

**Master thesis**

# Predicting and evaluating participation in ICT forms of victim-offender mediation



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**UNIVERSITY OF TWENTE.**

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# **Predicting and evaluating participation in ICT forms of victim-offender mediation**

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## **Acknowledgements**

After an intensive period of eight months it is finally time to write the last part of my thesis: the acknowledgements. Writing this thesis was a period in which I learned a lot and in which I experienced growth on both personal and educational level. It has been a rocky road sometimes, but overall it has been a great process. Even though I got a lot of independence creating and writing this research, I could not have done it without the help of some very important people.

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## **Abstract (ENG)**

This research was conducted to examine the role of the need to restore the feelings of agency, the need for information, the emotional need and the need to mentally cope with the crime on the willingness to participate in VOM and the preference for (new and existing) communication forms. The effects of an apology given through the different communication channels on the feelings of fear and anger among victims were examined.

It was expected that people with higher needs, prefer a richer form of communication, but this relation would be influenced negatively by strong feelings of fear and the estimation that the offender would be insincere. It was also expected that for victims perceiving the apology as richer, feelings of fear and anger declined more. We expected that the perceived sincerity of the apology would mediate this relationship.

Participants imagined being a victim by reading a scenario of a violent robbery. The possibility of VOM was explained and participants choose if they were willing to participate and which form of communication they preferred. Subsequently they received an apology of the offender through the preferred communication channel. Participants who were not willing to participate were randomly assigned to one of the communication forms.

Results showed that the need for information is a strong predictor for participation in mediation. When an apology was perceived as richer, the feelings of fear and anger declined more strongly and this relation was explained by a higher perceived sincerity of the offender. When people involuntary participated in VOM their feelings of fear and anger declined less, because they perceived the apology as less sincere in comparison to people who voluntary participated.

This research is a good starting point for future research about new communication forms in VOM, because online forms of communication show promising effects.

## **Abstract (NL)**

Dit onderzoek werd uitgevoerd om te onderzoeken wat de rol is van de behoefte om macht te herstellen, de behoefte aan informatie, de emotionele behoefte en de behoefte om het misdrijf te verwerken op de bereidheid om deel te nemen aan bemiddeling en welke (nieuwe of bestaande) communicatievorm geprefereerd wordt. De effecten van een excuus gegeven via de verschillende communicatievormen zijn onderzocht.

Er werd verwacht dat participanten met hogere behoeftes een rijkere vorm van communicatie prefereren, maar dat deze relatie negatief werd beïnvloed door gevoelens van angst en de inschatting van de oprechtheid van de dader. Ook werd verwacht dat voor mensen die het excuus als rijker ervoeren, de gevoelens van angst en woede meer daalden en dat deze relatie werd verklaard doordat het excuus als oprechter werd ervaren.

Participanten moesten zich inleven in een slachtofferrol door het lezen van een scenario over een gewelddadige overval. De mogelijkheid van bemiddeling werd uitgelegd en de participanten kozen of ze deel wilden nemen en via welke communicatievorm. Daarna ontvingen ze een excuus van de dader via de communicatievorm van hun voorkeur. Participanten die niet wilden deelnemen aan bemiddeling werden random toegedeeld aan een van de communicatievormen.

Resultaten lieten zien dat de behoefte aan informatie een belangrijke voorspeller is voor deelname in bemiddeling. Ook blijkt dat wanneer een excuus werd gezien als rijker, de gevoelens van angst en woede meer daalden en deze relatie werd verklaard door een hogere ervaren oprechtheid van het excuus. Wanneer mensen onvrijwillig deelnamen, daalden de gevoelens van angst en woede minder, doordat ze het excuus als minder oprecht ervoeren.

Dit onderzoek is een goed beginpunt voor vervolgonderzoek naar nieuwe online vormen van communicatie in het bemiddelingsproces, omdat de online vormen van communicatie veelbelovende resultaten laten zien.

## Introduction

Slachtoffer in Beeld (SiB or Victim in Focus) is a Dutch organization that provides victim-offender mediation (VOM). Their goal is to help victims and offenders of criminal offences to cope with the crime, by giving the offender and the victim the opportunity to talk to each other, either through face-to-face communication, letter exchange or through shuttle mediation<sup>1</sup>. In this way they strive for mutual respect and contribute to the emotional restoration for both victim and offender (Slachtoffer in Beeld, 2015). Participation is completely voluntary and SiB supports and guides if necessary.

This way of helping people to process the offense, is based on restorative justice. In restorative justice the key players are directly involved parties of the crime- the victim, offender and their families (Roach, 2000). The goal is bringing offenders and victims together to make clear that wrong has been done and to provide some sort of restoration (Roach, 2000). It is giving the conflict back to the direct parties: victim and offender.

VOM is an example of restorative justice and has promising effects. Most of the victims and offenders who participated in VOM were satisfied with the process (Latimer, Dowden & Muise, 2005; Umbreit, Coates & Roberts, 2000). Another positive effect seems to be a reduction in the amount of fear victims have towards the offender (Umbreit et. al., 2000). Zebel (2012) and Umbreit (1991) found the same results and they also concluded that victims display a reduction in anger towards the offender. Note that Zebel (2012) found the effect on anger only when face-to-face mediation occurred.

Despite these positive effects, more than 50 percent of the applications for VOM do not lead to mediation (Zebel, 2012). Participation rates vary between 40 and 60 percent (Umbreit et. al., 2004). One reason why people decline face-to-face mediation, could be because they believe that direct contact is too confronting (Shapland et. al., 2007). However direct forms of mediation seem to have a more positive effect than indirect forms of mediation (Zebel, 2012). It is a challenge to understand why people participate and what the effects are, so the process can be adjusted to the needs victims and offenders have.

Recent technological developments make it able to communicate through online platforms, such as video calling. To test if these online communication forms provide the best of both worlds- the effects of direct forms of communication without the confrontation of meeting the offender- this research examines new forms of communication within the victim-offender mediation process. This research will be answering the following research questions: *In what way do psychological needs determine which form of communication is preferred during mediation? And what are the effects of an apology given through different communication forms?*

Getting an answer to the research questions is important for different reasons. First of all this research examines new possible reasons why victims are or are willing to participate in VOM, which will contribute to theory. It is the first research that examines the effects of new

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<sup>1</sup> Shuttle mediation: a mediator gives the message from one party (the offender) to the other party (the victim). The victim and offender do not have direct contact with each other.

communication forms within VOM. It is also important for institutions like SiB. They can facilitate mediation processes that better fit the needs of victims which may lead to better successes in VOM and more participation.

In the remainder of this introduction participation and non-participation in relation to the different psychological needs victims have will be examined. After this the new forms of mediation will be analyzed based on the media-richness theory. Then the importance of the apology during mediation will be explained.

### **Victims' needs**

Before restorative justice was introduced in contemporary criminal justice systems, the justice system used a retributive justice paradigm (Wenzel, Okimoto, Feather & Platos, 2008). The main difference is that in the former the state was viewed as the primary victim and the offender and direct victim had a passive role. Restorative justice makes sure that the direct involved parties have an active role instead (Bradshaw et. al., 2006; Roach, 2000; Umbreit, 1991). Victim-offender mediation is an example of restorative justice, which is primarily dialogue driven and communication is facilitated by a mediator (Umbreit, 1991). Most important in VOM are the informational and emotional needs that victims have that are central to the healing process (Umbreit, 1998). This research focuses on four different needs: the need to restore the feelings of agency, the need for information, emotional needs and the need to mentally cope with the crime.

The need to restore agency, is introduced by Shnabel and Nadler, (2015). Their research builds upon the needs-based model of reconciliation, which is based on the assumption that reconciliation between the victim and the offender cannot be achieved until different needs are fulfilled (Shnabel and Nadler, 2008). Theories of reconciliation stress that merely focusing on satisfying the instrumental needs of opponents, such as an economical need, does not resolve the conflict (Rusbult & Van Lange, 1996). It also depends on satisfying the emotional needs. In their model, Schnabel and Nadler (2008) propose that when a person is victimized it threatens their feelings of agency: feelings of control, power and influence (Shnabel & Nadler, 2015). The need of the victim would therefore be to restore their feelings of agency (Shnabel & Nadler, 2015). Once this need is fulfilled, which can be done through a message of empowerment, there will be increased willingness to reconcile (Shnabel & Nadler, 2008; Shnabel & Nadler, 2015).

We propose that an alternative way to restore this feeling of agency is through mediation. When mediation takes place, the offender can acknowledge his responsibility, which leads to some sort of debt that only the victim can take away, by granting forgiveness (Shnabel and Nadler, 2008). The fact that only the victim can grant forgiveness, probably gives some sense of control and power. Getting an apology then also heightens the feelings of agency (Shnabel & Nadler, 2015). This need to restore agency appears in more studies but it is called 'having an impact'. What this impact contains is very divergent: it could help the offender (Coates & Gehm, 1999; Wemmers & Cyr, 2004; Umbreit, Coates & Vos, 2004); it could make the offender aware of his or her responsibilities (Coates & Gehm, 1999; Wemmers & Cyr, 2004; Umbreit et. al., 2004); share pain with the offender (Umbreit et. al., 2004); and/or letting the offender know what the

impact was (Boom et. al., 2008; Wyrick & Constanzo, 1999). If someone participates in VOM to have an impact on the offender, this seems to be some sort of need to restore the feelings of agency: I choose to participate in VOM, because in this way I can have influence on the offender.

The need for information is derived from the study of Boom et al., (2008). Victims have a need to know more about the offense, offender and his motives (Boom et. al., 2008). Reeves (1999) also concluded that victims participate in VOM because they are curious and because they want to know why offenders committed the act.

The third need is the emotional need. Boom et. al., (2008) describe the emotional need in relation to the offender as recovery/restoration, repair of relationships and mentally coping with the crime. Victims have the need to repair the relationship with others and to deal with the crime, which can be done by mediation. This need is somewhat more related to the victim itself and its own recovery. Most of the emotional needs deal with processing the crime, restoration/recovery and closure (Boom et. al., 2008).

Although emotional needs are different described as the other needs mentioned, within the research of Schnabel and Nadler (2008) the need to restore the feelings of agency is also defined as an emotional need. This implies that there is a need working as an umbrella. Victims have the need to mentally cope with the crime and to get closure. To accomplish this they might need to restore their feelings of agency. The same might apply to the need for information. Victims could have the need for information, to put everything into place and cope with it. The emotional need per se, is more direct related to mediation, such as meeting the offender. The three needs mentioned might all fall under the need to mentally cope with the crime. This leads to the following hypothesis:

*H1: The need to restore the feelings of agency, the need for information and the emotional needs, all fall under the same construct: the need to mentally cope with the crime.*

There are also reasons why people are not willing to participate in VOM. Most victims who refuse to participate do this because they are afraid of the offender (Gehm, 1999) or they do not believe the sincerity of the offender (Niemeyer & Schichor, 1996; Wemmers & Cyr, 2004). Not willing to meet the offender also depends on the level of fear according to Gehm (1999).

To get an idea of how these needs might determine whether victims are willing to participate in VOM and how these needs determine the preference of the communication form for VOM, existing and new forms of mediation will now first be discussed. This is based on the media richness approach.

### **The richness approach to communication**

Until now most forms of mediation in practice are either face-to-face mediation or mediation through letter exchange. SiB also applies shuttle mediation. Because technology these days is a very important tool and people communicate a lot through online media, it is interesting to examine whether people prefer online over offline communication and in which particular form. Besides



that it is very interesting if there is a communication form which has the positive effects of face-to-face mediation, but is less confronting.

In the literature different forms of communication can be divided and classified based on the media richness theory. The term media richness can be defined as follows: “media richness refers to the information-carrying capacity of the medium” (Dainton & Zelaya, 2014 p.184). The richness of a medium can be determined by assessing four characteristics: speed of feedback, ability to personalize the message, availability of multiple cues and language variety (Daft & Lengel, 1986). Face-to-face communication has the highest richness, because people can provide immediate feedback, can alter their message to the person, and make use of non-verbal cues. A letter on the other hand is low in richness, because one cannot provide immediate feedback and there is a lack of nonverbal cues.

Swaab, Galinsky, Medvec and Diermeier (2012) use the term richness approach to refer to a two-dimensional model based on the characteristics of different richness theories. The two dimensions are synchronous versus asynchronous communication and face-to-face versus text-based communication. Synchronous and asynchronous communication refers to the possibility of providing direct feedback (Dainton & Zelaya, 2014). The other dimension describes the presence of visual and vocal cues (Swaab et. al., 2012). The following sections describe the different forms of communication used in this research based on the richness approach, to determine which forms are richer and which forms are poorer.

### **Introducing new forms of mediation**

The forms of mediation that will be examined within this research are face-to-face mediation, video calling, shuttle mediation, chatting and letter or email exchange. These forms are put into order from most rich to least rich.

Face-to-face mediation is the richest form of mediation (Daft & Lengel, 1986; Dainton & Zelaya, 2014). In a conversation one can provide immediate feedback, so it is synchronous communication and it contains both visual and vocal cues, such as eye contact, intonations and bodily communication. Video calling is comparable to face-to-face communication. Both are synchronous forms of mediation. The bodily cues send through video calling can be the same if the camera is well adjusted and shows the whole body. One big difference between these two is that during video calling one cannot make eye contact. This is due to a wrong eye gaze angle (Tam, Cafazzo, Seto, Salenieks & Rossos, 2007). The camera is most often placed above the display, whereby the observer perceives the other as looking down rather than in the eye (Chen, 2002; Tam et. al., 2007). This difference between the two communication channels can cause a big difference in the effect of the mediation, because eye contact is a very important factor for natural communication (Chen, 2002)<sup>2</sup>.

Shuttle mediation needs a different approach. Even though it is richer in cues, it is questionable whether it has better effects on the feelings of anger and fear than for example letter

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<sup>2</sup> Although there are ways to prevent the eye gaze angle, for this research it is the question if eye-contact is an important factor. That is way in this research the eye gaze angle must be present.

exchange or e-mail exchange. Within shuttle mediation the mediator shuttles between the victim and the offender and provides the messages sent from the other party. For example, the offender tells his or her apology to the mediator and then the mediator tells the apology to the victim. This form is richer in cues than letter exchange or chatting, because it has vocal and visual cues. However the mediator may give wrong intonations, which may cause negative effects on anger and fear. So the effects might be less (or reversed even) in comparison to letter exchange, e-mail exchange and chatting even though it is a richer form of mediation.

After shuttle mediation the richest form of communication is chatting. Chatting means the exchange of messages online in real time with one or more people using a computer network (Oxford dictionary). This is also a synchronous form of communication, because one can give immediate feedback. The face-to-face cues on the other hand are missing, so it is text-based communication.

Letter and e-mail exchange are even less rich. Both are asynchronic forms of communication and fully text-based, without further social cues. Letter exchange is however a bit more asynchronic because it takes longer to send. It can take two days before a letter is received. An e-mail needs seconds. Thereby it is expected that the youth prefer emailing above writing letters, because emailing probably fits better to the experience of the youth. Nowadays youth even do not write emails anymore but prefer instant text messaging such as Whatsapp (De Gelderlander, 2014; Mortelmans & De Reyt, 2003).

We can now turn to the relationship between the needs victims have and the preference of the communication channel. As said before victims have the need to restore their feelings of agency. This has to do with having an impact on the offender. If a communication channel has both verbal and non-verbal cues, it is expected to have a greater impact. That is why it is expected that people with a higher need to restore their feelings of agency prefer a more rich form of communication. The same is expected for the need for information. People with a higher need for information, prefer a richer form of mediation because the non-verbal cues give more information than only text-based communication. The richness of the preferred form of communication is also expected to be higher, if the emotional needs are higher. Through nonverbal cues people give a lot away about their emotions (Cunningham, 1977). Facial expressions sometimes say even more than vocal sounds (Cunningham, 1977). A richer form of communication has more of these nonverbal cues. If people have higher emotional needs, they probably prefer a richer form, because this provides more emotional input. Based on this the following hypothesis can be made:

*H2: The higher the need to restore the feelings of agency, the need for information, the emotional needs and the need to mentally cope with the richer the preferred form of communication.*

On the other hand the literature indicates that people are not willing to participate because they are afraid of the offender or they are questioning the sincerity of the offender (Gehm, 1996; Niemeyer & Schichor, 1996; Wemmers & Cyr, 2004). Even though victims do have different needs and these

needs can be fulfilled through mediation, their fear towards the offender can be of such an extent that people either do not want to participate or they choose a medium that is lower in richness. This lead to the following hypothesis:

*H3: The relation between the higher levels of needs and the richness of the preferred form of communication is negatively influenced by feelings of fear towards the offender and a higher estimation of the insincerity of the offender.*

### **The importance of an apology**

The second aim of this research is measuring the effects of the different forms of media. This will be done by providing apologies, because an apology is a key aspect of the mediation process (Choi, Bazemore & Gilbert, 2012). Choi and Severson (2009) conducted a research to examine the effects of apologies given by the offender. They concluded that although victims accepted the apology given by the offender, they did not think it was sincere (Choi and Severson, 2009). One explanation for this is the non-verbal cues one gets during an apology, which determines the sincerity (Lee, 2005). In some cases Choi and Severson (2009) observed that non-verbal behaviors were absent. The effect of non-verbal cues also seems apparent in the study of Zebel (2012). He conducted a study in which he examined the differences in effect between face-to-face mediation and letter exchange. It was concluded that face-to-face mediation has positive effects as it reduced both fear and anger among victims, while mediation through letter exchange only had a positive effect<sup>3</sup> on fear. The richness of a letter is lower than the richness of face-to-face contact, mostly due to the missing of non-verbal cues during letter exchange. Based on the findings of Choi and Severson (2009), the better effects of mediation are due to the richness the used medium has. This gives the following hypothesis:

*H4: The more rich the apology is perceived<sup>4</sup>, the less fear and anger people have after receiving the (same) apology.<sup>5</sup>*

Also the sincerity of an apology is very important for fulfilling the needs of victims (Choi et. al., 2012). Choi and Severson (2009) concluded that the perceived sincerity depends on the nonverbal cues of the apology. A richer form of mediation contains more (nonverbal) cues. That is why the apologies given by these forms of mediation, are probably perceived as more sincere. This gives the following hypothesis:

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<sup>3</sup> A positive effect means, that after receiving mediation the amount of fear and anger one has, declines or disappears.

<sup>4</sup> Participants will determine how rich they thought an apology was. Their estimation of the richness will be used to analyze the hypothesis and not the order of richness given according to the media richness theory. This order might differ from the experience the participants may have.

<sup>5</sup> The apologie used in this research is given through different communication forms. The content of the apology is the same in every communication form.

*H5: The richer the medium is perceived, the more the (same) apology is perceived as sincere.*

It is expected that the effect of the perceived richness on the decline of the feelings of fear and anger will be explained, by the apology being perceived as more sincere. This leads to the following hypothesis:

*H6: The relation between the perceived richness of the form of mediation and the lessening of the feelings of fear and anger, is explained by the perceived sincerity of the (same) apology.*

Until now it is expected that a richer form of communication has stronger effects on the feelings of anger and fear. Swaab et. al., (2008) conducted a study to examine whether a rich medium always is the best communication channel. If persons have a noncooperative orientation during a negotiation with a rich communication form the results are negative, because people may interpret others actions wrong and are more self-centered (Swaab et. al., 2008). If persons have neutral orientation, which means they are not sure if to be cooperative or noncooperative, the results are positive when there is a rich communication form present. The reason for this is that the verbal and non-verbal cues make people see the opponent as cooperative, because they getting to know the opponent (Swaab et. al., 2008). Hence that these cues must have a positive impact, to get a cooperative orientation (Swaab et. al., 2008). Victims probably have a neutral orientation. On the one hand they might be cooperative because they want to help offender (Umbreit et. al., 2004), but on the other hand they fear the offender (Cyr, 2004). A richer form of communication during mediation then will probably have better effect. This seems to be the case, because face-to-face mediation has better effects than letter exchange (Zebel, 2012). Within this research participants will be provided with an apology given through the communication channel they choose. If participants however decide to not take part in the mediation process, they still get an apology<sup>6</sup>. These participants probably have a noncooperative orientation. When they are provided with a rich form of communication the effects on the feelings of anger and fear will probably be negative. This leads to the following hypothesis:

*H7: The negative relation between the richness of the form of mediation and the feelings of fear and anger is negatively influenced by an involuntary choice.*

The hypotheses are summarized in the research model, which can be seen in figure 1.

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<sup>6</sup> People who are unwilling to participate are random assigned to one of the six communication forms. See the research design for more information.

## Current research

This research will examine how the need to restore the feelings of agency, the need for information, the emotional need and the need to mentally cope with the crime determine the preference of communication channel in VOM for victims. Participants read a scenario imaging being the victim. Subsequently choosing if they are willing to participate in VOM and which form of communication they prefer: face-to-face mediation, video calling, shuttle mediation, chatting, email exchange or letter exchange. Participants receive an apology from the offender through their preferred communication channel. This means that there is no synchronous communication. Someone not willing to participate will be randomly assigned to one of the six communication channel. This will answer the question of what the effects of the apology are.

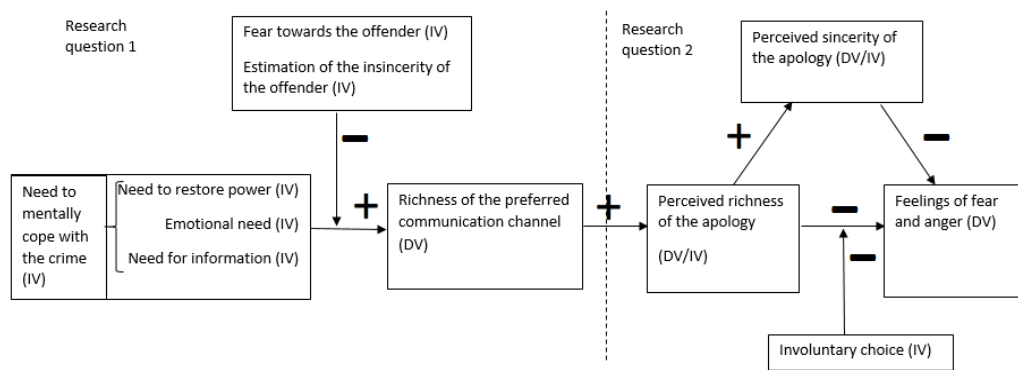


Figure 1: research model (IV=independent variable DV=dependent variable)

## Method

### Research design

Figure 1 provides an overview of the independent and dependent variables used in this study and the relationships between those variables. This study is quasi-experimental, because participants cannot be random assigned to one of the communication channels: it was a voluntary choice. They had to choose one out of seven mediation options: no mediation, face-to-face mediation, video calling, shuttle mediation, chatting, email exchange or letter exchange.

Two variables, the richness of the apology and the perceived sincerity of the apology, functioned as both dependent and independent variable. The perceived richness of the apology was dependent because it was expected that if the richness of the preferred communication channel based on the media richness approach was higher, the perceived richness was also higher. It was independent because it explained the feelings of anger and fear and the perceived sincerity. The perceived sincerity was both a dependent and independent variable, because it is expected to be a mediator.

## Participants

Through snowball and convenience sampling, in total 429 people started with the questionnaire but 246 people completed the study. 245 of these completed studies could be used in the analysis<sup>7</sup>. The response rate was 57.3 percent. 75.1 percent of these participants were female (n=184) and 24.9 percent was male (n=61). The average age was 25.6 years and varied between 18 and 62 years of age. The majority of the participants were Dutch, 78.4 percent (n=192). The other participants were German (n=53). There were only a few participants who have been victimized, 14.7% (n=36) and some more who knew someone who have been victimized, 37.1% (n=91). There were even less participants who said that they committed a crime once in their life, 2.4% (n=6) or knew someone who committed a crime, 15.9% (n=39).

Although the goal of 250 participants was almost completed, there was no perfect distribution of the participants over the different communication channels. Some communication channels were chosen by only a few participants (n=10). Because of this it was decided to merge the letter exchange and email exchange channels. As explained before, these channels are almost the same, except that a letter takes longer to arrive. This was however not present in this study, because there was no real interaction. For the involuntary choice it was not a problem if some channels only contained a few participants, because all channels were merged together as one variable: involuntary participation. In Table 1 an overview is given of the distribution of participations across the different channels.

Table 1

*Distribution of the participants per communication channel (n=245)*

Communication channel	Voluntary participated (n)		Involuntary participated (n)	
	Before merging	After merging	Before merging	After merging
Face-to-face	117 (47.8%)	117 (47.8%)	8 (3.3%)	8 (3.3%)
Video calling	14 (5.7%)	14 (5.7%)	6 (2.4%)	6 (2.4%)
Chatting	20 (8.2%)	20 (8.2%)	10 (4.1%)	10 (4.1%)
Email exchange	18 (7.3%)	28 (11.4%)	11 (4.5%)	16 (6.5%)
Letter exchange	10 (4.1%)		5 (2.0%)	
Shuttle mediation	20 (8.2%)	20 (8.2%)	6 (2.4%)	6 (2.4%)
Total	199 (81.2%)	199 (81.2%)	46 (18.8%)	46 (18.8%)

## Materials

All participants read the same story about a person who was victim of a violent robbery while getting money out of an ATM machine. The person gets hit into the face. It was written in the 'you' writing form. Participants had to imagine they were the victim in the story. Kippers (2015) and Van der Herberg (2013) also conducted a study in which people had to imagine they were

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<sup>7</sup> One person scored the same on the feelings of fear and anger on the pretest and the posttest. This means that there could not be an effect from the apology. This person was excluded from the analysis.

victimized. Because the design used in the study is comparable to the study of Kippers (2015) the same story will be used.

Participants also received an apology based on choice for mediation form or based on random assignment<sup>8</sup>. The participants either read a written apology or saw a video. The apology given through the different communication channels were standardized in terms of the content. In that way the effects measured were due to the communication channel. The apology message was based on the points for writing an apology given by Seymour, English and Weston (2001). The offender first gives his appreciation for getting in contact with the victim and he tries to imagine what it must be like for the victim and what the impact of the crime must have been. Subsequently he admits it was a stupid mistake that should not have happened and he apologizes for it. Table 2 contains the different communication channel with a short description of the characteristics of the apology to make the differences clear. A screenshot of every type of communication is given in appendix A.

Table 2

*Description of the characteristics of the apologies per communication channel*

<b>Communication channel</b>	<b>Characteristics</b>
Face-to-face	Video recording of the offender reading his apology to the victim. It contains nonverbal cues such as body language, looking the victim in the eye and vocal cues such as tone of voice and intonations.
Video calling	Video recording of the offender reading his apology to the victim. It also contained nonverbal cues and vocal cues comparable to face-to-face communication. The difference between these two is that video calling did not contain eye contact due to the eye gaze angle.
Chatting	Picture of a chat wherein the offender typed his apology to the victim. The victim reads it of the screen. It is fully text-based.
Letter	Picture of a letter written by the offender with his apology which the victim reads. It is fully text-based.
E-mail	Picture of an e-mail written by the offender with his apology which the victim reads. It is fully text-based.
Shuttle mediation	Video recording of the mediation reading the apology of the offender to the victim. It contains nonverbal cues such as body language and vocal cues.

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<sup>8</sup> This study did not contain a real mediation process, because there was no interaction or synchronous communication. This was not possible because it was an online study.

## **Research instrument**

The research instrument consisted of 79 items. First the independent variables will be explained. After that the dependent variables will be explained. All the items can be found in the example of the questionnaire in appendix B.

### **Independent variables**

The independent variables within this research were the needs of the victims, estimation of the insincerity of the offender, the voluntariness of the participation in VOM, fear towards the offender and the perceived sincerity.

The variables the need for information, the emotional need and the need to mentally cope with the crime were all measured with three items ( $\alpha=.85$ ,  $\alpha=.78$  and  $\alpha=.85$ ). The need to restore the feelings of agency was measured with four items ( $\alpha=.82$ ). The items were based on the description of the needs by Boom et. al., (2008). An example of the need to restore the feelings of agency was: "To what extent do you want to make the offender aware of the consequences of his actions". The variable emotional need was measured with for example the question: "To what extent do you want to meet the offender". The need for information was measured with for example the question: "To what extent do you need information from the offender about the offense". An example of the variable need to mentally cope with the crime was: "To what extent do you need closure for the event".

The variable perceived sincerity of the apology was measured with three items. An example of an item was: "I doubt if the apology was sincere". The reliability of this variable was  $\alpha=.91$ .

An important independent variable was the voluntariness of the participation in VOM (yes or no). This was based on the question if people wanted to participate in VOM and which communication channel they preferred. If people choose no, they still got an apology. This was the involuntary participation.

Fear towards the offender was measured with five items ( $\alpha=.92$ ). These items were adopted from the study of Gröbe (2013). Every item was introduced with the sentence: "If I, as a victim think back to the offender after two weeks I would be ...". The dots are filled with a specific feeling. An example for the variable fear would be "nervous" or "insecure". Fear in general was measured in the same way, except for the question asked. The question asked to measure fear in general was "If I, as a victim think back to the crime after two weeks I would be ...". A factor analysis showed however that there is no distinction between the two different forms of fear, because there was one factor with an eigenvalue higher than one. It explained 58.0 percent of the variance. In the remaining of this article there will only be one variable fear. Fear on the pretest was then measured with ten items ( $\alpha=.92$ ).

The last independent variable was the estimation of the insincerity of the offender was measured with three items ( $\alpha=.82$ ). An example of an item was: "I have the feeling that what the offender is going to say to me is sincere". There was no other questionnaire to adopt these items from. The items were based on rationale thinking.



### **Dependent variables**

The dependent variables were the preference of the communication channel, the perceived richness of the apology and feelings of anger and fear. The variable preference of the communication channel was measured by asking participants if they were willing to participate in VOM and which communication channel they prefer. Within this research we had an assumption about the richness of the apologies. The face-to-face apology was considered to be most rich and the letter exchange as least rich. To examine if lay people also experience the same classification we administered five questions to participants about the richness of the apology they received ( $\alpha=.79$ ). One question was for example “The amount of information I got was sufficient”.

The feelings of anger and fear were measured two times. Before the apology was given and afterwards. In this way the effects of the apology could be determined. In the first part the variables were independent. In the second part of the study the variables were dependent. These items were measured in the same way as the variable fear as explained above. The reliability of the variable fear was  $\alpha=.93$  on the posttest. The reliability of the variable anger was  $\alpha=.86$  on the pretest and  $\alpha=.91$  on the posttest.

### **Control variables**

The questionnaire started with some questions about demographics and ended with some control questions about the extent to which people could relate to the victim in the scenario and in if there were any distractions while filling in the questionnaire. The aim of these questions was to examine if the effects found were due to the independent variables and not to other variables.

To see if the scenario had an influence on the participants comparable to real victims, the loss of control was measured. A factor analysis however showed that only two of the three items used to measure this variable, scored high on this factor<sup>9</sup>. The items ‘to which extent do you think you have difficulty coping with challenges in life’ and ‘to what extent do you have trouble with solving daily problems’ scored high on the factor with an eigenvalue higher than one and explained 59.5 percent of the variance. The item ‘to what extent do you have control over things that happen to you in life’ scored low on this factor (.29).

### **Additional variables**

Because there are some other variables that could be predicted by the richness of the apology these were also measured. These are the variables perceived suffering of the offender, perceived responsibility taking of the offender and behavioral expectations. All these variables were measured with three items adopted from the research of Giner-Sorollea and Zebel (2016) ( $\alpha=.69$ ,  $\alpha=.72$  and  $\alpha=.74$ ). An example of the variable suffering was: “I doubt whether the offender is suffering emotionally from the effects of his actions”. An example question of the variable responsibility taking was: I have the feeling that the offender takes responsibility for his actions”. The last variable, behavioral expectations, was measured with for example the question “I think that the offender is motivated to prevent repeating his actions”.

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<sup>9</sup> A factor analysis was applied to all variables. However for all the other variables, the items drafted for a specific variable, all measured the same factor.

## Procedure

The research is conducted through an online-platform, qualtrics.com. In this way a lot of respondents could participate in a very short time and it gave the possibility to reach a lot of people. Before the respondents participated they were informed that anonymity was guaranteed and that they could withdraw every single moment during the research with no further explanation. It was also noted that it would take 15 minutes to complete the questionnaire. After this the participants read the scenario imaging being a victim and they had to fill in the items measuring fear, anger, loss of control and the different needs. After this, mediation was explained and this was followed by the items measuring the construct estimation of the insincerity of the offender. Subsequently they had to choose one out of the seven options: no mediation, face-to-face mediation, video calling, shuttle mediation, chatting, email exchange or letter exchange. If someone choose no, this person was randomly assigned to one of the six communication forms. After people read or heard the apology the variables perceived richness of the apology, perceived sincerity of the apology, the additional variables and the feelings of anger and fear were measured. Note that during the study it was constantly asked what someone would choose being the victim. The questionnaire ended with some control questions about the extent to which people could imagine being the victim and with questions considering the distractions during participating.

## Results

### Overall view

In Table 3 an overview is given of the main variables used in this research. It contains the number of participants, mean score, standard deviation per variable and correlations between the variables. First thing to notice is that participant scored higher on fear and anger at the pretest ( $n=5.37$ ,  $n=5.52$ ) than on the posttest ( $n=4.01$ ,  $n=4.12$ ).

In general people scored high on the need for agency ( $M=5.55$ ), need for information ( $M=4.81$ ) and the need to mentally cope with the crime ( $M=5.87$ ) and more neutral on the on the emotional need ( $M=4.13$ ). The estimation of the insincerity and the perceived richness ( $M=4.27$ ) and sincerity of the apology ( $M=4.24$ ) were also neutral<sup>10</sup>. What is notable is the positive correlation between the perceived richness of the apology and the perceived sincerity of the apology (.51). This in accordance with what was expected according to the research model: when the apology is perceived as richer, it is also perceived as more sincere. The same applies to the negative correlation between the perceived sincerity of the apology and the feelings of fear (-.25) anger on the posttest (-.42). It is expected that when the apology is perceived is richer, the feelings of fear and anger decline more. The correlations between the perceived sincerity of the apology and the feeling of fear (.01) and anger (-.13) on the pretest are much weaker or not even significant. This means that the feelings of fear and anger do not just correlate with the variable sincerity of

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<sup>10</sup> The items were measured with a 7-point likertscale. The value of 4 was considered to be neutral, because it was also labeled in the questionnaire as neutral. The values higher than 4 were considered as high and values under 4 considered as low.

the apology, but there is probably an effect of the sincerity of the apology on these feelings, because of the apology.

Table 3

*Descriptives of and correlations between the main variables*

	N	M	SD	1	2	3	4	5	6	7	8	9	10	11
1. Fear pretest	245	5.37	0.99	-	<b>.38**</b>	.19**	.12	.16*	.28**	.19**	.14*	-.05	.05	.01
2. Fear posttest	239	4.01	1.08		-	.15*	<b>.57**</b>	.08	.07	-.05	-.04	.11	-.17**	-.25**
3. Anger pretest	245	5.52	1.00			-	<b>.40**</b>	.18**	.13*	.10	.05	-.02	-.10	-.13*
4. Anger posttest	243	4.12	1.21				-	.03	.00	-.09	-.05	.23**	-.27**	-.42**
5. Need for agency	243	5.55	1.14					-	.24**	<b>.39**</b>	.16*	-.18**	-.02	-.00
6. Need for information	242	4.81	1.47						-	<b>.39**</b>	.15*	-.22**	.02	.05
7. Emotional need	241	4.13	1.43							-	.27**	<b>-.49**</b>	.01	.16*
8. Need to mentally cope	244	5.87	1.02								-	-.17**	.09	.02
9. Estimation of the insincerity of the offender	245	4.27	1.25									-	-.18**	-.42**
10. Richness of the apology	245	4.24	1.08										-	.51**
11. Perceived sincerity of the apology	244	3.55	1.37											-

Note. \*p<0.05; \*\*p<0.01. All variables were measured on a scale of 1 to 7

### Testing the hypotheses

The first hypothesis proposed that the need to restore the feelings agency, the need for information and the emotional needs, all fall under the same construct, the need to mentally cope with the crime. A factor analysis showed however that there were four different constructs and there was no overarching construct. These four constructs together explained 72.44 percent of the variance. The first factor was named the need to restore the feelings of agency, explaining 20.3 percent of the variance. The second factor was named the need to mentally cope with the crime and explained 18.0 percent of the variance. The third factor was named the need for information and explained also 18.0 percent of the variance. The last factor was named the emotional need and explained 16.1 percent of the variance. The items used to measure the different construct all measured high (>.64) on the corresponding factor. A full description of the different constructs can be found in part 2.5, research instrument. Hypothesis one is therefore rejected, because there was no overarching construct found in a factor analysis.

### The relation between the needs of victims and preference of communication channel

The second and third hypothesis both contain predictions about the needs people have and how these needs determine whether people are willing to participate in mediation and which form of communication they prefer. To test hypothesis two - the higher the need to restore the feelings of agency, the need for information, the emotional needs and the need to mentally cope with the crime, the richer the preferred form of communication – a multinomial regression analysis was used. The independent variables were the different needs. The dependent variable was the richness of the communication form. The richness of the communication channels were subdivided in the following way. Face-to-face mediation, video calling and shuttle mediation are all communication

forms in which there is both nonverbal and verbal communication. Chatting, letter exchange and email exchange however contain only text-based information. To analyze hypothesis two (and three) the following distribution of richness is used – no mediation (n=46), verbal-nonverbal communication (which is considered as most rich) (n=151) and text-based communication (which is considered as less rich) (n=48)<sup>11</sup>. There was no significant prediction of the need for agency ( $X^2=.06$   $p=.97$ ), but a significant prediction of the need for information ( $X^2=7.87$   $p=.02$ ) and the emotional need ( $X^2=20.54$   $p<.005$ ). There was also a marginal significant effect for the need to mentally cope with the crime ( $X^2=5.25$   $p=.07$ ).

The three different groups of communication were also specifically compared to each other. When the verbal-nonverbal communication forms are compared to the no mediation group both a higher need for information and a higher emotional need positively predicted the choice for a richer form of communication compared to the no choice ( $Exp(B)=1.40$   $SE=.17$   $p=.01$ ;  $Exp(B)=1.93$   $SE=.17$   $p<.005$ ). The need for information also positively predicted the choice for a text based-form of communication compared to no mediation ( $Exp(B)=1.44$   $SE=.16$   $p=.02$ ). This means that the higher the informational needs, the richer the preferred communication channel. People with higher emotional needs prefer verbal-nonverbal forms of communication over no-mediation and text-based forms of communication. This was also visible when the verbal-nonverbal forms of communication are compared to the text-based forms of communication. The emotional need and the need to mentally cope with the crime positively predicted the choice for verbal-nonverbal form of communication compared to text-based communication ( $Exp(B)=1.53$   $SE=.15$   $p=.005$ ;  $Exp(B)=1.49$   $SE=.18$   $p=.03$ ). This again means that people who have higher emotional needs prefer a nonverbal-verbal form of communication. The same goes for people with a higher need to mentally cope with the crime, as expected. As can be seen in Tables 4 and 5 the other needs did not have any significant prediction, which is not in accordance with the hypothesis. This means that hypothesis two is partly confirmed.

Table 4

*Regression coefficients for the different needs as predictors for the preference of the richness of the communication channel (n=237) (reference category is: no mediation preferred).*

Richness	Effect	B	SE	Exp(B)	p
Verbal and non-verbal (rich)	Need for agency	.04	.17	1.04	.82
	Informational need	.34	.13	1.40	.01
	Emotional need	.66	.17	1.93	<.005
	Need to mentally cope	.25	.19	1.28	.20
Textual based (less rich)	Need for agency	.01	.19	1.01	.94
	Informational need	.37	.16	1.44	.02
	Emotional need	.23	.19	1.26	.21
	Need to mentally cope	-.16	.20	.86	.43

<sup>11</sup> This distribution was also apparent according the participants based on the means of the perceived richness.

Table 5

*Regression coefficients for the different needs as predictors for the preference of the richness of the communication channel (n=237)(reference group is: text based communication preferred).*

Richness	Effect	B	SE	Exp(B)	p
Verbal and non-verbal (rich)	Need for agency	.03	.17	1.03	.88
	Informational need	-.03	.14	.98	.85
	Emotional need	.43	.15	1.53	.005
	Need to mentally cope	.40	.18	1.49	.03

The third hypothesis - the relation between the higher levels of needs and the richness of the preferred form of communication is negatively influenced by feelings of fear towards the offender and the estimation of the insincerity of the offender – was also tested through a multinomial regression analysis. The richness of the communication form was again the dependent variable. The independent variables were the needs, the feelings of fear and the estimation of the insincerity of the offender. The two-way interactions between the needs and feelings of fear and estimation of the insincerity of the offender were added and examined. The analysis showed a significant main effect for the need for information ( $X^2=10.38$   $p=.006$ ) and for the need for agency ( $X^2=7.15$   $p=.028$ ). There is a significant interaction effect between the need for information and the feelings of fear ( $X^2=5.99$   $p=.05$ ) and a marginal significant interaction effect for the need for emotion and the estimation of the insincerity ( $X^2=5.73$   $p=.057$ ). There were no other significant effects in this model (Table 6).

Table 6

*Regression coefficients of the main effects of the needs, feelings of fear and estimation of the insincerity of the offender and the interaction effects between the needs and the feelings of fear and the estimation of the insincerity of the offender (n=237)*

Effect	$X^2$	df	p
Need for agency	7.15	2	.03
Informational need	10.38	2	.006
Emotional need	.84	2	.66
Need to mentally cope	.31	2	.86
Fear	4.31	2	.12
Estimation of the insincerity	.06	2	.97
Agency*fear	3.05	2	.22
Information*fear	5.99	2	.05
Emotion*fear	.02	2	.99
Mentally cope*fear	.96	2	.62
Agency*insincerity	3.77	2	.15
Information*insincerity	1.69	2	.43
Emotion*insincerity	5.73	2	.06
Mentally cope*insincerity	.32	2	.85

Again the preferred ways of communication were compared. If the choice for a verbal-nonverbal form of communication is compared to the choice for no mediation there is a positive prediction of the need for agency ( $Exp(B)=17.99$   $SE=1.21$   $p=.02$ ) and the need for information ( $Exp(B)=13.3$   $SE=.85$   $p=.002$ ), meaning that people with higher needs prefer a verbal-nonverbal communication form over no mediation, as expected. There is also a marginal significant positive prediction for the feelings of fear ( $Exp(B)=34.19$   $SE=1.87$   $p=.059$ ). If people have higher feelings of fear, they prefer a verbal-nonverbal form of communication over no mediation, which is not as expected. The need for information and the feelings of fear interact with each other ( $Exp(B)=.74$   $SE=.14$   $p=.03$ ). This means that when people have high informational need it does not matter if they have high or low feelings of fear, they prefer verbal-nonverbal communication over no mediation. When people have lower informational need they are less willing to participate and this is amplified when people have low feelings of fear (figure 2). This effect of fear was not as expected.

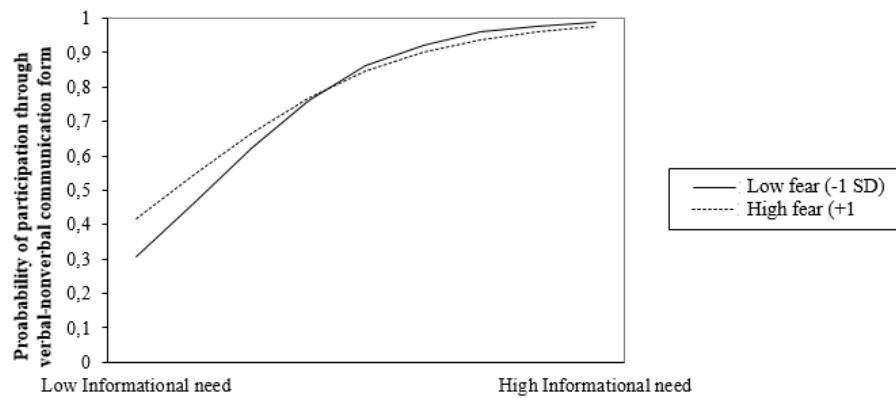


Figure 2: interaction plot information\*fear for participation in richer forms of communication (reference category: no mediation preferred)

When the choice for no mediation is compared to text-based communication forms, there is only a marginal significant prediction from the need for information ( $Exp(B)=6.11$   $SE=.96$   $p=.058$ ). Meaning that people with higher need for information prefer both a verbal-nonverbal and textual based form of communication over no mediation. This was also expected.

The last comparison made is between the choice for verbal-nonverbal forms of communication and text-based forms. There is marginal significant prediction for the need for agency ( $Exp(B)=9.39$   $SE=1.17$   $p=.055$ ). If people have a higher need for agency they prefer a verbal-nonverbal form of communication. The need for emotion and the estimation of the insincerity interact ( $Exp(B)=1.37$   $SE=.14$   $p=.02$ ). If people have a high emotional need or a low estimation of the insincerity of the offender they prefer a verbal-nonverbal form of communication over text based communication. If people have lower emotional needs and a higher estimation of the insincerity of the offender there preference for verbal-nonverbal forms of communication decline, as expected (figure 3). There is no straightforward conclusion for hypothesis three. The

results are still very inconclusive. A full reflection on the conclusion of hypothesis three is given in the discussion part. All the  $B$ ,  $Exp(B)$ ,  $SE$  and  $p$ -values can be found in Table 7 and 8<sup>12</sup>.

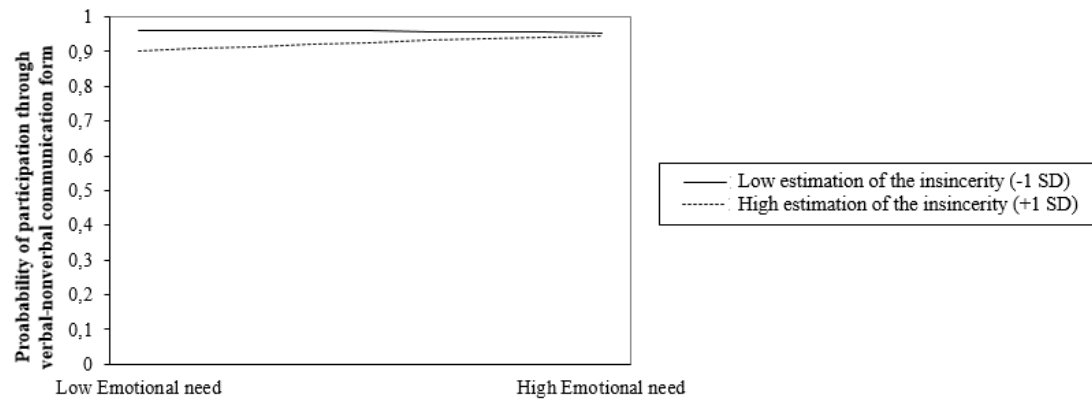


Figure 3: interaction plot emotion\*insincerity willingness to participate in verbal-nonverbal communication forms (reference category: text-based communication preferred)

Table 7

Regression coefficients for the different needs, the feelings of fear and the estimation of the insincerity as predictors for the preference of the richness of the communication channel ( $n=237$ ) (reference category is: no mediation preferred).

Richness	Effect	B	SE	Exp(B)	p
Verbal and non-verbal (rich)	Need for agency	2.89	1.21	17.99	.02
	Informational need	2.56	.85	13.3	.002
	Emotional need	-.45	1.19	.64	.70
	Need to mentally cope	.20	.170	1.23	.91
	Fear	3.53	1.87	34.19	.06
	Estimation of the insincerity	-.15	1.30	.86	.91
	Agency*fear	-.34	.20	.71	.09
	Information*fear	-.31	.14	.74	.03
	Emotion*fear	-.02	.18	.98	.92
	Mentally cope*fear	-.06	.25	.94	.80
	Agency*insincerity	-.23	.15	.80	.14
	Information*insincerity	-.14	.12	.87	.27
	Emotion*insincerity	.24	.16	1.27	.13
	Mentally cope*insincerity	.10	.19	1.11	.59
Textual based (less rich)	Need for agency	.65	1.24	1.92	.60
	Informational need	1.81	.96	6.11	.06
	Emotional need	.58	1.28	1.79	.65
	Need to mentally cope	.57	1.68	2.38	.61
	Fear	3.14	1.98	23.21	.11
	Estimation of the insincerity	-.32	1.29	.73	.81

<sup>12</sup> The multiple regression analysis was also conducted with all the different communication channels as dependent variables. However there could be no solid conclusion drawn from this analysis (see appendix C).

Agency*fear	-.15	.21	.86	.48
Information*fear	-.27	.15	.76	.07
Emotion*fear	.00	.20	1.00	1.00
Mentally cope*fear	-.23	.25	.79	.36
Agency*insincerity	.05	.15	1.05	.76
Information*insincerity	-.00	.13	1.00	1.00
Emotion*insincerity	-.08	.16	.92	.62
Mentally cope*insincerity	.07	.17	1.07	.69

Table 8

*Multiple regression analysis: Regression coefficients for the different needs, the feelings of fear and the estimation of the insincerity as predictors for the preference of the richness of the communication channel (n=237) (reference category is: text based communication preferred).*

Richness	Effect	B	SE	Exp(B)	p
Verbal and non-verbal (rich)	Need for agency	2.24	1.17	9.39	.06
	Informational need	.87	.89	2.18	.38
	Emotional need	-1.03	1.12	.36	.36
	Need to mentally cope	-.66	1.58	.52	.68
	Fear	.39	1.75	1.47	.83
	Estimation of the insincerity	.17	1.20	1.18	.89
	Agency*fear	-.19	.19	.83	.32
	Information*fear	-.04	.14	.97	.87
	Emotion*fear	-.02	.17	.98	.91
	Mentally cope*fear	.17	.23	1.19	.47
	Agency*insincerity	-.27	.15	.76	.07
	Information*insincerity	-.14	.12	.87	.27
	Emotion*insincerity	.32	.14	1.37	.02
	Mentally cope*insincerity	.04	.17	1.04	.83

### **The effects of the apology**

The following hypothesis examined the effects of the apology. The fourth hypothesis - the more rich the apology is perceived, the less fear and anger people have after receiving the (same) apology – was tested with a regression analysis. The dependent variables were fear and anger, the independent variable was the perceived richness of the apology and we controlled for fear and anger on the pretest and the voluntariness of the participation. Participants either participated voluntarily in the mediation process by choosing one of the six communication channels or they participated involuntarily by saying no to the mediation process and receiving an apology by random assignment. This analysis shows a significant effect for the perceived richness on both the feelings of fear ( $B=-.19$   $SE=.06$   $p=.001$ ) and anger ( $B=-.26$   $SE=.06$   $p<.005$ ) (Table 9). If the score on the perceived richness is higher, the feelings of anger and fear are lower. This means that hypothesis four is confirmed.



Table 9

*Regression coefficients of feelings on the pretest, voluntariness and perceived richness of the apology predicting the feelings on the posttest*

Feeling	Predictor	B	SE	Exp(B)	p
Fear	Fear pretest	.46	.06	.409	<.005
	Voluntariness (0=no 1=yes)	-.51	.16	-.17	.002
	Perceived richness of the apology	-.19	.06	-.19	.001
Anger	Anger pretest	.45	.18	.37	.01
	Voluntariness (0=no 1=yes)	-.46	.07	-.15	<.005
	Perceived richness of the apology	-.26	.06	-.23	<.005

The fifth hypothesis - the richer the medium is perceived, the more the (same) apology is perceived as sincere – was also tested with a regression analysis. The dependent variable was the perceived sincerity and the independent variable was the perceived richness. Again we controlled for the voluntariness of participation. The analysis showed that the perceived richness had indeed a positive effect on the perceived sincerity ( $B=.65$   $SE=.07$   $p<.005$ ) (Table 10). This means that if people perceived the apology as more rich, they also perceived it as more sincere. This confirms hypothesis five.

Table 10

*Regression coefficients of voluntariness and perceived richness of the apology predicting the perceived sincerity of the apology*

Predictor	B	SE	Exp(B)	p
Voluntariness (0=no 1=yes)	.51	.19	.14	.009
Perceived richness of the apology	.65	.07	.51	<.005

The sixth hypothesis - the relation between the perceived richness of the form of mediation and the lessening of the feelings of fear and anger, is explained by the perceived sincerity of the (same) apology – was analyzed through mediation (regression) analysis. The dependent variables were the feelings of fear and anger and the independent variables were the perceived richness and the perceived sincerity. If there was indeed mediation, the effect of the perceived richness would disappear when the perceived sincerity would be added as predictor in the model. We again controlled for the feelings of fear and anger on the pretest and the voluntariness of the participation. For fear the effect of the perceived sincerity was significant ( $B=-.15$   $SE=.056$   $p=.007$ ), and the effect of richness was no longer significant ( $B=-.10$   $SE=.07$   $p=.14$ ). The same goes for the feelings of anger. The effect of perceived sincerity proved significant ( $B=-.29$   $SE=.06$   $p<.005$ ) and the effect of the perceived richness was no longer significant ( $B=-.08$   $SE=.07$   $p=.26$ ). This suggests a full mediation (all coefficients can be found in Table 11). Sobel tests confirms this for both fear ( $Z=-2.85$   $SE=.03$   $p=.004$ ) and anger ( $Z=-4.31$   $SE=.04$   $p<.005$ ). This means that the relation between the perceived richness of the apology and the lower feelings of fear and anger is explained

by the perceived sincerity of the apology. This relation is displayed in figures 4 and 5. This confirms the sixth hypothesis.

Table 11

*Regression coefficients of the feelings on the pretest, voluntariness, perceived richness and the perceived sincerity of the apology predicting the feelings on the posttest*

Feeling	predictor	B	SE	EXP(b)	p
Fear	Fear pretest	.44	.06	-.10	<.005
	Voluntariness	-.41	.16	-.16	.006
	Perceived richness of the apology	-.10	.07	-.10	.14
	Perceived sincerity of the apology	-.15	.05	-.18	.007
Anger	Anger pretest	.42	.07	.35	<.005
	Voluntariness	-.32	.17	-.11	.06
	Perceived richness of the apology	-.08	.07	-.07	.26
	Perceived sincerity of the apology	-.29	.06	-.32	<.005

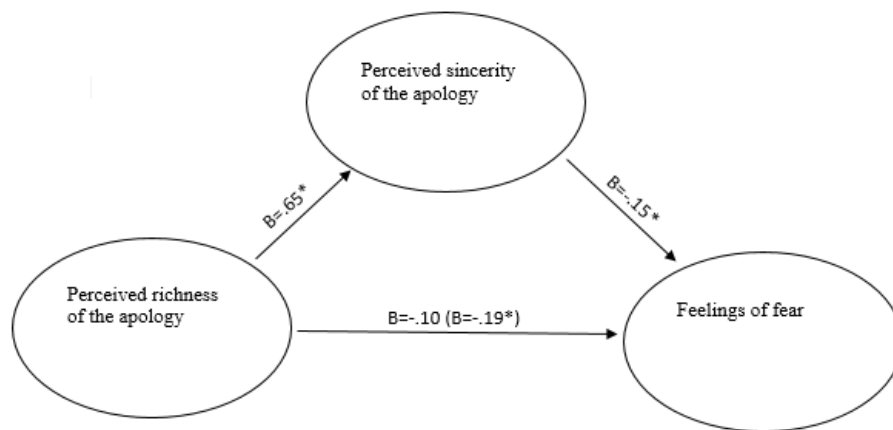


Figure 4: mediation of the perceived sincerity on the relation between the perceived richness and the feelings of fear (\*p<.005) (B-value between brackets is the original relation between perceived richness and the feelings of fear)

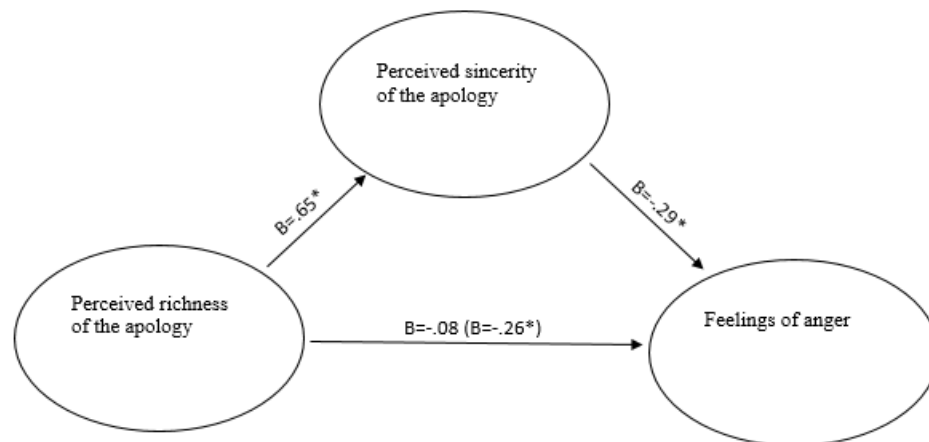


Figure 5: mediation of the perceived sincerity on the relation between the perceived richness and the feelings of anger (\*p<.005) (B-value between brackets is the original relation between perceived richness and the feelings of anger)

The last hypothesis - the relation between the richness of the form of mediation and the lessening of the feelings of fear and anger is negative influenced by an involuntary choice – was analyzed with a moderator analysis. The dependent variables were the feelings of fear and anger. As dependent variables, the variables perceived richness of the apology, the variable voluntariness was used and the interaction variable perceived richness x voluntariness. We controlled for the feelings of fear and anger on the pretest. This analysis showed that there was no interaction effect, so no moderation of involuntariness on the feelings of fear ( $B=-.11$   $SE=.15$   $p=.47$ ), or the feelings of anger ( $B=-.01$   $SE=.17$   $p=.96$ ). It was expected that when people involuntary participated, this would have a negative effect on the feelings of fear and anger. This means that hypothesis seven is not confirmed.

### Other notable results

A regression analysis showed that women are more willing to participate than men in mediation ( $B=.14$   $SE=.06$   $p=.02$ ). What is also notable is that women experience more loss of control after reading the scenario ( $B=.52$   $SE=.20$   $p=.01$ ). Women experiencing more loss of control could be the reason why they are more willing to participate in mediation. A mediation regression analysis however showed that loss of control did not mediate the relation between gender and willingness to participate in VOM (Loss of control:  $B=-.01$   $SE=.13$   $p=.93$ ; Gender;  $B=.89$   $SE=.36$   $p=.01$ ).

Another result to notice is that age has a significant effect on the willingness to participate. Younger people are more willing to participate than older people ( $B(\text{exp})=.97$   $SE=.01$   $p=.04$ ). And younger people prefer chatting and shuttle mediation were older people prefer no-mediation (Table 12). But these results were only marginal significant.

Table 12

*Regression coefficients for age for the preference of the communication channel (n=245) (reference category is: no choice).*

Communication channel	B	SE	Exp(B)	p
Face-to-face	-.02	.01	.98	.15
Video calling	-.03	.03	.67	.30
Chatting	-.12	.06	.89	.06
Letter or email e-mail exchange	-.02	.02	.98	.44
Shuttle mediation	-.10	.05	.91	.06

One last very important result to note is that even though hypothesis 7 is not confirmed and the voluntariness of the participant did not have an effect on the relation between richness and the feelings of fear and anger, there is an interesting difference in decline in the feelings of anger and fear between people who voluntary participated and people who involuntary participated. As can be seen in Table 13, people who voluntary participated had higher feelings of fear on the pretest in comparison to people who involuntary participated, but lower feelings of fear on the posttest. Both groups had the same score on the feelings of anger on the pretest, but the participants who voluntary participated had lower feelings of anger on the posttest than people who involuntary

participated. What is also interesting is that people who involuntary participated scored lower on the perceived sincerity ( $t(242)=-2.04$   $p=.04$ ) but not on the perceived richness ( $t(243)=.38$   $p=.71$ ) in comparison to people who voluntary participated. The voluntariness of the participation in VOM does not moderate the relation between the perceived richness and the perceived sincerity, according to a regression analysis ( $B=.10$   $SE=.18$   $p=.59$ ). The explanation for the higher feelings of fear and anger after mediation for people who involuntary participated in comparison to people who voluntary participated, is therefore probably explained by the first group perceiving the apology as less sincere ( $B=.45$   $SE=.22$   $p=.04$ ).

Table 13

*Means of the feelings of fear and anger for the voluntary and involuntary groups and the t-value and p-value of the T-test*

Feeling	Moment of measurement	Voluntary participated	Involuntary participated	t	p (2-tailed)
Fear	Pretest	5.43	5.11	-1.98	.05
	Posttest	3.93	4.30	2.06	.04
	Decline	1.48	0.81	-3.59	<.05
Anger	Pretest	5.52	5.54	.36	.92
	Posttest	4.03	4.48	.97	.03
	Decline	1.49	1.06	-2.17	.03

### Summary of the results

From the analyses it could be stated that hypothesis one is not confirmed. The need to mentally cope with the crime was not an overarching variable for the need to restore the feelings of agency, the need for information and the emotional need. The second hypothesis is partly confirmed. If people have higher need for information they prefer both richer forms of communication and textual based communication over no mediation. If people have higher emotional needs and a higher need to mentally cope with the crime they prefer a richer form of communication. The third hypothesis is harder to conclude, because the results contradict somewhat. A broad conclusion is given in the discussion part of this research.

The conclusions of the hypothesis concerning the effects of the apology are clearer. If people perceive the apology as more rich, their feelings of fear and anger are lower afterwards. This confirmed hypothesis four. Hypothesis five was also confirmed. If the apology was perceived as more rich, it was also perceived as more sincere. The perceived sincerity in turn mediated the relation between the perceived sincerity and the decline in feelings of anger and fear which is in agreement with hypothesis six. Hypothesis seven however not confirmed. If people were involuntary exposed to the apology it did not have a negative effect on the feelings of anger and fear. However people who involuntary participated showed a smaller decline in the feelings of anger and fear and this was explained by the fact that they perceived the apology as less sincere.

## **Discussion**

VOM has positive effects for both victims and offenders that participate (Umbreit et. al., 2000). There are however still a lot of persons that do not want to participate (Zebel, 2012). This study examined the application of new forms of communication in context of VOM, to see if victims prefer other types of communication. This research examined how the need to restore the feelings of agency, the informational need, the emotional need and the need to mentally cope with the crime determine if people are willing to participate in VOM and what the preference is of victims. It was looked if people preferred a rich form of communication which contains both verbal and nonverbal cues or if they preferred a text-based form of communication. It was expected that victims with higher needs prefer a rich form of communication which contains both verbal and non-verbal cues. The informational need turned out to be an important predictor for the choice for richness of the communication channel in VOM. A richer form of communication is important when people have high informational needs. This is also true for victims with high emotional needs. However the feelings of fear and the estimation of the insincerity of the offender also play a role in the preference of the communication channel and this role is stronger than most needs (except for the need for information). It seems that victims with higher feelings of fear prefer a richer form of communication, which was against expectations.

The second main topic of this research was the effect of an apology given through the different media channels. An apology perceived as richer, causes a greater decline in the feelings of fear and anger, because people experience a richer apology as more sincere. If however people involuntary participated in VOM it seemed that the effects of mediation decline, probably because victims who involuntary participated experienced the apology as less sincere.

### **Discussion of the results**

#### **The overarching concept ‘need to mentally cope with the crime’**

The need to mentally cope with the crime was not an overarching need factor for the other needs. The need to restore the feelings of agency, the need for information, the emotional need and the need to mentally cope with the crime seemed to be different concepts. This could mean that the term ‘emotional needs’ used within the research of Schnabel and Nadler (2015) has a broader meaning, because emotional need and the need to restore the feelings of agency may constitute two different constructs in the current research. It also could mean that Boom et. al., (2008) described the term emotional need in a too broad way. Another explanation however could be that the term emotional need was not operationalized in a proper way in this research, because the items also somewhat indicated the need for victim offender mediation. For example the items ‘in what extent do you want to meet the offender’ and ‘to what extent do you need an apology from the offender’. The emotional need could thus also be described as the need for VOM.

#### **The relation between the needs of victims and preference of communication channel**

This research examined four needs in relation to the willingness to participate in VOM and the richness victims prefer. It seems that people with a higher need for information are more likely to participate in VOM and that the higher the informational need the richer the communication

channel preferred. This confirms the findings of Reeves (1999) who also said that victims participate in VOM because they are curious and they want to know why offenders committed the act. It also seems that people with higher emotional needs prefer a richer form of communication. This is in accordance with foregoing literature (Cunningham, 1977). Through nonverbal cues people give a lot away about their emotions (Cunningham, 1977), information you cannot get from only text-based messages. People with higher emotional needs, might need these nonverbal cues to cope with the crime. If people do not have high emotional needs, textual based communication might be enough because it is possible that it is sufficient enough for them get textual information without nonverbal cues to cope with the crime.

Also the need to mentally cope with the crime did predict participation in VOM through a rich communication channel (compared to text-based communication channels). This partly confirmed our expectations that victims with a higher need to mentally cope with the crime, prefer a rich communication channel. It means that it is important for people who are willing to participate, with high feelings to mentally cope with the crime, to use a rich form of communication. It did however say nothing about why people do not want to participate in VOM. One explanation for this could be the different coping mechanisms victims can have. Maybe for some victims VOM would be a suitable coping mechanism. However some victims are for example more inclined to withdraw (Frieze, Hymer & Greenberg, 1987). Another explanation could be that the victims in this research had to choose for VOM almost immediately after they were exposed to the crime. The initial reaction of victims to robbery crimes are feeling weak, frightened, helpless or out of control (Frieze et. al., 1987). Victims may not be ready for effective coping such as VOM. Probably because victims need to get out of that initial state first before they can cope with the crime through VOM. Results could have been different if the victims in this research had more time before asking them to participate.

Against expectations the need to restore the feelings of agency did not predict participation in VOM. One explanation for this is that a victim first need a message of empowerment, before their willingness to reconcile is increased (Shnabel & Nadler, 2008). In this research victims did not get a message of empowerment before they had to choose whether they wanted to participate in VOM. If this message was given before they had to choose, results could have been different and this need could have predicted the willingness to participate.

### **The effects of fear and the estimation of the insincerity of the offender**

This research also examined the effects of the feelings of fear and the estimation of the insincerity of the offender on the relation between the needs and the willingness to participate and the preference of richness. The need for information is still an important factor in the choice for the communication channel in VOM. The prediction of the emotional need seems to be weaker, because it disappears. This means that the feelings of fear and the estimation of the insincerity of the offender are more important factors in considering participation in VOM. However the effect of fear is against expectations. According to the literature fear decreases the willingness to participate in VOM (Wemmers & Cyr, 2004), but in this research the opposite seems true. However, according to foregoing experimental research wherein people had to imagine being a

victim, fear also positively predicted participation in VOM (Gröbe, 2013). This indicates that fear has a different prediction in choosing a communication channel in VOM for real victims and people who imagine being victims.

The need for agency also positively predicted the willingness to participate. If people have a higher need for agency they prefer a richer form of communication. An explanation could be that when people experience feelings of fear caused by the offender, they think the offender has power over them. They can decide to participate in VOM because their need to restore the feelings of agency became a stronger prediction. However analysis did not show this interaction. Again it might be that with real victims this interaction is apparent, because the prediction of fear is different from people who imagine being a victim.

### **The effects of the apology**

This research was the first to examine the effects of an apology given through different online communication channels on the feelings of fear and anger. It seems that an apology perceived as richer, causes a greater decline in the feelings of fear and anger, because the apology is also perceived as more sincere. This is in accordance with the findings of Choi and Severson (2009) who concluded that apologies were not experienced as sincere because of the lack of nonverbal cues. It also explains why Zebel (2012) found that face-to-face mediation had a better effect on the feelings of anger than letter exchange. Face-to-face mediation is probably perceived as more rich, because it contains both verbal and nonverbal cues. Zebel (2012) found that when people participated through face-to-face mediation it has a positive effect on both the feelings of fear and anger. When people participated through letter mediation it only had an effect on the feelings of fear. This suggests that victims experience face-to-face mediation as more sincere than people who participate through letter exchange mediation, because of the lack of cues in letter exchange mediation.

What is also noteworthy is that participants in this research judged the apology on richness. The rating of the participants was not accordance with how the channels are seen as rich according to the richness approach (Swaab et. al., 2012). According to the richness approach face-to-face communication is most rich, but according to participants in this research video calling was seen as most rich. An explanation for this could be the expectations that people have. As mentioned before there was no synchronous communication in this research. When people choose face-to-face mediation they expected someone across the table with whom they could communicate directly. However all they saw was a videotape of the offender offering his apology. People who choose video calling also saw a videotape, but this is more in accordance with real video calling. Because the expectations were different, people who choose face-to-face communication might have experienced it as less rich in contrast to people who choose video calling even though the message and the way it was shown was the same. It is thus important to prepare the victim, so he has the right expectations and he is not disappointed by the way he has contact with the offender. It would be very interesting to examine the effects of expectations victims have on the effects mediation has.

### **The effect of involuntary participation**

Because this research exposed some participants involuntary to mediation it was interesting to see what the effects were. It seemed that when people involuntary participated the effects of VOM were smaller, because they perceived the apology as less sincere. This was not in line with the expectations and existing literature. According to Swaab et. al., (2008) if people with a noncooperative orientation use a rich form of communication during a negotiation, it has negative effects on the outcome. It was expected that victims who were involuntary exposed to mediation had a noncooperative orientation, mediation would have a negative effect on the feelings of anger and fear. There could be multiple explanations why this was not the case. First of all the research of Swaab et. al., (2008) was not conducted in the setting of VOM. The theory thus may not be applicable to the context of VOM. Second it was not explicitly asked or examined if the victims who were involuntary exposed had a noncooperative orientation, it was an assumption. It could have been that these people had other reasons for nonparticipation than a noncooperative orientation towards the offender. It could be for example that a victim just did not think that mediation would be a good way for him to cope with the crime or he or she was not ready yet. It could also be that a victim was too scared to participate, but that this did not mean that he or she had a noncooperative orientation. However even though the results might not be negative it would not be ethically right to expose people to the mediation process involuntary, because it might have damaging effects to some persons, especially when it comes to real victims.

### **Limitations**

An important limitation of this study were the participants who were not real victims but had to image they were a victim. They thus had to guess what their emotions were and how they would feel and this is a hard thing to do. This means they could have under- but also overestimated their feelings and needs. This could have had an effect on the choice for mediation and on the effects of the apology. This has also an effect for the generalizability. This research cannot be generalized to the victim population because the research did not contain real victims. However all the different options of communication have been chosen in this research. This might be an indication that there is a need for more and new communication channels in the mediation process. Besides the limitation of this research design, it has also a huge advantage. Most research about VOM use a comparison between victims and offenders that voluntary participate and a control-group. This means that there is no random selection and the research might be biased, because the victims and offenders that participate are more motivated which make the outcomes more positive than they really are (Latimer et. al., 2005). Latimer et. al., (2005) call this the self-selection bias. Within this research a comparison could be made between victims who voluntary and who involuntary participated. Latimer et. al., (2005) recommend a new research manner by asking the motivations of victims before participation in VOM, to compare the different groups. The research design of this study made this possible and also showed the concerns of Latimer et. al., (2015). When people are less motivated the effects of mediation are not as good as for people who are very motivated to participate in VOM. However this does not mean that other studies saying that mediation has



very good effects are wrong. In the mediation process the victims must voluntarily participate. This means that probably most of the victims that do participate are very motivated. But this does not bias the effects of mediation, because people who are not motivated to participate will probably not participate. This means that mediation will have the positive effects that can be found in the literature. The positive effects might be weakened if persons participate that are not as motivated. It is thus important to make sure that victims participating do that voluntarily, because that causes the best effects.

What also could be a limitation of this study is that there was no real mediation, because of the use of an online questionnaire. The apology used in this research could be one part of mediation, but the process consists of much more. However this study is the first to examine new communication channels in the context of mediation and the effects of an apology given and the results are already very promising. It could be that when using a real mediation process, which contains real communication, the results are even stronger. There was also an advantage of the use of an online questionnaire. A lot of people participated in the study which makes the outcomes more valid. When you have to depend on participation in real cases it is very hard to get the amount of participants as were used in this research.

What is also a limitation is that there is not asked for the educational background of the participants. It is very likely that persons with a social background are more willing to meet offenders face-to-face to talk things over. This might explain the high percentage of people who wanted (face-to-face) mediation in this research. It is now hard to conclude if this high participation rate is due to the fact that people could choose from more options or that is due to the background of the participants.

## **Implications**

This research is a big step for future research in the context of VOM. It shows that there are some needs, such as the need for information, which predict participation in VOM. Practitioners in the field of VOM can keep these needs in mind when offering the choice of mediation towards the victim, so he can explain in what way mediation can help the victim fulfilling his needs.

This research also showed that a richer form of communication has better effects on the feelings of fear and anger and that these richer forms of communication could be online communication. This is a promising result for the practical field of VOM. Some parties decline face-to-face mediation because it might be too confronting, but an indirect way of mediation – such as letter exchange – does not have the same effects as face-to-face mediation (Zebel, 2012) because it is not as rich. In this research video calling was seen as a rich form of mediation and this means that it has a comparable effect on the feelings of anger and fear as face-to-face mediation<sup>13</sup>. This means that for example video calling could be used as alternative for face-to-face mediation. This might make the confrontation less frightening because it is not a direct form of communication, but the effects can be the same as face-to-face mediation, which makes it the best of both worlds.

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<sup>13</sup> In this research video calling was even seen as richer than face-to-face mediation

One recommendation would be to apply these new forms of communication into the practical field and introduce it to a small population of victims and offenders to see what the effects are (see also Zebel, 2016). However before applying it to real victims and offenders it is recommended to first conduct a study similar to this, but with people imagining being the offender (see also Zebel, 2016). In this way the effect for offenders can be examined to see if it has the same promising effects as it has for victims. It is also advisable to use a study design that allows direct contact and synchronous communication which was not possible in this research.

To end this research with a practical recommendation that can be used based on this research, it can be said that every victim has its own needs and feelings. It is important for a practitioner to keep this in mind when offering options for mediation. Be clear in what every channel contains and what the victim can expect. If the mediation is according to the expectations of the victim, he probably perceives it as richer and thus more sincere which has better effects on the feelings of fear and anger. In this way a practitioner can make sure that the victims gets what he needs. It is also very important to make sure that a victim participates on voluntary basis, because these victims might be more motivated which causes mediation to have better effects. Especially when a victim has to comply in the needs of the offender and it is not possible to use the form of communication he or she prefers, it is important that a victim deciding to participate in a communication form other than his or her preference, he or she does this on a full voluntary basis. So to make sure that mediation has the best effects for the victim it is important that he or she has the information to make a confident voluntary choice to participate and that the expectations are met.

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## Front page

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## Appendices

### Appendix A: Screenshot of every communication form

Face-to-face



Video calling



## Shuttle mediation



## Chatting



Hallo

Allereerst wil ik u bedanken dat u contact met mij hebt willen hebben. Daar heb ik er erg veel respect voor. Ik kan me me voorstellen dat het voor u erg lastig moet zijn om mij op welke manier dan ook onder ogen te komen. Voor mij is het ook moeilijk.

Ik kan me ook voorstellen dat u de afgelopen periode erg bang hebt moeten zijn door wat ik gedaan heb. Ik wil dan ook graag zeggen dat het me enorm spijt. Ik weet nu hoe fout ik zat en dat het verschrikkelijk is wat ik u heb aangedaan.

U heeft alle recht om boos op mij te zijn, want dit had u niet mogen overkomen. Het had niemand mogen overkomen. Ik zal mijn daden nooit goed kunnen praten en dat is ook niet wat ik wil. Ik wil alleen heel graag mijn excuses aanbieden en ik hoop dat u deze wilt aanvaarden.

Sorry

13:22 •

via Messenger ▾

Typ hier een bericht



## Email

← Beantwoorden   << Allen beantwoorden   → Doorsturen   📁 Archiveren   ...



jasper@slachtofferinbeeld.nl

11:30

### Excuses

Aan: Slachtoffer

Hallo

Allereerst wil ik u bedanken dat u contact met mij hebt willen hebben. Daar heb ik er erg veel respect voor. Ik kan me voorstellen dat het voor u erg lastig moet zijn om mij op welke manier dan ook onder ogen te komen. Voor mij is het ook moeilijk.

Ik kan me ook voorstellen dat u de afgelopen periode erg bang hebt moeten zijn door wat ik gedaan heb. Ik wil dan ook graag zeggen dat het me enorm spijt. Ik weet nu hoe fout ik zat en dat het verschrikkelijk is wat ik u heb aangedaan. U heeft alle recht om boos op mij te zijn, want dit had u niet mogen overkomen. Het had niemand mogen overkomen. Ik zal mijn daden nooit goed kunnen praten en dat is ook niet wat ik wil. Ik wil alleen heel graag mijn excuses aanbieden en ik hoop dat u deze wilt aanvaarden.

Sorry.

Jasper

## Letter:

Hallo,

Allereerst wil ik u bedanken dat u contact met mij wilt hebben. Daar heb ik er erg veel respect voor. Ik kan me voorstellen dat het voor u erg lastig moet zijn om mij op welke manier dan ook onder ogen te komen. Voor mij is het ook moeilijk.

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Sorry,

Jasper





## Appendix B: Example of the questionnaire

Beste respondent,

Fijn dat je mee wilt werken aan dit onderzoek. Dit is een masteropdracht binnen de vakgroep Psychologie Conflict, Risico en Veiligheid van de Universiteit Twente. In dit onderzoek staat slachtoffer-dader bemiddeling centraal. Slachtoffer-daderbemiddeling is bemiddeling die wordt aangeboden aan slachtoffers en daders van misdrijven en verkeersongevallen, zodat zij elkaar vragen kunnen stellen over het misdrijf, de motieven en gevolgen ervan. Dit kan beide partijen helpen bij het verwerken van het misdrijf. Er zal straks een situatie beschreven worden. Er wordt aan jou gevraagd of je zo goed mogelijk wilt inleven in deze situatie, waarin jij een slachtofferrol hebt. Verder worden er een aantal vragen gesteld via een enquête. Het onderzoek richt zich op verschillende communicatievormen. Het is hierom van belang dat je geluid en video's goed kunt afspelen tijdens het invullen van het onderzoek. Deelname aan dit onderzoek zal ongeveer 15 minuten duren. Het is belangrijk dat je de vragen naar waarheid invult. Er zijn geen goede en foute antwoorden. Om je resultaten te gebruiken voor het onderzoek is het van belang dat je de vragenlijst volledig en in een keer invult. Wanneer je stopt met het invullen van de vragenlijst, zullen je antwoorden verloren gaan. Deelname is volledig anoniem, je mag ten alle tijden stoppen en de resultaten worden alleen gebruikt voor dit onderzoek. Mocht je vragen hebben kun je contact opnemen. Alvast bedankt voor je tijd en voor je hulp.

Met vriendelijke groet, Jiska van Dijk jiskavandijk93@gmail.com

Toestemmingsverklaring: Ik verklaar dat ik op een voor mij duidelijke manier ben ingelicht over de aard en methode van dit onderzoek. Ik stem geheel vrijwillig in met deelname aan dit onderzoek en ik heb daarbij het recht deze instemming ten alle tijde terug te trekken. Ik weet dat ik elk moment mag stoppen met deelname en ik weet dat de gegevens en resultaten van dit onderzoek anoniem en vertrouwelijk worden verwerkt. Als mijn resultaten gebruikt worden voor wetenschappelijke publicaties of op een andere manier openbaar worden gemaakt, zal dit volledig anoniem gebeuren. Mijn persoonsgegevens worden niet door derden ingezien zonder mijn uitdrukkelijke toestemming. Akkoord:

- ☐ Ja
- ☐ Nee

Voordat het onderzoek begint, willen we je eerst enkele algemene vragen stellen.

Wat is je geslacht?

- ☐ Man
- ☐ Vrouw

Wat is je leeftijd in jaren?

Wat is je nationaliteit

- ☐ Nederlands
- ☐ Duits
- ☐ Anders namelijk; \_\_\_\_\_

Ben je ooit slachtoffer geweest van een misdrijf?

- ☐ Ja (Kun je aangeven om wat voor een misdrijf het ging?) \_\_\_\_\_
- ☐ Nee

Ken je iemand in je directe omgeving (familie of vrienden) die ooit slachtoffer was van een misdrijf?

- ☐ Ja (Kun je aangeven om wat voor een misdrijf het ging?) \_\_\_\_\_
- ☐ Nee

Heb je zelf ooit een misdrijf gepleegd?

- ☐ Ja (Kun je aangeven om wat voor een misdrijf het ging?) \_\_\_\_\_
- ☐ Nee

Ken je iemand in je directe omgeving (familie of vrienden) die ooit een misdrijf heeft gepleegd?

- ☐ Ja (Kun je aangeven om wat voor een misdrijf het ging?) \_\_\_\_\_
- ☐ Nee

Er volgt zo dadelijk een scenario, waarin we je vragen je zo goed mogelijk in te leven. In het scenario wordt een overval gepleegd, waarvan jij het slachtoffer bent. Lees het scenario zorgvuldig door, want als je eenmaal begint met het invullen van de vragenlijst kun je niet terugkeren naar het 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 opletter. Enige tijd later heeft de politie op basis van je verklaring de dader weten op te pakken. De dader is veroordeeld.

Als ik als slachtoffer twee weken later zou terugdenken aan het misdrijf zou ik mij ... voelen

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
Nerveus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rusteloos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paniekerig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onzeker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gespannen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Als ik als slachtoffer twee weken later zou terugdenken aan de dader zou ik mij ... voelen

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
Boos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Woedend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kwaad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nijdig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gefrustreerd	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nerveus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rusteloos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paniekerig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onzeker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gespannen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Als jij slachtoffer bent geweest in de beschreven situatie, in welke mate zou jij twee weken na het misdrijf het gevoel hebben dat...

	Heel oneens	erg	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel eens	erg
Je moeilijk kunt omgaan met de uitdagingen in het leven?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Je moeite hebt met het oplossen van dagelijkse problemen?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Je controle hebt over dingen die je overkomen in het leven?	<input type="radio"/>		<input type="radio"/>	<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:

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
De dader bewust maken van de consequenties van zijn daden?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ervoor zorgen dat de dader niet in herhaling valt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De dader bewust maken van de pijn die hij jou heeft aangedaan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De dader bewust maken van zijn verantwoordelijkheid?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informatie van de dader over zijn achtergrond?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informatie van de dader over het delict?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informatie van de dader over zijn motief achter het delict?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het ontvangen van een excuus van de dader?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het uitpraten van de gebeurtenis met de dader?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Een ontmoeting met de dader?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het afsluiten van de gebeurtenis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Een plek geven van de gebeurtenis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het verwerken van de gebeurtenis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Nadat de dader veroordeeld is, neemt een bemiddelaar vanuit slachtoffer in beeld contact met je op. Deze bemiddelaar vertelt je dat de dader graag bemiddeld contact met je wilt hebben. Hij legt je het volgende over bemiddeld contact uit:

Slachtoffer--daderbemiddeling wordt aangeboden door de stichting Slachtoffer in Beeld. Het gaat om vrijwillig contact tussen het slachtoffer en de dader. Na het misdrijf kan u als slachtoffer te maken krijgen met verschillende emoties zoals woede, angst of onmacht. Het kan moeilijk zijn om met deze emoties om te gaan en het misdrijf achter u te laten. Het contact met de dader kan u helpen bij deze verwerking. Door contact met de dader kunt u vragen stellen en aan de dader vertellen wat de impact is geweest van de gebeurtenis. Dit kan uw angst en woede wegnemen en voorkomen dat de dader in de toekomst opnieuw in de fout gaat. Een professionele bemiddelaar zal het contact begeleiden en probeert de wensen, behoeften en verwachtingen van beide partijen in kaart te brengen en op elkaar af te stemmen. Er zijn verschillende manieren waarop u contact kunt hebben met de dader, zoals een gesprek, brief uitwisseling of videobellen. Samen met de bemiddelaar kunt u bespreken wat uw wensen zijn en welke vorm van contact mogelijk is. Bemiddeling is kosteloos.

De dader heeft aangegeven dat hij graag bemiddeld contact met je wil hebben, omdat hij worstelt met wat hij gedaan heeft en hij wil graag zijn excuses aanbieden. In welke mate heb jij het gevoel dat:

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
De dader oprecht contact met je wil hebben?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wat de dader tegen je gaat zeggen oprecht zal zijn?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De dader contact met jou wil, voor jouw welzijn?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

De bemiddelaar vertelt je dat er verschillende manieren zijn waarop jij contact kan hebben met de dader:

**Gesprek:** Bij een gesprek zit je met de dader en de bemiddelaar aan tafel en heb je face-to-face contact met de elkaar. Dit vindt plaats op een veilige plaats, zoals het politiebureau. Je kunt in alle rust met elkaar praten. Tijdens het gesprek is er een bemiddelaar aanwezig, die jullie helpt in het gesprek.

**Video bellen:** Je hebt een gesprek met de dader via een beveiligd communicatiesysteem (vergelijkbaar met Skype). Zowel jij, de dader alsook de bemiddelaar zitten achter een computer. Je kunt direct op elkaar reageren en je ziet elkaar, maar je zit niet in dezelfde ruimte. Er is een bemiddelaar aanwezig bij zowel de dader als bij jou, zodat hij kan ingrijpen in het proces.

**Chatting:** Dit is een tekst dialoog. Jij en de dader sturen elkaar verschillen tekstberichten via een communicatiesysteem (zoals een chatprogramma). Het is het verzenden van berichten waarbij direct op elkaar gereageerd wordt. Hierbij is de persoon niet zichtbaar, alleen de geschreven teksten. De bemiddelaar is ook ingelogd in het systeem, zodat hij kan ingrijpen in het proces.

**Email uitwisseling:** Jij en de dader hebben contact met elkaar door het uitwisselen van emails, waarin vragen gesteld kunnen worden. De andere partij beantwoordt deze email, door een email terug te schrijven. Dit gaat vaak sneller dan briefuitwisseling, omdat emails minder lang onderweg zijn, om bij de andere partij te komen. De bemiddelaar leest de emails ook, zodat hij kan ingrijpen in het proces .

**Brief uitwisseling:** Jij en de dader hebben contact met elkaar door het uitwisselen van brieven, waarin vragen gesteld kunnen worden. De andere partij beantwoordt deze brief, door een brief terug te schrijven. Dit gaat minder snel dan e-mails uitwisselen, omdat het voor brieven enige tijd duurt om bij de andere partij te komen. De bemiddelaar leest de brieven ook, zodat hij kan ingrijpen in het proces.

**Pendeling:** Jij en de dader hebben contact via de bemiddelaar. De dader geeft informatie aan de bemiddelaar en deze vertelt het aan jou. Jij kan hier vervolgens op reageren en eventuele vragen stellen en de bemiddelaar geeft deze informatie door aan de dader. De dader en het slachtoffer zijn dus niet op dezelfde plek aanwezig.

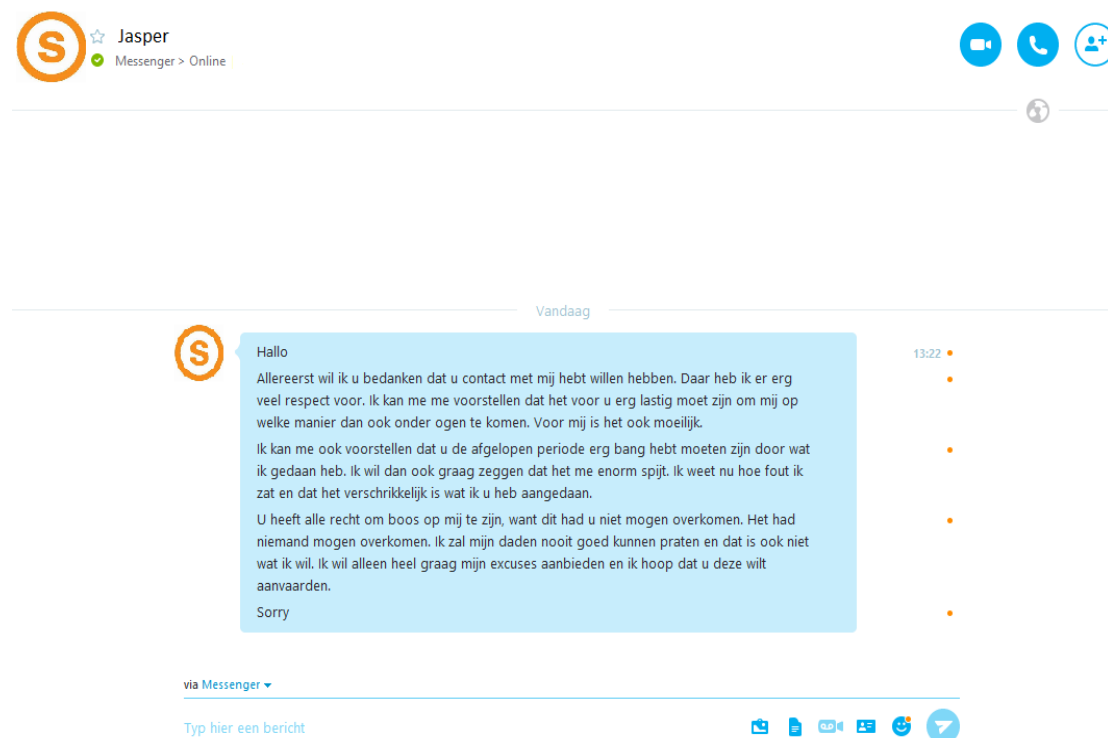
Zou jij als slachtoffer in deze situatie bemiddeld contact willen hebben en zo ja, op welke manier het liefst?

- ☐ Nee, ik wil geen bemiddeld contact
- ☐ Ja, ik wil graag een gesprek
- ☐ Ja, ik wil graag video bellen
- ☐ Ja, ik wil graag chatten
- ☐ Ja, ik wil graag emails uitwisselen
- ☐ Ja, ik wil graag brieven uitwisselen
- ☐ Ja, ik wil graag een pendelgesprek

Jij en de dader hebben allebei gekozen voor bemiddeling. De dader uit het scenario zal jou zo een excuus geven, via een chat. Neem deze goed in je op en houd goed in gedachten dat het ontvangen van een excuus een van de onderdelen is van een chatgesprek. Naderhand willen we je een aantal vragen stellen omtrent het aangeboden excuus.

Or (if someone choose no)

Jij hebt aangegeven geen bemiddeld contact te willen hebben met de dader. Toch zijn we benieuwd hoe jij zou reageren op een excuus van de dader, genaamd Jasper, als je wel contact zou hebben met hem. Daarom laten we je zo een excuus zien van deze dader. Neem deze goed in je op en houd goed in gedachten dat het ontvangen van een excuus een van de onderdelen is van bemiddeld contact. Naderhand willen we je een aantal vragen stellen omtrent het aangeboden excuus.





Wat vond jij van deze manier van communiceren?

	Heel oneens	erg	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel eens	erg
Ik twijfel of de hoeveelheid informatie die ik verkreeg voldoende was	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ik ben tevreden met de informatie die ik kreeg vanuit de dader	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ik kon een goed beeld vormen van wat de dader wilde overbrengen	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ik vond het moeilijk in te schatten of ik begreep wat de dader wilde overbrengen.	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ik twijfel over wat de dader precies wilde duidelijke maken met zijn excuus	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

In welke mate ben je het eens met de volgende stellingen?

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
Ik twijfel of het excuus oprecht was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik kan niet goed inschatten of het excuus gemeend was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik twijfel of de dader oprecht tegen mij was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik heb het gevoel dat de dader eerlijk tegen mij was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik heb het gevoel dat de dader verantwoordelijkheid neemt voor zijn daden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik twijfel of de dader zich verantwoordelijk voelt voor zijn daden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik heb het gevoel dat de dader wil vermijden dat hij verantwoordelijk gehouden wordt voor zijn daden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik heb het gevoel dat de dader geraakt is door de gevolgen die zijn daden hebben gehad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik twijfel of de dader emotioneel lijdt door de gevolgen van zijn daden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik denk dat de dader emotioneel gegrepen is door de gevolgen van zijn daden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik denk dat de dader gemotiveerd is om ervoor te zorgen dat hij zijn daden niet herhaald	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik twijfel of de dader nogmaals de fout ingaat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik heb het gevoel dat de dader in de toekomst wil voorkomen dat hij de fout ingaat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We zijn erg benieuwd hoe jij je voelt na het bemiddelde contact. Als ik als slachtoffer na het bemiddeld contact terugdenk aan het misdrijf zou ik mij ... voelen

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
Nerveus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rusteloos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paniekerig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onzeker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gespannen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Als ik als slachtoffer na het bemiddeld contact terugdenk aan de dader zou ik mij ... voelen

	Heel erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel erg eens
Boos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Woedend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kwaad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nijdig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gefrustreerd	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nerveus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rusteloos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paniekerig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onzeker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gespannen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ten slotte willen we je nog een aantal vragen stellen over deelname aan deze studie. We verzoeken u om deze vragen zo eerlijk mogelijk te beantwoorden omdat dit ons helpt de waarde van dit onderzoek beter in te schatten.

	Heel oneens	erg oneens	Oneens	Enigszins oneens	Neutraal	Enigszins eens	Eens	Heel eens	erg eens
Ik kon mij goed inleven in de slachtofferrol	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
Ik kan me voorstellen dat een gelijksoortige situatie mij zou kunnen overkomen	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>

Hoeveel energie heeft u in het inleven van het scenario gestopt?

	1	2	3	4	5	6	7	8	9	10
Zeer weinig:Zeer veel	<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"/>

Hoe zorgvuldig heeft u de vragen gelezen?

	1	2	3	4	5	6	7	8	9	10
Zeer onzorgvuldig:Zeer zorgvuldig	<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"/>

Werd u tijdens deze studie afgeleid? Geeft u hieronder a.u.b. aan welke afleidingen van toepassing waren.

- ☐ Geen afleiding
- ☐ Het lezen van E-mail
- ☐ Bezoek van een Sociale Media website
- ☐ Bezoek van een andere website
- ☐ Telefoon gechekt en/of beantwoord
- ☐ Televisie stond op de achtergrond aan
- ☐ Muziek stond op de achtergrond aan
- ☐ Gestoord door een ander persoon
- ☐ Er was een andere afleiding die hier niet bij staat

(Optioneel). We zouden het waarderen als u nog feedback heeft over deze studie. Als u een reactie wilt geven over het onderwerp van de studie, de studie zelf, of het scenario kunt u dat hieronder doen.

Het onderzoek is nu afgelopen. Bedankt voor het meewerken. Dit onderzoek had twee doelen. Allereerst de relaties bekijken tussen de behoeften die slachtoffers hebben na een misdrijf en hun voorkeur voor communicatievorm tijdens slachtoffer-daderbemiddeling en daadwerkelijke deelname. Het tweede doel van dit onderzoek was bekijken welke effecten een excuus heeft, gegeven door middel van de verschillende communicatievormen. Nogmaals hartelijk dank voor je deelname!

Jiska van Dijk

Mocht je interesse hebben in de uitkomsten van het onderzoek, dan kun je hieronder je emailadres achterlaten. Hij wordt uitsluitend gebruikt om de uitkomsten van het onderzoek op te sturen.

Mocht je je hebben ingeschreven via SONA, dan kun je hieronder je 5-cijferige id-code achterlaten, zodat je credits worden toegekend

### Appendix C: Multinomial regression analysis to compare all the different communication channels

It was looked if there was a specific order in which the needs determine which communication channel people prefer. However as can be seen in the table below, there is no straightforward order or way in which the needs determine which communication channel is preferred. It partly confirms the findings of the other multinomial regression analysis. When people choose the rich forms of communication – face-to-face and video calling- they have higher informational and emotional needs. The effect of emotional need is also apparent by letter or email exchange. The effect of emotional need is not apparent for people choosing chatting.

Communication channel	Need	B	SE	Exp(b)	p
Face-to-face	Agency	.01	.19	1.01	.95
	Information	.37	.15	1.44	.01
	Emotional	.85	.18	2.34	<.005
	Mentally cope	.28	.21	1.33	.18
Video calling	Agency	.06	.30	1.07	.84
	Information	.27	.23	1.31	.24
	Emotional	.48	.28	1.62	.08
	Mentally cope	.35	.36	1.42	.33
Chatting	Agency	.34	.27	1.40	.21
	Information	.61	.23	1.83	.008
	Emotional	-.14	.26	.87	.60
	Mentally cope	.04	.26	1.04	.89
Letter or email exchange	Agency	-.17	.22	.84	.43
	Information	.24	.18	1.27	.18
	Emotional	.48	.22	1.62	.03
	Mentally cope	-.27	.23	.76	.24
Shuttle mediation	Agency	.12	.25	1.12	.64
	Information	.30	.20	1.35	.12
	Emotional	.10	.24	1.10	.69
	Mentally cope	.11	.27	1.12	.68