to acknowledge or imagine the loss of power one might experience, it is another to become aware of the possibility of satisfying this in a mediated contact with the offender and therefore to act as a rational motivator. As satisfying power restorative needs is often a consequence of participating in the mediated contact and might not be

something that is foreseen beforehand. Therefore, power restorative needs should not be seen as rational motivators, but as underlying factors that help explain variance in the willingness to participate in mediation.

In the current study, three quarters of all participants consisted of women and one quarter of men. This is an uneven distribution compared to Dutch population, as Dutch statistics indicate a balanced distribution in the population of 49.50% men and 50.50% women. Perhaps other results would have come forward when participants were more evenly distributed in gender. In this research, differences in age were also not taken into account. It is likely that younger participants indicate other preferences for the communication means compared to older participants.

5.4 Implications

Interesting directions for future research on VOM is to further explore informational needs as a motivator for participating in VOM and the relation to preferred communication means. As is seen in this research, the dimension of face to face and synchronous communication is positively related with the need for further information. Future research could focus on preferences among different age groups of victims; is there a difference between adolescents, people of middle-age, and the elderly? And are there differences in the extent victims are familiar with several means of communication and how does this affect participation in VOM? Does having offered several means of communication (including modern means such as video conferencing and online chatting) a positive influence on the willingness to participate in VOM?

Another direction for future research would be exploring extraversion even further in relation to VOM. This research pointed out extraversion to be related to the willingness to participate in VOM. Perhaps future research could shed more light on this relation and also explore what type of communication best fits participants scoring high or low on this dimension.

Lastly, from a practical point of view, when practitioners of mediation perceive informational needs among victims, they could point out that these needs could be met by participating in victim-offender mediation.

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Appendices

A - Online questionnaire

Default Question Block

Beste Respondent,

Hartelijk bedankt dat je wilt deelnemen aan dit afstudeeronderzoek voor de master Psychologie van de Universiteit Twente. In deze enquête staat slachtoffer-daderbemiddeling centraal. Slachtoffer-daderbemiddeling is bemiddeling tussen slachtoffers en daders van misdrijven (en verkeersongevallen) om samen te kijken naar de vragen rondom een misdrijf, de motieven en de gevolgen ervan. Dit kan beide partijen helpen om het incident los te laten.

In het onderzoek wordt er een situatie omschreven van een overval. Gevraagd wordt dan of je je wilt inleven in deze situatie, alsof jij het slachtoffer bent. Het onderzoek richt zich verder op onderdelen van je persoonlijkheid en kijkt naar verschillende communicatievormen van bemiddeling. Je kunt mij helpen door het invullen van de vragenlijst die je zo ziet verschijnen.

Het invullen zal ongeveer 15 minuten van je tijd in beslag nemen. Belangrijk hierbij is dat je de vragen zo eerlijk mogelijk probeert in te vullen. Er zijn geen goede of foute antwoorden. Om je antwoorden voor het onderzoek te kunnen gebruiken, is het gewenst dat je de vragenlijst volledig invult. Deelname is uiteraard anoniem en de verkregen data wordt enkel gebruikt voor mijn afstudeeronderzoek. Je mag te allen tijde stoppen met deelnemen. Mocht je vragen hebben in welke vorm dan ook, dan kun je contact opnemen met ondergetekende.

Vriendelijk bedankt voor jouw hulp.

Andrea Kippers
a.j.kippers@student.utwente.nl

Toestemmingsverklaring:

Ik verklaar op een voor mij duidelijke wijze te zijn ingelicht over de aard en methode van dit onderzoek. Ik stem geheel vrijwillig in met deelname aan dit onderzoek en ik behoud daarbij het recht deze instemming weer in te trekken zonder dat ik daarvoor een reden hoeft op te geven. Ik weet dat ik elk moment mag stoppen met deelname en ik weet dat de gegevens en resultaten van het onderzoek anoniem en vertrouwelijk worden verwerkt. Indien mijn onderzoekresultaten gebruikt zullen worden in wetenschappelijke publicaties, dan wel op een andere manier openbaar worden gemaakt, zal dit volledig geanonimiseerd gebeuren. Mijn persoonsgegevens worden niet door derden ingezien zonder mijn uitdrukkelijke toestemming.

Akkoord

- ☐ Ja
☐ Nee

Deze vragenlijst is opgebouwd uit een aantal delen. Het eerste deel betreft vragen over je persoonlijkheid, en een aanvullende vraag. In het tweede deel krijg je een situatie te lezen waarin een overval wordt geschetst. Je wordt gevraagd om dit aandachtig te lezen en je voor te stellen dat jij het slachtoffer bent in deze overval. Er zullen daarna vragen over worden gesteld. In het laatste deel van de vragenlijst vraag ik je nog naar enkele achtergrondgegevens.

De volgende 10 vragen gaan over een bepaald deel van je persoonlijkheid. Geef s.v.p. aan in hoeverre je het eens dan wel oneens bent met de volgende stellingen.

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
Ik voel mijzelf niet erg op mijn gemak als ik voor een groep mensen sta te praten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik geef zelden mijn mening in groepsbijeenkomsten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ik heb liever een baan waarin men veel met andere mensen omgaat dan één waarin men alleen dient te werken

☐ ☐ ☐ ☐ ☐

Ik geniet er van om veel mensen om me heen te hebben met wie ik kan praten

☐ ☐ ☐ ☐ ☐

Ik heb het gevoel dat ik een impopulair persoon ben

☐ ☐ ☐ ☐ ☐

Als ik anderen ontmoet, ben ik meestal diegene die het contact op gang brengt

☐ ☐ ☐ ☐ ☐

Het eerste dat ik altijd doe als ik ergens nieuw ben, is vrienden maken

☐ ☐ ☐ ☐ ☐

De meeste mensen zijn levenslustiger en dynamischer dan ik over het algemeen ben

☐ ☐ ☐ ☐ ☐

Soms heb ik het gevoel dat ik een waardeloos persoon ben

☐ ☐ ☐ ☐ ☐

Als ik met andere mensen samen ben, ben ik vaak de woordvoerder van de groep

☐ ☐ ☐ ☐ ☐

De volgende 10 vragen gaan over een ander deel van je persoonlijkheid. Geef s.v.p. weer aan in hoeverre je het eens dan wel oneens bent met de volgende stellingen.

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
Ik zou bang worden als ik in slecht weer zou moeten reizen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik maak me soms zorgen over onbenulligheden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik raak niet snel geëmotioneerd, zelfs niet in situaties waarin anderen erg sentimenteel worden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Na een pijnlijke ervaring heb ik iemand nodig om me te troosten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik voel tranen opkomen als ik anderen zie huilen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Als het gaat om fysiek gevaar, ben ik een angsthais	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik maak me veel minder zorgen dan de meeste mensen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moeilijke situaties kan ik aan zonder emotionele steun van anderen nodig te hebben	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik raak erg geëmotioneerd als iemand die me na staat voor een lange tijd weg gaat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zelfs in crisissituaties blijf ik rustig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hoe zou je je gevoel van controle in het leven willen omschrijven, zoals je die nu ervaart (de mate waarin je het gevoel hebt dat je het dagelijks leven kunt beïnvloeden)? Op een schaal van 1-10 waarbij 1 laag is en 10 hoog is?

Je krijgt zo een scenario te lezen waarin een overval wordt gepleegd. Probeer je goed in te leven, alsof jij degene bent die de overval meemaakt. Dit is belangrijk voor het beantwoorden van de vragen die hierna volgen.

Lees het scenario zorgvuldig, want als je eenmaal begint met vragen invullen kun je niet terugkeren naar de tekst.

Scenario

Stel je voor, het is vrijdagavond en je wilt nog even wat geld pinnen voordat je straks naar de stad gaat. Terwijl je naar de pinautomaat loopt, zie je dat het rustig is op straat en je gaat met een gerust gevoel pinnen. Je pakt het geld uit de automaat en doet dit in je portemonnee. Dan hoor je ineens geschreeuw en voel je een harde dreun tegen je hoofd. Je wankelt en ziet een man een pistool op je richten. Hij schreeuwt dat hij het geld wil. Je ziet geen andere mogelijkheid dan je geld af te staan. De dader rent weg. Je blijft geschrokken achter en je voelt dat er bloed langs je gezicht loopt. Je hebt een wond aan je hoofd. Na de overval voel je je bang en je bent oplettender. Enige tijd later heeft de politie op basis van je verklaring de dader weten op te pakken. De dader is veroordeeld.

Een politieman vertelt je dat er een mogelijkheid is tot bemiddeld contact met de dader. Hij legt je het volgende uit:

Slachtoffer-daderbemiddeling wordt aangeboden door de stichting Slachtoffer in Beeld. Het gaat om vrijwillig contact tussen een slachtoffer en een dader. Het doel van de bemiddeling is om je te helpen bij het verwerken van het misdrijf of ongeval en het helpt de dader vaak bij het verwerken van schuldgevoelens. Een professionele bemiddelaar zal het contact dan begeleiden en probeert beide partijen in hun wensen, behoeften en verwachtingen te voorzien. De bemiddelaar is onpartijdig en wil beide partijen helpen om het incident los te kunnen laten. Zowel jij als de dader zou een aanvraag tot bemiddeling kunnen doen; beiden kunnen dit verzoek ook weigeren.

Stel, jij bent degene die deze overval heeft meegemaakt.

Hoe zou je nu je gevoel van controle in het dagelijks leven willen omschrijven? Op een schaal van 1-10 waarbij 1 laag is en 10 hoog is?

In hoeverre ben je het eens met de volgende stelling?

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
Ik zou controleverlies ervaren	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In welke mate zou je na de overval behoefte hebben aan:

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
Dat de dader erkent wat hij heeft gedaan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De dader verantwoordelijkheid neemt voor wat hij heeft gedaan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het ontvangen van een verontschuldiging van de dader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informatie van de dader over het delict en de motieven van de dader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informatie van de dader over zijn/haar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

achtergrond

Een ontmoeting met de dader

Je gevoel van macht te herstellen

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Na het meemaken van de overval..

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
zou ik de intentie hebben om mij aan te melden voor een bemiddeld contact met de dader.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Er zijn verschillende vormen waarin contact met de dader kan worden bewerkstelligd. Als jij bemiddeld contact met de dader zou wensen, in hoeverre zou je dan de volgende vormen van contact kiezen?

	Helemaal niet	Niet waarschijnlijk	Neutraal	Waarschijnlijk	Helemaal wel
Gesprek (face to face contact)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conferentie (gesprek waarbij sleutelfiguren aanwezig zijn, zoals familie, vrienden en/of professionals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videobellen (zoals Skype)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoboodschap (eenmalig opgenomen boodschap)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brief uitwisseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indirecte schriftelijke online uitwisseling (e-mail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directe schriftelijke online uitwisseling (chatten)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pendelbemiddeling (informatie uitwisselen enkel via de bemiddelaar, geen direct contact met dader)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In hoeverre ben je het eens met de volgende stelling:

	Helemaal mee oneens	Mee oneens	Neutraal	Mee eens	Helemaal mee eens
Ik kon mij goed inleven in het scenario van de overval	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ten slotte zou ik je nog om een aantal achtergrondgegevens willen vragen.

Ben je in het verleden weleens slachtoffer geweest van een delict (zoals overval, inbraak, oplichting, mishandeling, etc.)?

- ☐ Ja
- ☐ Nee

Ken je iemand uit je directe omgeving die weleens slachtoffer is geweest van een delict?

- ☐ Ja
- ☐ Nee

Ben je ooit weleens dader geweest bij een delict?

- ☐ Ja
- ☐

Nee

Ken je iemand uit je directe omgeving die weleens dader is geweest van een delict?

- ☐ Ja
- ☐ Nee

Wat is je geslacht?

- ☐ Man
- ☐ Vrouw

Wat is je leeftijd?

Wat is je nationaliteit?

- ☐ Nederlands
- ☐ Anders, namelijk:

Wat is je hoogst genoten opleiding?

- ☐ Geen / lager- of basisonderwijs
- ☐ VMBO / MAVO / LBO
- ☐ MBO / MTS / MEAO
- ☐ HAVO
- ☐ VWO
- ☐ HBO
- ☐ WO
- ☐ Anders, namelijk:

De vragenlijst is nu afgelopen. Hartelijk dank voor het meedoen aan dit onderzoek.

Het doel van het onderzoek was om de relaties te bekijken tussen eventuele behoeftes om macht te herstellen die slachtoffers hebben na een misdrijf en de voorkeuren voor verschillende communicatievormen, zoals brieven schrijven of een gesprek. Daarnaast wordt er ook gekeken naar in hoeverre persoonlijkheidstrekken invloed hebben op dit proces.

Nogmaals, hartelijk dank voor je bijdrage!

B - Table with regression coefficients with n = 140

Table B.1: *Multiple regression analysis: Regression coefficients for the needs to restore power and personality dimension extraversion and emotionality as predictors for communication dimensions and preferences (n=140).*

		B	SE	P
FTF	<i>Need for further information</i>	0.56***	0.74	0.00
	<i>Expression of regret</i>	0.08	0.09	0.38
	<i>Direct need to restore power</i>	-0.01	0.08	0.91
	<i>Extraversion</i>	0.16	0.13	0.23
	<i>Emotionality</i>	0.05	0.13	0.70
<i>(R² = 0.35)</i>				
TBC	<i>Need for further information</i>	0.34***	0.09	0.00
	<i>Expression of regret</i>	0.16	0.10	0.13
	<i>Direct need to restore power</i>	0.01	0.09	0.89
	<i>Extraversion</i>	-0.02	0.15	0.87
	<i>Emotionality</i>	0.09	0.15	0.57
<i>(R² = 0.17)</i>				
PFTF	<i>Need for further information</i>	0.23**	0.08	0.01
	<i>Expression of regret</i>	-0.08	0.09	0.39
	<i>Direct need to restore power</i>	-0.02	0.08	0.80
	<i>Extraversion</i>	0.18	0.13	0.17
	<i>Emotionality</i>	-0.04	0.13	0.78
<i>(R² = 0.07)</i>				
SC	<i>Need for further information</i>	0.55***	0.08	0.00
	<i>Expression of regret</i>	0.06	0.09	0.49
	<i>Direct need to restore power</i>	-0.01	0.07	0.94
	<i>Extraversion</i>	0.13	0.12	0.30
	<i>Emotionality</i>	0.04	0.12	0.76
<i>(R² = 0.35)</i>				
ASC	<i>Need for further information</i>	0.35***	0.09	0.00
	<i>Expression of regret</i>	0.19	0.10	0.07
	<i>Direct need to restore power</i>	0.01	0.09	0.93
	<i>Extraversion</i>	0.01	0.15	0.93
	<i>Emotionality</i>	0.10	0.15	0.50
<i>(R² = 0.19)</i>				
PSC	<i>Need for further information</i>	0.20**	0.07	0.01
	<i>Expression of regret</i>	-0.13	0.08	0.10
	<i>Direct need to restore power</i>	-0.01	0.07	0.85
	<i>Extraversion</i>	0.12	0.11	0.30
	<i>Emotionality</i>	-0.07	0.11	0.57
<i>(R² = 0.08)</i>				