

Mediated contact between victims and offenders after crime:

The role of agency and moral image

Bachelor Thesis

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Abstract

In a criminalological perspective, restorative approaches are seen as a more effective alternative to classical justice programs because more positive outcomes towards avoidance of recidivism of the offender and healing the wounds of the victim are expected. Shnabel and Nadler (2015) propose in their *Needs based Model of Reconciliation* that victims and offenders experience strong feelings of impaired *agency* and *moral image* after a crime and that they are motivated to restore these feelings. Based on this model, the current study examines how these changes in victims' and offenders' emotional states after a crime may influence their willingness to engage in victim offender mediation programs (VOM). Victims were expected to be primarily impaired in their feeling of agency and to show a high need to restore these weakened emotions; offenders were expected to have a high need to restore their moral – social image because of strong feelings of social exclusion and moral inferiority. Also, it was assumed that these identity dimensions were related to the willingness to participate in VOM. In a quasi-experiment, participants were randomly asked to incorporate the role of a victim or an offender in a fictitious crime scenario. In contrast to the results which were found in previous research of Shnabel and Nadler (2008, 2015), through this research it cannot be confirmed that agency and moral image vary significantly towards the willingness to participate in VOM. There is no direct relationship of the impairment of these needs and the willingness to participate in VOM. But, consistent with Shnabel and Nadler, this study confirmed that offenders show higher suffering from threat to their moral identity than victims and have a higher need to regain acceptance from society from which they feel excluded. Victims have a significant higher need to restore their feeling of agency after they were victimized. Also, the moral image can be related to the estimated helpfulness of VOM. For a more valid interpretation of the outcome, a more realistic measure is recommended to consider; in an online study, participants may underestimate the impact of emotions which are experienced after a crime.

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Introduction

After a crime has been committed, questions concerning the motivations, reasons and aims of the offender often remain; for a victim, long term- consequences in the psychological and physical well-being can arise. The question how society should respond to wrongdoing is subject to debate in current literature. What does justice require? (Zehr et al., 2004).

Restorative justice

Restorative justice (RJ) principles became increasingly important in the criminal justice systems in western countries in recent years (Braithwaite et al., 2000, Latimer et al., 2005). These approaches can be found in a wide range of crime, from minor offenses (e.g. burglary) to serious offenses such as assault and murder (Umbreit et al., 2000).

In processes which are based on restorative principles, crime is understood as a violation of a relationship rather than the law (Latimer et al., 2005). Howard Zehr defines *Restorative Justice (RJ)* as a “process to involve, to the extend possible, those who have a stake in a specific offense and to collectively identify and address harms, needs, and obligations, in order to heal and put things right together.” (Zehr, 2002; p.37). Three important characteristics are mentioned as beneficial factors which aim to humanize the justice - process: First, all stakeholders including victims, perpetrators and relatives of both parties are involved. Second, both parties are asked to express what effects the crime had on them. Third, RJ seeks to repair not only material but also psychological harm which is caused by misconduct; in a more abstract way, it aims to transform people, perspectives and structures which is best done through voluntary cooperation (Latimer et al., 2005; Johnston & Ness, 2007).

Practically, the principle of restorative justice programs is similar to the so called *Healing circles* in America which are rooted in traditional restorative programs (Braithwaite et al., 2000). After a misdoing, all affected people sit together in a circle and discuss what happened, which consequences the crime has and what has to be done in order to generate a satisfying outcome for everyone who felt harmed. Also, conclusions for the perpetrator are considered in a way to facilitate a process of re-integration in a community from which he may feel excluded.

Traditional justice programs and Restorative Justice

Comparing traditional and restorative Justice, Zehr (2000) emphasizes that RJ is not meant to be a full replacement to classical justice systems but can be considered as an alternative way which puts accentuation to interpersonal dimensions. Crime takes place in a public or societal dimension and a private or personal dimension (Zehr 2000). Regarding the public dimensions, classical systems are more focused on society's obligations. For example, reading in the newspaper about a crime and its consequences for a victim, one may wish the perpetrator to be punished in an adequate way and to get "paid back", which is often associated with expectation towards justice court. This may also lead to a victim's satisfaction, but in many cases, a traditional response to crime overlooks emotional needs of the victims which are not always satisfied by pure punishment of the offender (Dhami, 2012). In line with this argumentation, Strang et al. (2006) point out that traditional justice programs neglect the differential impact of the offense on people who are concerned.

According to Zehr (2000) through a traditional legal process, offender's sense of exclusion from society is strengthened (e.g. through incarceration); the chance to apologize is denied through the non - personal nature of justice courts; or, regarded in another perspective, the offender can escape from taking responsibility for his wrongdoing. In existing research in favour of Restorative Justice, the importance to involve both parties in the justice process is strongly recommended if the goal is to repair the victim's harm and to reintegrate offenders in the community from which they may feel excluded (Dhami et al., 2012, Shnabel & Nadler, 2015). Most research towards the field of Restorative Justice yet seems to be most focused on the needs of the victim; many aspects are still unexplored. The current study is set up to contribute to the role of emotions for both victims and offenders.

Victim-offender mediation

In the framework of Restorative Justice, victim – offender mediation programs (VOM) are applied around the world, including North America, Europe, South Africa, Australia, New Zealand and Japan (Umbreit et al., 2000, Latimer, 2005). The objective towards these programs is to meet the needs of everyone who is affected by a crime (Umbreit et al., 2006) by adhering key values such as caring and participatory community and a respectful dialogue (Braithwaite et al., 2000). The common goal of these approaches is to follow a dialogue driven principle; emphasis lies upon a discussion of the impact of the crime (Umbreit et al., 2000). Contact is guided by a neutral, trained third – party mediator who facilitates the discussion between victim, offender and relatives who are allowed to attend the process. (Umbreit et al.,

2000, Dhimi, 2012). According to the European Forum for Victim Services (EFVS), participation in VOM is voluntary and takes place in a confidential environment (Pemberton et al., 2006); plus, it can take place at every point of time after the crime (Latimer, 2005). For example, in cases which entail prison sentence, VOM may also take place in this period of time as a parallel justice process which aims to facilitate a traditional justice process.

Effectiveness of VOM and the willingness to participate

This study contributes to potential factors which motivate or demotivate victims and offenders to apply for VOM programs. In existing literature, elaborate research explores the effects that VOM has on participants. Obviously, the findings exclude those victims and offenders who refused to meet the other party. In RJ, mediation can take place following an approach of either victim or offender. As a voluntary process, the prevalence of people who do not want to participate is in both groups relatively high; drawing conclusions about the willingness to take part in VOM or to refuse requires thus the analysis of both victims' and offenders' motivation. The current study wants to examine how different emotional states are evoked in both victim and offender and influence the decision to contact the other party. Mark Umbreit found out that victims wanted to take part in VOM because of the need to receive restitution and to learn more about the circumstances and motivations of the offender to commit the crime; further, they had a desire to see the offender adequately punished. or, in contrast, help him to change behaviour (Umbreit et al., 2006). Regarding reasons *not* to participate in VOM, in both groups, a feeling of fear was mentioned as a crucial factor. This recommends an important implication towards research in the field of VOM; strong emotions may influence the willingness to participate in VOM (Umbreit et al., 2006). Rooted in the political motivated victim rights movement in 2000, critics of VOM also claimed that meetings between victim and offender may have negative impact on the psychological wellbeing of the victim and a positive, unjust outcome for the offender whose punishment can be reduced through participation (Umbreit et al., 2000). Contact with the perpetrator may evoke unwanted memories towards the crime which cause fear and increase the risk of re – experience tension that causes a post – traumatic stress disorder (Pemberton et al., 2006). Also, the offender may experience fear because he may expect to be placed in an inferior moral – social position and to be humiliated (Harris et al., 2004).

One key element of victim offender mediation is to focus on the harms and needs of both parties and to create an inclusive, collaborative process of conflict management (Zehr, 2002). Therefore, it is aimed to bring the needs towards the feeling of power and the moral-

social role of victim and offender in balance (Shnabel & Nadler, 2015).

The Big Two and their elements

The model of the *Big Two* proposes a differentiation between these dimensions: The *agency* and *moral- social* identity dimensions which people use to judge themselves and others (Shnabel & Nadler, 2015). Findings of current literature indicate that morality and agency (which, for example, is seen as an indicator for someone's competence) are the most important dimensions in perceiving individuals and groups (Hamer et al., 2013). The needs of empowerment and moral – social acceptance victims and offenders show after a crime can be linked to the agency and moral – social dimension described in the model of the *Big Two*. The additional advantage of this model to VOM is the linkage between social identity dimensions and the judgement of oneself and others. In a crime, (1) social interaction and (2) social exchange take - involuntarily - place. In the following paragraph, these identity dimensions are discussed.

The agency dimension

In current literature, agency could not be ascribed as a fixed term but is seen as a construct that implicates qualities which are along someone's personal competence and strength (Shnabel & Nadler, 2015). In the present study, agency¹ is to be understood as an equivalent to *power* which refers to the resource of status in society.² The term *power* has a broad scope of meanings in different contexts. In the Oxford Dictionaries, power is defined as “The ability or capacity to do something or act in a particular way” and the “capacity to direct or influence the behaviour of others or the course of events”. Further, power implies political or social control, mental and physical strength and the ability to enhance the status of someone or a specific group (Oxford Dictionaries, 2016). As seen in theoretical identity approaches, power can be linked to a person's self respect and feeling of dignity (Fearon, 1999). Taken together, in this study, *agency* is used as a term that comprises a person's feeling of *power, influence, control* and *self respect*.

The moral- social dimension

The appraisal for one self's and other's moral- social role leads to the concept of social categories to which individuals feel assigned. There are rules of membership which indicate

¹ For the sake of consistency in terms within the Model of the Big Two, the term *agency* is used regarding the feelings of (impaired) *power* after crime.

² This is derived from Shnabel and Nadler (2015) who refer to *resources theory* of Foa & Foa (1980).

who is included in a certain social category. The expectations in fulfilling standards or a certain behaviour which come along with a certain role are framed by beliefs, desires or moral commitments (Fearon 1999). These include, for example, a person's morality, trustworthiness and sociability (Abele & Wojciszke, 2013). In the moral- social dimension, standards to (1) estimate a person's position in a social environment and (2) guidelines towards behaviour that is appropriate to a personal moral framework are defined. Similar to the agency dimension, the term *moral – social dimension* is used in different contexts referring to a person's feeling to belong to a community or to perceive acceptance of family members or – in general – society (Fearon, 1999).

The Needs based Model of Reconciliation

According to Shnabel (2015), a crime has consequences for both victim and perpetrator regarding the identity- dimensions of *agency* and *moral image*. People who have suffered a serious crime and thus were placed in the role of the victim may feel highly impaired in their *agency* dimension whereas perpetrators may feel harmed in their *moral- social identity*. Spoken in terms of the *Needs based model of Reconciliation* (Shnabel, 2008, 2014), a crime causes an imbalance of the perception of the two identity dimensions between the victim and the perpetrator. Victims feel inferior in their sense of *honor* (Scheff, 1994), *power* (Foster & Rusbult, 1999) and *perceived behavioural control* (Baumeister et al., 1994). They are at higher risk to develop fearful (Umbreit et al., 2000) and avoidant behaviour towards the offender (Pemberton et al., 2006). On the other side, a crime can threaten the perpetrator's self-perception as a morally accepted human being in society and evoke the fear of social exclusion and reputation (Tavuchis, 1991, as cited from Shnabel, 2008). Other implications for the offender are lined up; the feeling of guilt (Baumeister et al., 1994), shame (Exline & Baumeister, 2000) and remorse (Harris et al., 2004). This indicates that both sides are deprived of certain psychological resources.

Impaired identity dimensions evoke enhanced motivation to restore either the feelings of strength such as power, influence and self-esteem or the moral image. The current study states that an important factor to make this possible is the social interaction through VOM which serves as a cornerstone on the path to reconciliation. Restorative Justice programs aim to balance concern for all parties (Zehr, 2002). Victims may be encouraged to develop a more optimistic and positive feeling of *agency* through empowerment by the perpetrator (e.g. express feelings of guilt and excuse). Offenders' self- image as a morally accepted individual might be strengthened through gestures of forgiveness or showing, if possible for the victim, empathy

(Shnabel, 2015). Figure 1 illustrates Shnabel & Nadler's *Needs – based Model of Reconciliation* as a conceptual framework for this study; the willingness to reconcile is replaced through the willingness for participation in VOM.

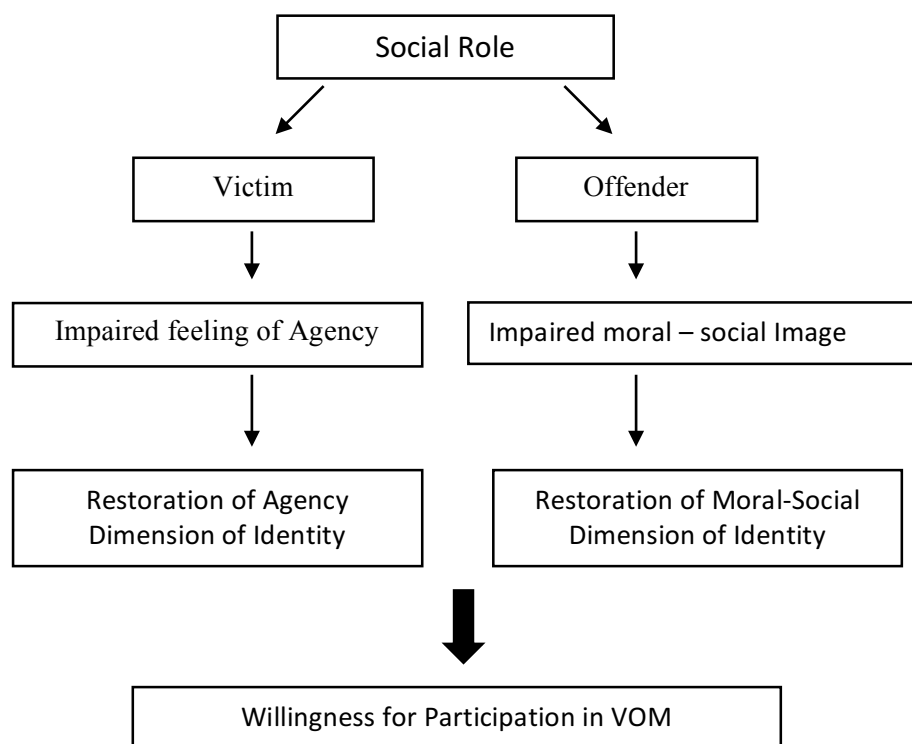


Figure 1. *Proposed research model.*

Aim of the study: Motivational reasons for participating in mediated contact

Shnabel's research is focused on the process of reconciliation; victims are said to seek a message of empowerment (e.g. an excuse) in order to restore their impaired feeling of agency. Offenders, in turn, get the possibility to counteract their feelings of social exclusion. Regarding the willingness to participate in VOM, it has to be noticed that earlier steps to receive a message of empowerment and to get the chance to express repentance have to be made; first, both parties have to agree to meet each other. The aim of this study is to extent Shnabel's research regarding previous steps to reconciliation; this study wants to find out how the feeling of *agency* among victims and the *moral – social identity* among offenders may influence the willingness to participate in victim- offender mediation. To sum up, research of Shnabel has shown that identity- dimensions may influence the victim's and offender's self-concept of identity. After a

crime, the victim's sense of power can be impaired so that there is a heightened motivation to restore the feeling of strength, competence and influence. The offender's perception as a socially accepted individual may be impaired through his misdoing. Therefore, the following hypotheses are proposed:

H1: Victims are more impaired in their feeling of agency after a crime than offenders.

H2: Offenders are more impaired in their moral image after a crime than victims.

Following the first hypotheses, it is intended to replicate Shnabel's findings that victims and offenders are motivated to maintain their identity status and that they experience certain *needs* towards their identity after a crime. As key values of restorative processes, Braithwaite et al. (2000) mention the principle of healing rather than hurting, making amends, showing remorse, apology and the willingness to apologize. These are addressed the emotional *needs* to restore a person's self – concept; in line with the Model of the *Big Two*, the following assumptions are made:

H3: Victims show a higher need to restore their feeling of agency than offenders after a crime.

H4: Offenders show a higher need to restore their moral image than victims after a crime.

As seen in the report of evaluation of Dutch organization *Slachtoffer in Beeld (Victim in Focus)* in 2014, contact between victim and offender is effectively realized in about one – third of all registered cases. Other evaluations of similar programs also indicate that often people disagree to a request for VOM. Among victims who do not want to see their perpetrator, the nature of reasons varies highly; for example, a victim can decide not to take part in VOM because it is not worth the time and effort (Umbreit et al., 2004). Also other reasons can influence the willingness to participate, for example a high perceived feeling of *fear* for both victim and offender (Harris et al., 2004). Hypotheses five and six are related to the emotional motivations of agency and moral image as proposed in previous research by Shnabel and Nadler (2015). As discussed, restorative justice programs are expected to have a positive outcome in repairing victims' harm and offenders feeling of re-integration in a social environment from which they possibly feel excluded (Dhami et al., 2012). Additionally, based on the assumption that victims

are primarily impaired in their agency and offenders in their moral image after a crime, these two groups were compared in hypothesis seven. Thus, three hypotheses are propounded:

H5: Victims with a higher impaired feeling of agency show more willingness to participate in VOM than victims who have a less impaired feeling of agency.

H6: Offenders with a higher impaired feeling of moral image show more willingness to participate in VOM programs than offenders who suffer less from an impaired moral image.

H7: Victims who are impaired in their feeling of agency show significantly more willingness to participate in VOM than offenders who are impaired in their moral image.

Method

Participants

In total, 197 respondents began to take part in this study. 73 people needed to be excluded because their survey was not fully completed and essential data were missing. Of these 73 respondents, 57 respondents stopped their participation right at the beginning of the survey so no data was available. 15 people were further excluded because they stopped the survey after they were exposed to a scenario and a manipulation; making it impossible to draw conclusions about the relation between the independent and dependent variables for them. Thus, a total number of 124 respondents fitted the selection criteria (response rate = 63%). The average age of the respondents was $M = 25.55$ years ($SD = 7.00$, Min = 18, Max. = 61). Through the sample, 60 participants (48.4%) were female and 64 (52.6%) were male. 122 respondents were German, one respondent was Dutch, one German - Britain. All participants had a college degree (the German "Haupt- und Realschulabschluss": $N = 7$ (5.4%) and the German "Abitur": $N = 69$ (55.6%)) and 48 participants (38.7%) had a university degree. The study was conducted among German-speaking participants which were approached using convenience sampling. Respondents were also asked to share the link to the survey with their friends in order to collect more datasets and to improve the reliability of the study.

Design

In order to test the proposed hypotheses, it has been opted for a 2 (Role: Victim, offender) x 2 (type of suffering: Agency, moral – social dimension) between – subjects - design. The first independent variable was the role (victim and offender) and the second variable was the type of suffering with two conditions (suffering in the *agency* and the *moral – social image*).

Participants were consistently distributed over four treatment groups; 33 women and 36 men were asked to incorporate victims ($N = 69$); 27 women and 28 men were placed in the offender role ($N = 55$); $\chi^2 (1, N = 124) = 0.89, p = .52$. Through the identity dimensions, 25 women and 35 men ($N = 60$) were manipulated in their feeling of agency, 35 female and 29 male respondents ($N = 64$) were manipulated through their perceived moral image, ($\chi^2 (1, N = 124) = .147, p = .10$). The manipulation checks were identical with hypotheses one and two and are discussed in the results section.

According to the theoretical framework, the impaired feelings of agency and moral image and the needs to restore these impairments were measured as dependent variables. Also, the willingness to take part in victim – offender mediation was used as a dependent variable. For a more accurate interpretation, two scales were added which measure participants' appraisal of benefits that VOM could have on them and their expectations in mediation with the other party.

Materials and variables

Participants were asked to fill in an online questionnaire which took approx. 10 – 15 minutes to complete. It was based on the following constructs: Two identity dimensions (*agency* and *moral – social image*), motivational states (the *needs* to restore *agency* and the *moral image*), the intention to participate, estimated helpfulness of VOM and expectations towards VOM. In order to generate items which were appropriate to this research, it was decided to use self constructed scales instead of existing scales which were more likely to measure constructs that do not measure *agency* and *moral image* in relation to victim and offender role in the context of VOM; the survey was conducted in German (see Appendix A). Reliability analyses were done for every subscale. In total, the questionnaire consisted of 7 subscales using 5 –point Likert scales (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree). The first respondent was asked via telephone to read every instruction loudly in order to control that the survey flow works properly. Information that was not clear or logical was adjusted.

Independent variables and manipulations

The independent variables role (victim or offender) and the type of suffering (regarding *agency* or *moral image*) were manipulated through short instructional texts that were presented to the respondents during the survey. First, participants had to read a short text in which they were asked to incorporate either the offender or the victim in the following crime scenario.

Through the agency manipulation, the participant's feelings of power, perceived control, influence and feeling of self- respect was measured. Through the manipulation of the participant's moral social dimension, the perceived social acceptance, the feeling of communion and empathy of others was measured.

Afterwards, members of the two experimental group were randomly exposed to one of two short texts in order to manipulate the type of suffering. In one text, they were told that they feel weak and impaired in their ability to cope with daily life situations in order to evoke a feeling of helplessness, loss of power and a loss of influence (*"The days after the crime, you feel impaired in your ability to cope with daily life problems. Again and again, the scenes you have experienced come back to your mind. You feel helpless and weak..."*). In the other manipulation condition, people were told that they have a strong feeling to talk with someone about the crime but are afraid of negative reactions of others³ (*"The days after the crime, you often think of what has happened. Again and again, the scenes you have experiences come back to your mind. You wish to talk to someone familiar, but you are afraid of what others may think of you and that people will judge you negatively"*).

Dependent variables

The dependent variables were the impaired feelings of *agency* and the impaired *moral – social* identity, the needs to restore these feelings and the willingness to participate in VOM.

In the *agency* dimension, 4 constructs were measured: *Power, influence, control* and *self respect*. The *moral – social dimension* included three constructs: The *moral – social acceptance*, the feeling of *communion* and *empathy* of others.

For the first scale, which measured the impairment of agency two weeks after the crime, 8 items ($\alpha = .81$) were used, e.g. *"When I think of the crime 2 weeks after it happened, I feel helpless"*. The moral image of participants two weeks after the crime was measured with 7 items that also had a good internal consistency ($\alpha = .85$). In the survey, these items were

³ In this study, helplessness, loss of power and influence serve as constructs which measure the feeling of loss of *agency*; the need for social inclusion and fear of negative evaluations of others are seen as constructs to measure the need for social acceptance or, in a more global scale, the *moral- social identity dimension* (see also Shnabel & Nadler, 2015).

presented in one scale in a random sequence in order to avoid bias.

In the second scale, 7 items measured the participants' needs to restore their agency ($\alpha = .64$), 6 items measured the need to restore the moral image ($\alpha = .63$) (e.g. *"After the crime, I have a strong need to strengthen my feeling of control"*). Despite a sufficient Cronbach's alpha in both scales, it was decided not to delete items; the items for the *agency* dimension measured its constructs *power*, *control*, *influence* and *self – respect*. The *moral – social dimension* was represented by items which measured the *moral – social acceptance*, *feeling of communion* and the perceived *empathy* of others. *Power* and *self- respect*, as an example, are not directly related but are both seen as crucial constructs which are necessary to measure a person's feeling of *agency*; considering this, a lower Cronbach's alpha results in this scale.

Referring to the hypotheses, participants' willingness to participate in victim – offender mediation was also used as a dependent variable. In particular, the respondent's attitude towards VOM was tested by three scales with a 5 – point Likert scale. First, their estimation of VOM' helpfulness was checked with 6 items ($\alpha = .59$), for example: *"I think talking to the other party would be important for me"*. In this subscale, two items (*„Victim – offender mediation is (1) harmful, (2) detrimental for me"*) were deleted; this lead to a higher internal consistency ($\alpha = .86$). The willingness to participate in victim offender mediation was tested with 10 items ($\alpha = .89$). The items were formulated in a general manner towards VOM (e.g. *"After the crime, I feel motivated to take part in victim- offender mediation"*) or more specific in relation to the expected needs regarding the agency or moral- social dimension. This was done in order to make a more accurate interpretation of the outcome (e.g. *"After the crime, I feel motivated to take part in victim – offender mediation because of my social environment"*)⁴ Thirdly, respondents' expectations towards VOM ($\alpha = .86$) were measured with 8 items; for example, *"If I agree to talk the other party, I hope that it will encourage me to strengthen my feeling of control"*.

At the end of the study, respondents were asked on two 10 – point Likert scales about their ability to (1) incorporate their role and (2) to put themselves in the crime scenario (1= very low, 10 = very high). Respondents' ability to incorporate their role varied from 1 to 10; the average $M = 5.78$ indicates a moderate ability to incorporate the role. Second, a variation from 1 to 10 and a value of $M = 5.94$ also shows a moderate value. These variables served as background

⁴ Umbreit et al. (2006) examined that victims felt motivated to participate in VOM in order to get information about the offender and to have a sort of contact in order to „humanize“ the offender; offenders, in turn, hoped that the victim changed their view towards them; these findings were also considered as a theoretical basis of this scale.

information. Also, participants were asked about their familiarity with crime- situations⁵. Six respondents (4,8% of all valid responses) have committed a crime such as assault and burglary at some time in their life. 40 respondents, which are about 32% of all participants, have been victimized in their life. 37 people (30%) indicated to know someone in their direct environment (e.g. family relatives and friends) who has committed a crime; 86 participants (69%) indicated that they knew someone in their environment (family, friends) who has been a victim of crime. One respondent indicated that he has participated in a VOM program.

Scenario

In order to avoid bias between the different treatment groups, the scenario was formulated in the same way in every experimental group. To make it appropriate to participants in the victim and offender conditions, it was written in the perspective of a witness in a neutral and objective third-person singular way. In the scenario, a violent robbery was described. A person wanted to draw money when a second person appeared and stole the money. The victim was also suffering a blow to the head and was intimidated by the offender holding a knife in his hand.

Procedure

The link to the online- survey was sent to the participants via social media (Facebook) and WhatsApp. Two respondents were asked via E-mail to participate in this study because they did not use Facebook or WhatsApp. The study was designed with the online questionnaire program Qualtrics, so that all instructions were computerized. In the beginning of every online survey, participants were informed about the background of this survey which is done in the framework of a Bachelor thesis that wants to gain more information about contact between victims and offenders after a crime. A short explanation about VOM mediation and its purpose was given. Participants were informed about the expected time to complete the survey and that they can stop at any time and that their data is used anonymously for scientific purpose. Subsequently, informed consent to take part in this study was asked. If accepted, participants were told that a fictitious crime scenario will be presented to them. Depending on the randomisation outcome, they were asked to put themselves in the offender or victim role. Then, a fictitious crime scenario has been presented. After this, a second randomisation procedure took place in which the independent variable type of suffering was manipulated through the two texts. Afterwards, every participant had to fill in the same questionnaire. Firstly, the effect

⁵ The term „crime situation” was used in the questionnaire to ascribe crime which may entail prison sentence; robbery and assault were mentioned as examples in the survey.

of the manipulations was measured using two items which indicated the general perceived feeling of control in daily life and the feeling of moral- social acceptance.

Then, the loss of agency and the degree of impairment of the moral social image two weeks after the crime were measured in a more specific way using 15 items. Subsequently, respondents were asked to indicate their need to restore their feeling of agency (seven items) and their need to restore their moral- social image (six items). After a short information about the possibility to take part in a victim- offender program, 24 items were presented to the participants which measured their estimation of the usefulness of VOM, their willingness to participate and their expectations in VOM. At the end of the survey, demographic data including sex, age and level of education and familiarity with crime situations and VOM was measured; they were asked if they or someone in their social environment (e.g. friends and family members) have committed a crime in their life, and if they or a relative have been victimized in their life. The questions were answered with 'yes', 'no' or 'no response' in order to protect privacy. Participants were asked about their ability to put themselves in the experimental roles and how conscientious the answers were given. This was done in order to check how properly the questionnaire was filled in and to check the representativeness of the study. The survey ended with a debriefing to thank participants for completing the survey and to give information about the assumptions over the role of *agency* and *moral- social image* in victims' and offenders' willingness to participate in VOM.

Results

Overview

For an overview of the main variables of this study, the number of participants, mean scores and standard deviations per variable are listed in table 1. To investigate the construct validity of the measures, their correlations were also explored. As seen, participants scored in all scales above average except the *impaired moral image* with a mean score of 2.67 ($SD = 0.89$). All scales had a positive correlation except the *impaired moral image* and the need to *restore agency* ($r = -.13$). Also, it can be seen that measures for the need to restore agency are not strongly related to the willingness to participate whereas measures for restoring the moral image are strongly related to willingness to participate in VOM.

Table 1. *Correlation table including all main variables.*

	<i>N</i>	<i>M</i>	<i>SD</i>	1	2	3	4	5	6	7	8
1. Impaired agency	124	3.34	0.74	-	.343*	.29**	.21*	.24**	.12	.42**	.26**
2. Impaired moral image	124	2.67	0.89		-	-.13	.51**	.15	.10	.12	.30**
3. Need to restore agency	124	3.48	0.57			-	.10	.14	.10	.40**	.01
4. Need to restore moral image	124	3.10	0.67				-	.48**	.40**	.33**	.55**
5. Estimated helpfulness VOM	124	3.43	0.87					-	.77**	.53**	.52**
6. Willingness to participate	124	3.16	0.74						-	.48**	.56**
7. Expectations in VOM (restore agency)	124	3.60	0.85							-	.63**
8. Expectations in VOM (restore moral image)	124	3.35	0.90								-

Note. * $p < 0.05$; ** $p < 0.01$. All variables were measured on a 5-point Likert scale.

Testing the hypotheses

In total, 7 hypotheses were tested in this survey; referring to the theoretical framework, 4 hypotheses test the relation between the identity dimensions of agency and moral image through the treatment groups of victims and offenders and their needs towards to restore these feelings. 3 hypotheses were set up to examine connections between these variables and the willingness to participate in victim – offender mediation programs. All hypotheses were tested with 2 – way independent ANOVAs; as fixed factors, the role (victim or offender) and the type of suffering (in an agency or moral – social dimension) were chosen. In table 2, the findings regarding the first 4 hypotheses can be seen. For a clearer presentation, table 2 represents the findings that confirm main- and interaction effects. A more detailed overview including results that were not significant can be found in Appendix A.

For the first hypothesis - victims are more impaired in their feeling of agency than offenders after a crime - the dependent variable was the mean value of the feeling of agency perceived by victims and offenders two weeks after the crime (which participants indicated on

a scale consisting of 8 items). Unexpectedly, no main effect for the type of role could be confirmed ($F(1,120) = 0.707; p = .40$). Also, there was no significant main effect for the identity dimension ($F(1,120) = 0.11; p = .74$). Regarding the relation of role and identity dimension, there was no significant interaction effect found ($F(1,120) = 0.08; p = .78$). The first hypothesis could thus not be confirmed; in other words, a significant difference between respondents in the victim and offender role was not observed.

The second hypothesis stated that offenders are significantly higher impaired in their moral – social dimension after a crime than victims. As a dependent variable, the mean value of perceived deprivation in a moral – social dimension was handled. As expected, a main effect for the type of role could be found ($F(1;120) = 44.59; p < .05$). Offenders ($M = 3.18, SD = .10$) scored higher than victims ($M = 2.26, SD = .09$). For the identity dimension, no main effect was found ($F(1;120) = 1.14; p = .29$); also, there was no significant interaction effect between role and identity dimension ($F(1,120) = 0.90; p = .34$). Consistent with the hypothesis, participants who incorporated the role of offenders exhibit a significant higher impairment in their feeling of moral – social acceptance than victims 2 weeks after the crime. Hypothesis two is confirmed.

In line with the expectation of the first hypothesis, the third hypothesis supposed that victims develop a significant higher need to restore their feeling of agency after they have been victimized. A main effect for the type of role ($F(1,120) = 5.60; p < .05$) was confirmed. Victims ($M = 3.59, SD = .07$) show a higher need to restore their feeling of agency than offenders ($M = 3.35, SD = .08$). Regarding the identity dimension, there is no significant main effect ($F(1,120) = 0.01; p = .93$). An interaction effect between the role and the identity dimensions could be classified as marginal significant ($F(1, 120) = 3.83; p = .05$). Corresponding with previous research, hypothesis three is approved: Victims have a higher need to restore their feeling of agency (e.g. power, influence and self- respect) than offenders 2 weeks after a crime.

Within hypothesis four, it was expected that offenders – in contrast to victims - have a higher need to restore their moral image after they committed a crime. To test this hypothesis, the mean value of the need to restore the moral image was used as a dependent variable. Similar to the finding that offenders are more impaired in their moral – social identity dimension, this hypothesis was also confirmed by finding a main effect for the type of role ($F(1,120) = 9.50; p < .05$). Participants in the offender role indicated a higher need ($M = 3.30, SD = .08$) to restore their moral image than victims ($M = 2.90, SD = .08$).

Also, a significant main effect for the identity dimension was confirmed ($F(1,120) = 10.45; p < .05$). As expected, respondents who were impaired in their moral image showed a higher need to restore it ($M = 3.30, SD = .08$) than respondents who were manipulated in their

feeling of agency ($M = 2.93$, $SD = .08$). No significant interaction was found for the role and the identity dimension ($F(1,120) = .56$; $p = .46$). To sum up, hypothesis four, which states that offenders show a significant higher need to restore their feelings towards their moral social dimension than victims, is verified.

Table 2. Mean scores (M) and standard deviations (SD) for main- and interaction effects between the independent and dependent variables regarding the identity dimensions agency and moral image.

	Variable	n	M	SD	F	p
1. Impaired moral image	offenders	55	3.18	.10	44.59	.00
	victims	69	2.26	.09		
	Impaired agency	60	2.64	.10	1.14	.29
	Impaired moral image	64	2.79	.09		
	Offender*agency	27	3.03	.15	0.90	.34
	Offender*moral image	28	3.31	.14		
	Victim*agency	33	2.25	.13		
	Victim*moral image	36	2.26	.13		
2. need to restore agency	Offenders	55	3.35	.08	5.60	.02
	Victims	69	3.59	.07		
	Impaired agency	60	3.46	.07	0.01	.93
	Impaired moral image	64	3.47	.07		
	Offender* agency	27	3.44	.11	3.83	.05
	Offender*moral image	28	3.25	.11		
	Victim*agency	33	3.48	.10		
	Victim*moral image	36	3.69	.10		
3. need to restore moral image	offenders	55	3.29	.08	9.50	.00
	victims	69	2.94	.08		
	Impaired agency	64	2.93	.08	10.45	.00
	Impaired moral image	60	3.30	.08		
	Offender* agency	27	3.10	.12	0.56	.46
	Offender*moral image	28	3.51	.12		
	Victim*agency	33	2.80	.11		
	Victim*moral image	36	3.08	.10		

Note. All variables were measured on a 5-point Likert scale.

Subsequently, victims' and offenders' willingness to participate in VOM was explored in three different ways; in hypothesis five, it was assumed that victims with a higher impaired feeling of agency show significantly more willingness to participate in VOM than victims who are less impaired in their feeling of agency. Additionally, offenders with a higher need to amend their moral image were expected to be significantly more willing to agree to take part in VOM (hypothesis six). Finally, through hypothesis seven, victims and offenders were compared; it was expected that victims who feel a strong need to restore their agency are more willing to participate in VOM than offenders who are in need to restore their moral image.

First, participants' expectations in VOM were measured regarding a positive effect for a person's feeling of agency and an improvement for the moral image. For expectations in VOM to improve a feeling of agency, no main effects for the role ($F(1,120) = 0.04; p = .84$), the identity dimensions ($F(1,120) = .14; p = .71$) and no interaction effect $F(1,120) = 2.39; p = .13$ were seen. These results can be found in table 5 in Appendix A. Then, the expectations in VOM to restore the moral image were examined; as seen in table 3, a main effect for the role could be found ($F(1,120) = .56; p = .02$). In other words, as expected, respondents in the offender role ($M = 3.57, SD = .12$) had higher expectations in VOM to restore their moral image than these in the victim role ($M = 3.18, SD = .12$). No main effect for the identity dimensions ($F(1,120) = 1.43; p = .24$) and no interaction effect ($F(1,120) = .79; p = .38$) were localized.

As a second indicator of the attitude of both groups towards VOM, the *estimated usefulness of VOM* was used as a dependent variable. A main effect for the type of role ($F(1, 120) = 4.35; p = .04$) showed that both groups significantly differ in their estimation of VOM. Participants in the offender role ($M = 3.62, SD = .12$) had a more positive attitude towards VOM than participants in the victim role ($M = 3.3, SD = .12$). No main effect was found for the identity dimension ($F(1, 120) = 0.45; p = .51$); also, no interaction effect between role and identity dimension could be seen in the analysis ($F(1, 120) = 0.05; p = .82$).

Regarding the willingness to participate in VOM (which was the dependent variable in this analysis), unexpectedly no main effects for the type of role ($F(1, 120) = 9.50; p = .55$) and the identity dimension ($F(1,120) = 2.17; p = .14$) were found. Also, the interaction effect between role and identity dimension was not significant ($F(1,120) = .54; p = .46$). In other words, the hypotheses were rejected; it cannot be confirmed that victims with a higher need to restore their feeling of agency show more willingness to participate in VOM than victims with less need to restore their agency. Also, the feeling of offenders' moral – social image can not be confirmed as a determinant for the willingness to meet the victim. Further, it can be concluded that there is no significant difference between victims' and offenders' willingness to

participate in VOM. Regarding the findings that offenders had a more positive attitude than victims towards VOM and that they had more expectations in VOM to enhance their moral – social image, it was also expected that they are more willing to participate in VOM; this assumption could not be confirmed.

Table 3. Mean scores (*M*) and standard deviations (*SD*) for main- and interaction effects of the independent variables and the dependent variables helpfulness of VOM, willingness to participate in VOM and expectations in VOM.

	Variable	<i>n</i>	<i>M</i>	<i>SD</i>	<i>F</i>	<i>p</i>
1.estimated helpfulness of VOM	offenders	55	3.62	.12.	4.35	.04
	victims	69	3.30	.11		
	Impaired agency	60	3.30	.11	0.45	.51
	Impaired moral image	64	3.51	.11		
	Offender*agency	27	3.58	.17	0.05	.82
	Offender*moral image	28	3.65	.16		
	Victim*agency	33	3.22	.15		
	Victim*moral image	36	3.36	.15		
2. Willingness to participate in VOM	Offenders	55	3.21	.10	0.35	.55
	Victims	69	3.13	.09		
	Impaired agency	60	3.07	.10	2.17	.14
	Impaired moral image	64	3.26	.09		
	Offender* agency	27	3.16	.14	0.54	.46
	Offender*moral image	28	3.25	.14		
	Victim*agency	33	2.98	.13		
	Victim*moral image	36	3.27	.12		
3. Expectations in VOM (related to restore the moral image)	offenders	55	3.57	.12	5.65	.02
	victims	69	3.18	.11		
	Impaired agency	60	3.28	.12	1.43	.24
	Impaired moral image	64	3.47	.11		
	Offender* agency	27	3.40	.17	0.79	.38
	Offender*moral image	28	3.73	.17		
	Victim*agency	33	3.16	.15		
	Victim*moral image	36	3.21	.15		

Note. All variables were measured on a 5-point Likert scale.

Additionally, a two way independent ANOVA was conducted to test if there are differences between female and male respondents regarding the willingness to participate in VOM; evidence has shown that gender may be an indicator which has to be considered in further research; the willingness to participate in VOM differs significantly between female and male respondents ($F(1, 120) = 7.50; p < .05$).

Concluding remarks

The willingness to attend victim offender mediation turned to be quite high in the different treatment groups (offenders: $M = 3.07$, $SD = .1$; victims: $M = 3.23$, $SD = .09$); no significant difference could be detected regarding the role and the emotional needs that were aimed to restore. Considering the attitude towards VOM and the expectations in VOM, a stronger relation to the moral image can be seen. Consistent with research of Shnabel and Nadler (2015), offenders were more impaired in their feeling of communion and social acceptance and had a higher need to restore their moral image (e.g. to reduce feelings of fear of social exclusion and negative evaluations of others). The need to restore the feeling of power, influence and self – respect (measured by the agency – construct), which was higher for participants who were in the victim – role, seemed less related to the attitude towards VOM.

Discussion

About this study

The current study was set up to contribute to the research field among Restorative Justice programs in which psychological needs of all stakeholders are in focus (Umbreit et al., 2000). In particular, more insight in the emotional states of victims and offenders after a crime and the effect on willingness to meet the other party was given. The *agency* and *moral social* dimension are seen as two identity factors which facilitate or inhibit reconciliation (see also Harris et al., 2004). Shnabel and Nadler (2008, 2015) proposed in their *Needs – based model of Reconciliation* that agency and moral image are crucial factors to make reconciliation possible; this study examines if and how their model can be used to draw conclusions regarding the willingness to participate in VOM. As a main finding of this study, the moral – social pathway

seems to be more influential than feelings of agency regarding VOM; more significant differences were found in hypotheses which were related to the moral image of the offenders than to those which examined the influence of agency in VOM.

In a quasi-experiment, participants were randomly asked to incorporate the role of a victim or offender in a fictitious crime scenario. In contrast to the assumptions which were made in previous research of Shnabel and Nadler (2008), through this research it cannot be confirmed that agency and moral image vary significantly towards the willingness to participate in VOM but that offenders have a more positive attitude towards VOM; as also examined, their higher expectations to restore their moral image through VOM can be seen as a main reason for this difference. Consistent with Shnabel and Nadler, this study confirmed that offenders show higher suffering from threat to their moral identity than victims and feel a higher need to regain acceptance from society from which they feel excluded. Victims in turn indicated a significant stronger need to restore their feeling of agency after they were victimized.

Findings and discussion of the results

In the *Needs based Model of Reconciliation*, it is stated that victims' and offenders' identities are threatened asymmetrically (Shnabel & Nadler, 2015). Hypothesis one and two were designed to replicate this proposition. Victims were estimated to feel more helplessness, to have less control in their daily life (Baumeister et al., 1994) and to feel more harmed in their feeling of influence than offenders who triggered these feelings (Harris et al., 2004). Inconsistent with previous research, the hypothesis found no statistical confirmation. A possible explanation for this outcome may be seen in an insufficient impact of the identity manipulations during the online survey. The intention of the manipulations was to give the respondent a feeling of being powerless, weak and unable to cope with daily life situations or to feel lonely and afraid to talk to others. Both manipulations have in common that they suggest, in a general aspect, a negative feeling after the crime. Participants may only have taken this into account and thus indicated less differences in their answers than expected. Only in the moral – social dimension manipulation, participants who incorporated offenders “were aware” to feel a higher social defamation than the other treatment groups. The property of the manipulation may serve as an explanation; in this survey, participants were exposed to texts of instructional nature; in other words, respondents were more instructed to feel in a certain way than manipulated in their own emotional feelings.

The second hypothesis proposed a higher impairment for offenders in their moral image. Committing a crime can cause feelings of shame (Harris et al. (2004), social exclusion and moral inferiority towards the offender's self perception. As expected, this could be confirmed as a first finding of this research which is consistent with previous findings (see also Shnabel and Nadler, 2015).

As assumed, but also unexpected towards the first hypothesis, victims exhibit a higher *need* to strengthen their feeling of agency than offenders. In line with these findings, the fourth hypothesis certificated a higher *need* for offenders to restore their moral image comparing to victims. These findings partly confirm findings in Shnabel and Nadler's findings in their *Needs based model of Reconciliation* which states that needs to restore these identity dimension are evoked through a crime.

Regarding the willingness to participate in VOM, most participants showed a moderate motivation to attend victim offender mediation. Referring to the research questions, the expectations in VOM were not taken as possible factors which influence decisions *not* to take part in VOM. The high amount of willingness to attend VOM programs may be grounded on a positive attitude towards VOM which unintentionally was presented as the only tangible solution to solve the unwanted feelings of impaired agency and moral image. Participants responses may be biased through the kind of this experiment; in an online study, strong emotions which are evoked after a crime may be underestimated through the survey.

Limitations and difficulties

In order to draw meaningful conclusions about the present study, factors which may influence the interpretation of the results are discussed in this paragraph. Considerations regarding the participants, the measurement and the concepts of the underlying identity dimensions *agency* and *moral – social image* must be taken into account. To involve both parties in one survey turned out to be a challenge which has to be dealt with carefully in order to avoid bias the different treatment groups. In order to extend the generalizability and external validity of the findings of this study, an important suggestion for future research would be to test the hypotheses with real victims and offenders if ethically possible. The current research is based on data that was given by voluntary participants. In the sample, female and male respondents were consistently assigned to four treatment groups through randomization; evidence has indicated differences between gender regarding the willingness to attend VOM; the target group has thus to be considered in taking conclusions. Given the fact that VOM takes place after minor crime and more serious offenses, in juvenile and in adult cases, a broad variation between the

target groups can be expected. At the end of the study, respondents were asked about their ability to (1) incorporate their role and (2) to put themselves in the crime scenario (1= very low, 10 = very high). In both scales, respondents' ability to incorporate their role and the to put themselves in the crime scenario was moderate. This also shows a possible explanation the manipulations which were not as satisfying as expected; participants may have underestimated the consequences a crime may have on a person's psychological wellbeing.

Before the survey was designed, a cover story was contemplable (see also research of Shnabel and Nadler, 2015). Nevertheless, considering the framework of Restorative Justice processes and the measurement of emotional dimensions, a crime scenario has been estimated to be more appropriate to Restorative Justice and more valid than a cover story. The sort of crime may also influence the research outcomes (Umbreit et al., 2006). These aspects lead to crucial requirements for the scenario: On the one hand, it must not be too severe for people to be able to incorporate their role; on the other hand, it has to be severe enough to evoke strong emotional states which can be related to someone's perception of *agency* or *moral image*. Plus, it has to be presented in a neutral manner (e.g. in the 3rd person perspective of a witness) in order to avoid bias in the different treatment groups; at the beginning of the study, participants were not aware that they were randomly assigned to one condition and that both parties are tested. Participants were then asked to imagine how they feel 2 weeks after the crime. Consistent with research of Zebel (2012), time is also an important construct which influences the willingness of victims to participate in VOM. In line with the aspects of individual differences between respondents and the period of time that passed after the crime, Pemberton et al. (2006) argue that victims may also run the risk of a post-traumatic stress disorder and execute avoiding behaviour towards the offender. To draw more valid results towards the criminological research field of Restorative Justice, other experimental conceptions are strongly recommended.

Also, demographic data including sex seems important to consider. For future research, a more differentiated approach is recommended; the sort of crime, the time which has passed and individual differences proved to be influential factors in the field of VOM processes which interact with emotionality. Research concerning the influence of identity dimensions such as agency and the moral image requires careful observation of individual dynamics; for example, a victim who feels highly impaired in his or her feeling of power, may also exhibit a feeling of fear towards the offender; if this feeling is stronger than the need to restore his or her feeling of power, this can be an indicator not to participate in VOM (see also Umbreit et al., 2006).

Implications and final remarks

In this study, both perspectives of victim and offender were aimed to further explore. This was regarded as an important maxim of this study because Restorative Justice programs are aimed to help all stakeholders to cope with the crime and its consequences, including victims, offenders and their relatives (Braithwaite et al. (2000)). Differences between the feeling of agency and moral image towards victims and offenders were shown, similar to previous research of Shnabel and Nadler; but, in this study it is seen that – regarding the attitude towards VOM programs- especially the moral image seems to be important for taking part in VOM. For offenders who regret their wrongdoing may VOM thus have a great potential to help them to reduce these feelings. The model of Shnabel and Nadler can thus be primarily adapted to explore the willingness to participate in VOM regarding emotional effects in the moral – social dimension.

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Appendix A: Tables

Table 4. *Test of between – subjects effects regarding the mean need to restore the feeling of agency*

Source	SS	Df	MS	F	p.
Corrected Model	3.061 ^a	3	1,02	3.28	.024
Intercept	1467.48	1	1467,48	4709.07	.000
type_role	1.75	1	1.75	5.60	.020
type_identity_dimension	.002	1	.002	.007	.934
type_role*type_identity_dimension	1.19	1	1.19	3.83	.053
Error	37.40	120	.31		
total	1541.51	124			
corrected total	40.46	123			

Note. * $p < 0.05$; ** $p < 0.01$; a. $R\text{ Squared} = ,076$ ($Adjusted\ R\text{ Squared} = ,053$)

Table 5. *Mean scores (M) and standard deviations (SD) for main- and interaction effects.*

	Variable	n	M	SD	F	p
1. Impaired moral image	Offenders	55	3.18	.10	44.59	.00
	Victims	69	2.26	.09		
	Impaired agency	60	2.64	.10	1.14	.29
	Impaired moral image	64	2.79	.09		
	Offender*agency	27	3.03	.15	0.90	.34
	Offender*moral image	28	3.31	.14		
	Victim*agency	33	2.25	.13		
	Victim*moral image	36	2.26	.13		
2. Impaired feeling of agency	Offenders	55	3.27	.10	0.71	.40
	Victims	69	3.39	.09		
	Impaired agency	60	3.31	.10	0.11	.73
	Impaired moral image	64	3.35	.09		
	Offender*agency	27	3.27	.14	0.08	.78
	Offender*moral image	28	3.28	.14		
	Victim*agency	33	3.35	.13		

	Victim*moral image	36	3.43	.12		
2. need to restore agency	Offenders	55	3.35	.08	5.60	.02
	Victims	69	3.59	.07		
	Impaired agency	60	3.46	.07		
	Impaired moral image	64	3.47	.07	0.01	.93
	Offender* agency	27	3.44	.11		
	Offender*moral image	28	3.25	.11		
	Victim*agency	33	3.48	.10	3.83	.05
	Victim*moral image	36	3.69	.10		
3. need to restore moral image	offenders	55	3.30	.08	9.50	.00
	victims	69	2.90	.08		
	Impaired agency	64	3.30	.08		
	Impaired moral image	60	2.90	.08	10.45	.00
	Offender* agency	27	3.10	.12		
	Offender*moral image	28	3.51	.12		
	Victim*agency	33	2.80	.11	0.56	.46
	Victim*moral image	36	3.08	.10		

Note. All variables were measured on a 5-point Likert scale.

Table 5. Mean scores (M) and standard deviations (SD) for main- and interaction effects of role (victim/ offender) and the dependent variables expectations in VOM related to the need to restore agency.

3. Expectations in VOM (related to restore agency)	offenders	55	3.62	.12	0.04	.84
	victims	69	3.60	.10		
	Impaired agency	60	3.63	.11		
	Impaired moral image	64	3.58	.11	0.14	0.71
	Offender* agency	27	3.77	.16		
	Offender*moral image	28	3.47	.16		
	Victim*agency	33	3.50	.15	2.34	.13
	Victim*moral image	36	3.68	.14		

Note. All variables were measured on a 5-point Likert scale.

Appendix B: Survey

Victim Offender Mediation

Q2 Lieber Respondent, danke, dass du dich bereit erklärst, an dieser Studie teilzunehmen. Diese führe ich im Rahmen meiner Bachelorarbeit an der Uni Twente durch. Thema dieser Arbeit ist der Kontakt zwischen Tätern und Opfern nach einem Verbrechen. Es gibt weltweit verschiedene Programme, die außergerichtlich den Kontakt zwischen beiden Parteien herstellen, damit im besten Falle ein Austausch über die Motive, den Vorfall selbst und die Folgen stattfinden kann; Opfern und Tätern wird auf Wunsch die Möglichkeit gegeben, „Dinge loszuwerden“ und offene Fragen anzusprechen. Teilnahme erfolgt auf freiwilliger Basis - damit solch ein Gespräch stattfindet, ist die Zustimmung beider Parteien erforderlich. Die Umfrage dauert ca. 10 Minuten; wichtig ist, dass du die Fragen so ehrlich wie möglich beantwortest; es gibt keine richtigen oder falschen Antworten. Natürlich kannst du jederzeit die Umfrage abbrechen, allerdings können nur vollständig ausgefüllte Fragenlisten verwendet werden. Selbstverständlich ist die Teilnahme anonym und die Daten werden ausschließlich im Rahmen dieser Untersuchung verwendet. Bei Fragen kannst du gern Kontakt mit mir aufnehmen. Vielen Dank für deine Hilfe! Florian Bonensteffen
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Q47 Zustimmungserklärung: Hiermit erkläre ich, dass ich auf eine für mich deutliche Art und Weise über die Methode und den Ablauf dieser Untersuchung informiert wurde. Ich stimme freiwillig der Teilnahme an dieser Untersuchung zu und habe das Recht, diese Zustimmung jederzeit zu widerrufen. Ich weiß, dass ich jederzeit die Umfrage vorzeitig beenden kann und wurde darüber in Kenntnis gesetzt, dass die Daten dieser Umfrage anonym und vertraulich behandelt werden. Falls meine Ergebnisse für wissenschaftliche Publikationen oder auf andere Weise öffentlich verwendet werden, findet dies vollständig anonym statt. Meine persönlichen Angaben werden nicht von dritten eingesehen ohne meine ausdrückliche Zustimmung. Ich bin einverstanden:

- ☐ ja (1)
- ☐ nein, doch nicht (2)

Q48 Es folgt ein fiktives Szenario eines Überfalls. Stell dir vor, du bist derjenige, der den Überfall begangen hat. Versuche, dir so gut wie möglich vorzustellen, was du als Täter tun würdest und wie du dich dabei fühlst. Nimm dir Zeit, das Szenario in aller Ruhe zu lesen; anschließend ist es nicht mehr möglich, dieses noch einmal aufzurufen. Im Anschluss werden einige Fragen zum Geschehen gestellt. Der Überfall ereignete sich letzten Samstag. Ein Zeuge beschreibt den Vorfall wie folgt (nächste Seite):

Q46 Es ist Samstag Abend. Jemand steht am Geldautomaten und hebt Geld ab. Sonst ist niemand zu sehen. Die Person zieht das Geld aus dem Automaten und will sich umdrehen, als plötzlich eine zweite Person wie aus dem Nichts eine Hand an ihre Schulter legt. Man hört Schreie. Es kommt zum Handgemenge. Der Angreifer holt aus und trifft den anderen am Kopf. Der Täter greift nach dem Portmonee, reißt es dem Opfer aus der Hand und rennt weg. Das Opfer bleibt geschockt stehen und fasst sich an die Stirn, von der Blut tropft. Alles ging in Sekundenschnelle. Einige Zeit später konnte die Polizei den Täter aufgrund der Beschreibung des Zeugen festnehmen. Dieser befindet sich in Polizeigewahrsam.

Q26 In den folgenden Tagen fällt es dir schwer, deinem Alltag nachzugehen. Die Szenen, die sich abgespielt haben, siehst du immer wieder vor deinem inneren Auge. Du fühlst dich hilflos und schwach, Du versuchst, dich abzulenken, aber fühlst dich leer.

Q30 Es folgt ein fiktives Szenario eines Überfalls. Stell dir vor, du bist derjenige, der überfallen wird. Versuche, dir so gut wie möglich vorzustellen, was du als Opfer tun würdest, wie du dich fühlst und welche Wirkung der Überfall auf dich hat. Nimm dir Zeit, das Szenario in Ruhe zu lesen; anschließend ist es nicht mehr möglich, dieses noch einmal aufzurufen. Im Anschluss werden einige Fragen zum Geschehen gestellt. Der Überfall ereignete sich letzten Samstag. Ein Zeuge beschreibt den Vorfall wie folgt (nächste Seite):

Q27 In den folgenden Tagen denkst du oft an das, was geschehen ist. Vor deinem inneren Auge spielen sich immer wieder die Szenen ab, die du erlebt hast. Du würdest dich gern anderen anvertrauen, aber hast große Angst vor dem, was andere von dir denken werden und wie dich andere beurteilen. Du bist das erste Mal in eine solche Situation gekommen.

Q41 Wie würdest du das Gefühl von Kontrolle in deinem Leben beschreiben, wie du es jetzt, nach dem Überfall, erfährst (Das Maß, inwieweit du Dinge in deinem Leben beeinflussen kannst)? Auf einer Skala von 1-10, wobei 1 sehr niedrig ist, 10 sehr hoch?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)	8 (8)	9 (9)	10 (10)
sehr niedriges Gefühl von Kontrolle:sehr hohes Gefühl von Kontrolle (1)	<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"/>

Q42 Wie würdest du das Gefühl von sozialer Akzeptanz in deinem Leben beschreiben?

(In anderen Worten: Wie, meinst du, sehen dich andere?) Auf einer Skala von 1-10, wo 1 sehr niedrig, 10 sehr hoch ist, habe ich ein

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)	8 (8)	9 (9)	10 (10)
sehr niedriges Gefühl sozialer Akzeptanz:sehr hohes Gefühl sozialer Akzeptanz (1)	<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"/>

Q31 Gib an, inwiefern du die untenstehenden Emotionen nach 2 Wochen nach dem Überfall erfährst.

Wenn ich zwei Wochen später an den Vorfall zurückdenke, fühle ich mich....

	stimme gar nicht zu (1)	stimme nicht zu (2)	neutral (3)	stimme zu (4)	stimme sehr zu (5)
schwach (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ausgegrenzt (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hilflos (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
minderwertig (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
unsicher (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
alleingelassen (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
gehemmt (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
wenig selbstbewusst (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
von meiner Familie nicht akzeptiert (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
von anderen verstanden (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In meiner Ehre verletzt (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
von der Gesellschaft, in der ich lebe, akzeptiert (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
beschämt (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
erniedrigt (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q29 Nach dem Verbrechen habe ich das Bedürfnis, dass...

	trifft gar nicht zu (1)	trifft nicht zu (2)	neutral (3)	trifft zu (4)	trifft sehr zu (5)
die andere Partei mich und meine Situation verstehen kann (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
zu wissen, wie die andere Partei mich sieht (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q45 Nachdem ich den Überfall miterlebt habe, habe ich das Bedürfnis....

	trifft gar nicht zu (1)	trifft nicht zu (2)	neutral (3)	trifft zu (4)	trifft voll zu (5)
nach stärkerer gesellschaftlicher Integration (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass der andere sich seiner Verantwortung bewusst ist (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
selbstständig die Situation "in den Griff" zu bekommen (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mein Ehrgefühl zu stärken (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informationen von und über den/ die andere zu bekommen (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mein Gefühl von Macht wiederherzustellen (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mein Gefühl von Kontrolle zu stärken (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mich vor anderen zu rechtfertigen (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Angst vor gesellschaftlicher Ausgrenzung entgegenzuwirken (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
nach positiver Beurteilung von anderen (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mein Gefühl von Einflussnahme zu stärken (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 Du bekommst von einem Polizisten die Information, dass es in bestimmten Fällen die Möglichkeit gibt, zwischen Tätern und Opfern Kontakt im polizeilichen Rahmen, d.h. unter sicheren Umständen unter Begleitung eines Vermittlers, herzustellen. Du erfährst, dass solch ein Kontakt, auch Täter- Opfer Mediation genannt, in deinem Fall möglich wäre. Die

Teilnahme ist freiwillig. Ein Gespräch findet deshalb nur dann statt, wenn Täter und Opfer ihre Zustimmung geben. Du überlegst, teilzunehmen. Im Folgenden werden dir einige Fragen hierzu gestellt.

Q33 Ich denke, an solch einem Gespräch teilzunehmen wäre für mich...

	stimme gar nicht zu (1)	stimme nicht zu (2)	neutral (3)	stimme zu (4)	stimme voll zu (5)
sinnvoll (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
wertvoll (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
schädlich (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
wichtig (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
nützlich (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
nachteilig (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34 Nachdem ich den Überfall mitgemacht habe...

	stimme gar nicht zu (1)	stimme nicht zu (2)	neutral (3)	stimme zu (4)	stimme voll zu (5)
bin ich bereit, an Täter- Opfer Mediation teilzunehmen (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
würde ich auf eigene Initiative an Täter- Opfer Mediation teilnehmen (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
will ich dem Gegenüber Fragen stellen (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
fühle ich mich motiviert, an Täter- Opfer Mediation teilzunehmen (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
würde ich auf Initiative der Gegenseite an Täter- Opfer Mediation teilnehmen (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
fühle ich mich im Hinblick auf mein soziales Umfeld motiviert, an Täter- Opfer Mediation teilzunehmen (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- habe ich das Bedürfnis, an Täter- Opfer Mediation teilzunehmen (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

möchte ich den Gegenüber persönlich sehen (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
möchte ich nicht an einem Gespräch mit der anderen Partei teilnehmen (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
bin ich bereit, Fragen der anderen Partei zu beantworten (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q36 Wenn ich an einem Gespräch teilnehme, erhoffe ich mir,...

	stimme gar nicht zu (1)	stimme nicht zu (2)	neutral (3)	stimme zu (4)	stimme voll zu (5)
dass es mir die Möglichkeit gibt, sozialer Ausgrenzung entgegenzuwirken (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass mir die Möglichkeit gegeben wird, mich und meine Situation zu erklären (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass die Gegenpartei) mich und meine Situation versteht (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass es mir hilft, mein Gefühl von Kontrolle zu stärken (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass der andere mich respektiert (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass es mir hilft, das Geschehen zu verarbeiten (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass es mir hilft, mein Selbstwertgefühl zu stärken (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
dass der andere Verständnis für mich zeigt (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q31 Inwieweit kannst du der folgenden Aussage zustimmen: Ich konnte mich gut in die Situation hineinversetzen

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)	8 (8)	9 (9)	10 (10)
überhaupt nicht:sehr (1)	<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"/>

Q39 Inwieweit kannst du der folgenden Aussage zustimmen: Ich konnte mich gut in meine Rolle hineinversetzen...

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)	8 (8)	9 (9)	10 (10)
überhaupt nicht:sehr (1)	<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"/>

Q40 Wie sorgfältig hast du die Fragen gelesen und beantwortet?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)	8 (8)	9 (9)	10 (10)
nicht sorgfältig:sehr sorgfältig (1)	<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"/>

Q32 Abschließend noch ein paar allgemeine Fragen: Was ist dein Geschlecht?

- ☐ männlich (1)
- ☐ weiblich (2)

Q33 Wie alt bist du? (Bitte die Zahl eintragen)

Q34 Welche Nationalität hast du?

Q36 Was ist dein höchster Bildungsgrad?

- ☐ Kein Schulabschluss (1)
- ☐ Hauptschulabschluss (2)
- ☐ Realschulabschluss (3)
- ☐ Fachabitur (4)
- ☐ Abitur (5)
- ☐ Hochschulabschluss (6)
- ☐ Sonstiges (7)

Q37 Was machst du zur Zeit?

- ☐ Ausbildung (1)
- ☐ Angestellte (2)
- ☐ Selbstständig (3)
- ☐ Student/In (4)
- ☐ Sonstiges (5)

Q38 Warst du schon einmal Opfer eines Verbrechens?

- ☐ ja (1)
- ☐ nein (2)
- ☐ keine Angabe (3)

Q39 Kennst du jemanden aus deiner direkten Umgebung (Familie, Freunde) der schon mal Opfer eines Verbrechens wurde?

- ☐ ja (1)
- ☐ nein (2)
- ☐ keine Angabe (3)

Q40 Hast du selbst schon mal ein schwerwiegendes Verbrechen (z.B. Körperverletzung, Diebstahl) begangen?

- ☐ ja (1)
- ☐ nein (2)
- ☐ keine Angabe (3)

Q41 Kennst du jemanden aus deiner direkten Umgebung, der schon mal ein schwerwiegendes Verbrechen (z.B. Körperverletzung, Diebstahl) begangen hat?

- ☐ ja (1)
- ☐ nein (2)
- ☐ keine Angabe (3)

Q30 Hast du schon einmal an Täter- Opfer Mediation teilgenommen?

- ☐ ja (1)
- ☐ nein (2)

Q43 Du hast das Ende der Umfrage erreicht! Vielen Dank für deine Teilnahme. Ziel dieser Studie ist es, herauszufinden, welche Faktoren einen Täter und ein Opfer dazu bewegen, einem Gespräch mit dem Gegenüber zuzustimmen. Es wird vermutet, dass bei Tätern das Gefühl von Angst vor gesellschaftlicher Ausgrenzung eine entscheidende Rolle spielt; um dem entgegenzuwirken, wird in vielen Fällen der Kontakt zum Opfer gesucht, um sich beispielsweise zu entschuldigen. Das Opfer, so wird vermutet, hat das Bedürfnis, sein Selbstbewusstsein und das Gefühl von eigener Stärke und Kraft wiederherzustellen, indem das Gespräch mit dem Täter gesucht wird, um Fragen zu stellen, anzuklagen, etc. Diese Studie, in der der Teilnehmer in einem fiktive Szenario entweder die Rolle des Täters oder die des Opfers eingenommen hat, soll Aufschluss darüber geben, ob diese Annahme tatsächlich auch belegt werden kann. Möchtest du mehr darüber und über die Ergebnisse dieser Studie erfahren, kannst du mich gern kontaktieren! (f.bonensteffen@student.utwente.nl). Nochmals hartelijk bedankt en een fijne dag! (bitte unten rechts auf den Pfeil klicken, um deine Angaben zu sichern!)