

E-participation in Germany:
Analysis of the status quo and survey in Koblenz

Master Thesis

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Abstract

The internet is becoming more and more important in daily life. Fundamental changes can be observed in the private sector as well as in the public sector. In the course of this, active involvement of citizens in planning political procedures is more and more supported electronically. The expectations culminate in the assumption that information and communication technology (ICT) can enhance civic participation and reduce disenchantment with politics. Out of these expectations, a lot of e-participation projects were initiated in Germany. Initiatives were established, e.g. the 'Initiative eParticipation', which gave many incentives of electronic participation for policy and administration in order to strengthen decision-making processes with internet supported participation practices.

This thesis consists of two major parts. In the first part, definitions of the essential terms are presented. The position of e-participation within the dimension of e-business is pointed out. In order to explain e-participation, basics of the classical off-line participation are delivered. It will be shown that a change is in progress, not only because of the deployment of ICT. Subsequently, a framework to characterize e-participation is presented.

The European Union is encouraging the implementation of e-participation. So, the city of Koblenz should be no exception. But what is the current situation in Koblenz? To provide an answer to this question, the status quo was examined with the help of a survey among the citizens of Koblenz, which was developed, conducted and evaluated. This is the second major part of this thesis.

Zusammenfassung

Weltweit kann im letzten Jahrzehnt auf eine rasch zunehmende Akzeptanz des Internets als Informationsplattform zurückgeblickt werden. Grundlegende Änderungen fanden sowohl im privaten als auch im öffentlichen Sektor statt. Im Zuge dessen wurde die aktive Beteiligung von Bürgern in politische Meinungsbildungsprozesse mehr und mehr elektronisch unterstützt. Die Erwartungen an die neue Technologie steigerten sich in die Annahme, dass Informations- und Kommunikationstechnologien (IKT) die Bürgerbeteiligung verbessern und die Politikverdrossenheit mindern können. Aus diesen Erwartungen entwickelten sich einige E-Partizipationsprojekte in Deutschland. Außerdem wurde die ‚Initiative eParticipation‘ ins Leben gerufen, die in Bezug auf E-Partizipation Politik und Verwaltungen stark anregt, den Entscheidungsprozess mit Hilfe von internetgestützten Beteiligungspraktiken zu stärken.

Diese Arbeit besteht aus zwei Hauptteilen. Im ersten Teil werden Definitionen der kritischen Begriffe präsentiert. Außerdem wird die Position von E-Partizipation innerhalb der Dimension des E-Business aufgezeigt. Um E-Partizipation zu erläutern, werden zuerst Grundlagen der klassischen Bürgerbeteiligung erklärt. Es wird gezeigt, dass sich auch die klassische Bürgerbeteiligung in einem Veränderungsprozess befindet, dessen Ursache nicht nur der Einsatz von IKT ist. Nachfolgend wird ein Rahmenwerk präsentiert, welches das Spektrum von E-Partizipation charakterisiert.

Die Europäische Union fördert die Umsetzung von E-Partizipation. Koblenz soll da keine Ausnahme bilden. Aber wie ist die momentane Situation in Koblenz? Um diese Frage zu beantworten wird der gegenwärtige Zustand untersucht. Dazu wurde eine Umfrage unter den Bürgern der Stadt entwickelt, durchgeführt und ausgewertet. Dies ist der zweite Hauptteil dieser Arbeit.

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List of abbreviations

B2B	Business-to-Business
B2C	Business-to-Customer
B2G	Business-to-Government
BITKOM	Bundesverband Informationswirtschaft Telekommunikation und neue Medien e.V.
C2B	Customer-to-Business
C2G	Customer-to-Government
CGI	Computer graphics interface
CSO	civil society organization
DOI	Diffusion of Innovations
DSL	Digital Subscriber Line
FAQ	Frequently asked questions
FTP	File Transfer Protocol
G2B	Government-to-Business
G2C	Government-to-Customer
G2G	Government-to-Government
G2N	Government-to-Non-profit/Non-governmental organizations
GIS	Geographic information system
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
IAP2	International Association for Public Participation
ICT	Information and communication technology
ISDN	Integrated Services Digital Network
IST	Information Society Technologies
KE	Knowledge engineering
KM	Knowledge management
N2G	Non-profit/Non-governmental organizations-to-Government
NGO	Non-governmental organization
NPO	Non-profit organization
PEU	Perceived ease of use

PU	Perceived usefulness
RSS	Really Simple Syndication (RSS 2.0)
SMTP	Simple Mail Transport Protocol
SPSS	Statistical Package for the Social Sciences
SQL	Structured Query Language
SWS	Semantic web services
TAM	Technology Acceptance Model
TPD	Theory of Planned Behavior
TRA	Theory of Reasoned Action
UTAUT	Unified Theory of Acceptance and Use of Technology
WWW	World Wide Web
XML	Extensible Markup Language

1 Introduction

The internet has perceived a rapid development during the last decade. More and more activities in daily life are executed in electronic way. We cannot imagine today's life without the internet or cell phones anymore. In 2005, 62% of private households have had an internet access. In the business sector, there are approximately 94% of companies employing at least ten employees with an access to the internet [Hahl2007]. The soaring success of information and communication technology (ICT) did not halt in the private sector (e-commerce) only. Fundamental changes can also be noted in the field of public administration (e-government). The process-oriented usage of ICT for trade, industry and administration can reduce time and costs. This huge potential has to be identified and accessed. This is one of the most demanding modernization tasks the business sector as well as public administrations face [Hahl2007].

A few years ago, participation via the internet was only thought of in research projects. By and by, the number of activities grew. Just limited to a provision of information or the potential to download documents and forms in the beginning, there are now a lot of possibilities to participate in political decisions or decision-making processes [Pers2007]. By now, many methods and tools are provided. Also an active involvement of citizens in planning political procedures is more and more supported electronically [Stif2007]. The expectations culminate in the assumption that ICT can enhance civic participation and reduce disenchantment with politics. Out of these expectations, a lot of e-participation projects were initiated in Germany [Pers2007]. Furthermore, initiatives were established, e.g. the 'Initiative eParticipation' in Germany, which gave a lot of incentives of e-participation for policy and administration in order to strengthen decision-making processes with internet-supported participation practices [Stif2007]. This initiative *"is a network of organizations and companies, who boost, develop and offer computer-supported participation processes"* [Init2008]. Participation as well as e-participation needs publicity and public support, because the rapid development of the internet and the ability of the people to handle media competently will also change and enhance e-participation positively [Stif2007].

This Master Thesis is developed in the context of DEMO-net – The eParticipation Network, which is “a *Network of Excellence project funded under the European Commission*” [DEMO2007a]. This project is a framework for the research in various subject areas of electronic civic participation.

The aim of this work is to analyze the perception and the status quo of the development of e-participation in Koblenz as well as the adoption of ICT in the field of civic participation. Therefore, a survey among the citizens in Koblenz was conceived, performed, and analyzed.

This thesis contains two major parts. The first part cares the theoretical elaboration and is divided into four chapters. Here an introduction in the field of e-participation is presented along with disambiguation and definitions of the essential terms needed here. This is followed by a changeover from ‘classical’ participation to e-participation and leads directly to the status quo in the city of Koblenz. The second major part details the survey performed among the citizens of Koblenz. It is divided into two chapters on the basis of the data gathered in this survey. Here, the behavior, the knowledge, and the interests according to e-participation of the citizens are analyzed. Subject to the problem outline, this thesis is structured along the following six chapters:

Chapter two deals with the basic terms of the e-buzzwords. E-participation will be distinguished from e-government and its sub-terms. Here, the relevant terms are shortly defined and explained. Also, some basic information about DEMO-net is given.

Chapter three is devoted to the classical offline participation. It will be explained what the idea behind civic participation is and, how the way towards e-participation could look like. Furthermore, some discussions what forms of participation are present within democracy is provided.

In chapter four, essentials on e-participation are explained. General set-ups for e-participation can be divided into different conditions. These are examined and determined with a framework for e-participation, which has been developed within DEMO-net. Also barriers and motivating factors for the various participants of e-participation are identified.

The city of Koblenz is the central subject in chapter five. It is analyzed which current e-participation offerings are available. Therefore, the central platform for such offerings, the website of Koblenz, www.koblenz.de, is in the center of attention.

Along with chapter six starts the second major part of this work. This chapter deals completely with the survey in Koblenz. It is explained how this survey is designed and what the ideas behind it are. Moreover, the process model with detailed description of the particular survey phases is presented and illustrated.

In chapter seven, the gathered data of the survey will be analyzed and interpreted.

Chapter eight concludes this thesis and provides an outlook to further research to be carried.

In the attachments, the interview guideline, the questionnaire, and the detailed interview results of the survey are presented.

2 Disambiguation and definitions

When talking about ICT in the public sector, the term e-government must be mentioned. But what is e-government and what is the relation among e-government and e-participation? A disambiguation and definitions of essential terms are presented in this chapter.

2.1 The internet as the presenting platform

The internet is the technical foundation for e-participation. The detailed history of the internet is not relevant here and is omitted. However, the Information and Educational Technology Glossary of the University of California Davis defines the internet as *“a global network linking millions of computers for communications purposes. The Internet was developed in 1969 for the U.S. military and gradually grew to include educational and research institutions. In the last two decades, connections to and use of the Internet have mushroomed, primarily due to the popularity of the Web, the graphical form of the Internet that most people use, and email”* [IET2008]. A lot of standardized protocols allow a variety of services, e.g. World Wide Web (WWW), e-mail, newsgroups, chat rooms etc. Such services enable individual, interactive and multimedia communication [Röss1998].

Like television, the internet is a mass medium. The major difference is that the content broadcasted via television (TV) is definite. The receiver has no influence of what is being broadcasted. The only matter of choice is the TV channel. That means the receiver can switch to another channel when he or she does not like the offered content. Concerning the internet, everybody can determine for himself which kinds of information to pull up in order to form an opinion. So, one does not have to be satisfied with the TV broadcasts. But the receiver does not need to be content to only receiving information. He or she can also interact by choosing which site to visit. This can be seen as equivalent to receiving the television broadcast in a broader sense. One can also interact by contributing content and making this content accessible for other participants. That makes the receiver simultaneously becoming a sender.

Also in contrast to television and other mass media, the internet is hierarchically decentralized and organized, which leads to a strengthening of criticism and control

functions [Hart1999]. Thus, the internet as a whole cannot be controlled. This can be an advantage but of course also be a disadvantage. As a matter of fact, politicians have less influence over the internet than perhaps over TV stations [Haim2004].

Generally, political education is the requirement for an effective and a responsible participation in the democratic decision-making process. Therefore, the internet has to be checked upon its possibilities for political education. As Haim [Haim2004] stated correctly, the citizen or the politically interested are flooded with political information. Therewith, the goal of political education will certainly not be reached. It requires an exact reconditioning of the accordant content. But it also requires tools who allow a critical recognition of the discovered information. An illustration of these correlations according to Baumberger can be found in figure 2.1.

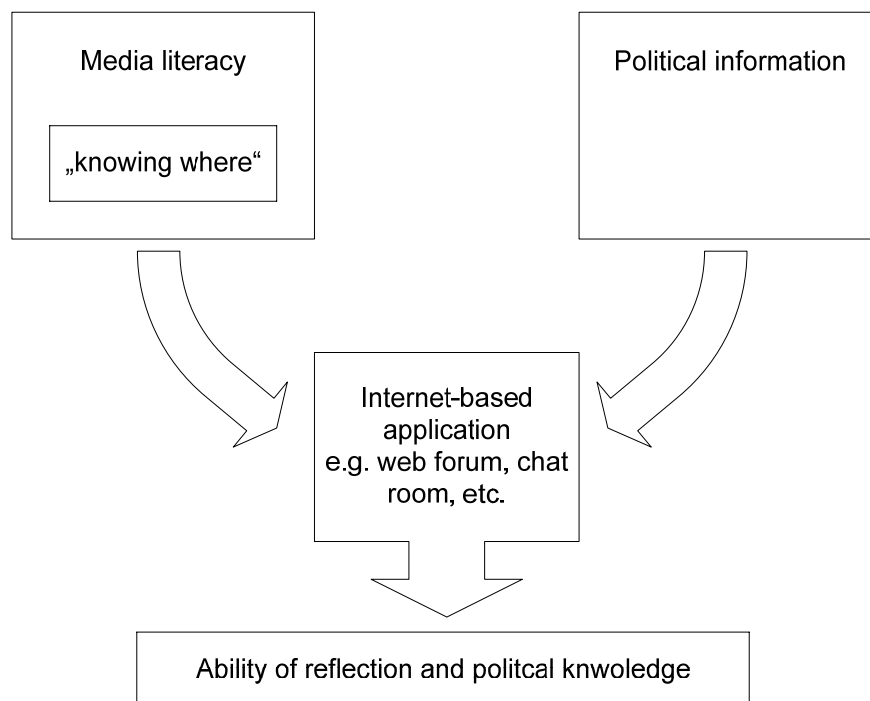


Figure 2.1: Ability of reflection and political knowledge [Baum2003]

As shown in figure 2.1, web forums, chat rooms, simulations of political processes, virtual societies etc. are examples for applications how citizens can be educated in their ability of reflection and their political consciousness. Due to the internet, out of political information and the knowledge where to find them, political knowledge and the ability of reflection grows [Haim2004].

Thus, the internet contributes to the fostering of political education. It also has effects on the democratic process. How the internet supports the democratic process is in part investigated in the survey presented in chapter six.

For further readings, references are DEMO-net [DEMO2007a], the OECD studies 'Citizens as Partners' [OECD2001] and 'Promise and Problems of E-Democracy' [OECD2003] as well as UK local government studies within the Local e-Democracy National Project like 'From the Top Down' [MaWR2005] and 'e-Methods for public engagement' [MaCL2005] etc.

2.2 E-business

E-business as a term established itself after a couple of years as an umbrella term for all activities, which deal with electronic transaction processing via the internet [O'BMa2006]. IBM popularizes the expression 'eBusiness' in the 1990s with publicity campaigns. It is seen as a re-arrangement of strategic business processes and thereby, the accomplishment of the challenges of the new market, which is based upon knowledge and distinguished through globalization [Stau2001]. According to the 'E-Government Guide Germany', e-business *"deals with all forms of electronic transactions of business processes involving the use of information and communication technology"* [IWVI2007]. Möhrstädt et al. define e-business as the *"denotation for the electronic accomplishment of all business processes with the aid of information and communication technology. (...) Electronic business comprehends the accomplishment of business processes between organizations, between organizations and administrations, and between organizations and consumers via the networked, electronic system"* [MöBP2001]. Within these definitions, two major aspects are in the center of attraction: business process and relationship. The business processes will be modernized and reformed with the help of ICT, and these processes are running between two business partners. Such partners are not only part of the private sector, but also of the public sector. The business processes within the public sector are also re-arranged. This leads to segmentation into e-commerce and e-government.

This work focuses on the public sector. To complete the terms, Zwißler defines e-commerce as the buying and selling of goods and services on the internet. It ranges from the presentation of the offer over the ordering and the purchase to the payment and shipping [Zwiß2002]. The 'E-Government Guide Germany' specifies e-commerce as a part of e-business, which *"deals with the business transaction of*

goods, information and services over electronic systems on the commercial sector” [IWVI2007].

Figure 2.2 illustrates the relationship network.

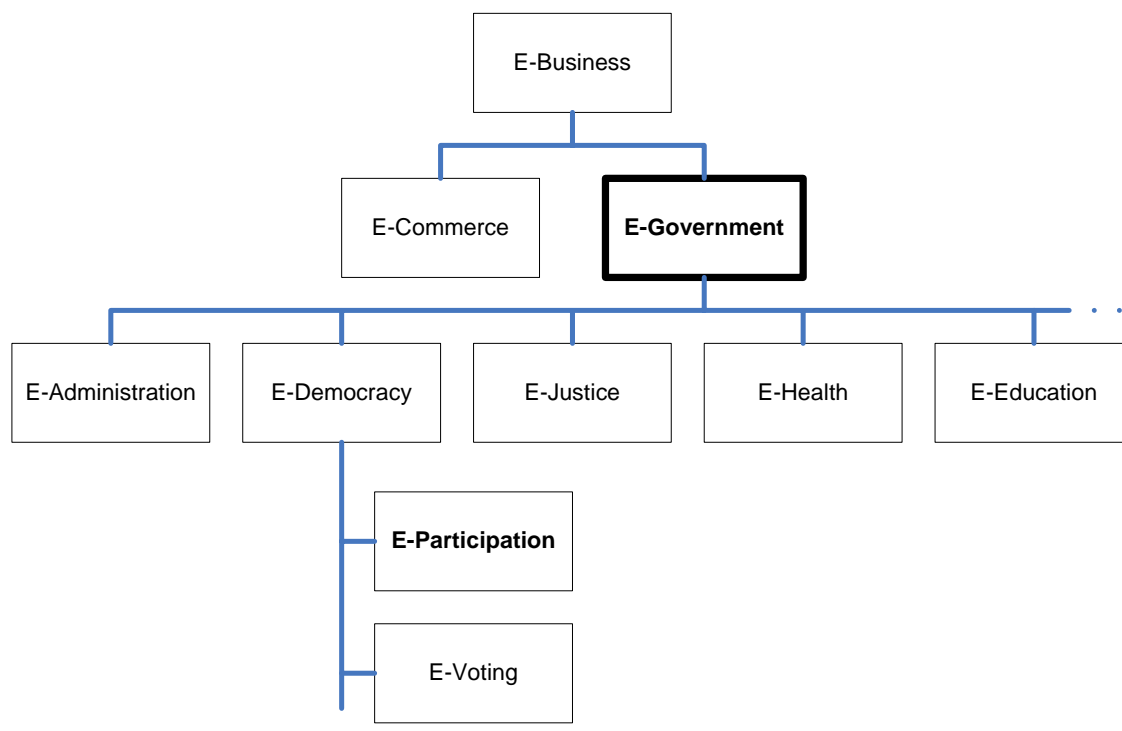


Figure 2.2: Dimension of e-business [Haim2004]

2.3 E-government

The term e-government becomes more and more important. It was coined in the end of the 1990s. The term was initially regarded as another e-word out of the field of e-business. In the last years, the research succeeded to place e-government as a self-contained concept besides e-commerce and to integrate it in the field of information systems research.

In this context, a lot of different interpretations appeared. Plentiful definitions of e-government exist. Many of them only differ in nuances. The ‘E-Government Guide Germany’ defines e-government as the concept “*to the simplification and transaction of business processes using information and communication technology in the context of governance and public administration*” [IWVI2007]. The World Bank defines e-government as “*the use by government agencies of information technologies (...) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better deliv-*

ery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions [Worl2008]. According to the Speyer definition, electronic government is *“the handling of on business processes in relation to governing and administrating (government) by means of information and communication techniques via electronic media. Based on the technical development we suppose that these processes will be executed entirely electronically in the future. This definition comprehends both, the local and the communal level, the regional and the federal state level, the national and the federal level as well as the supranational and the global level. The total public sector, consisting of legislature, executive, and judiciary as well as public companies, is included”* [LuRe2000]. The common idea behind all these e-government definitions is that it involves the automation or computerization of existing paper-based procedures. This will induce “new styles of leadership, new ways of debating and deciding strategies, new ways of transacting business, new ways of listening to citizens and communities, and new ways of organizing and delivering information” [Pasc2003]. The goal of e-government can be seen as to enhance the access to and the delivery of government services in order to benefit citizens on the one hand. On the other hand, e-government aims to support the government’s way to more effective governance and an increased transparency to a better management of a country’s social and economic resources [Pasc2003].

Like e-commerce, which allows more efficient transactions of businesses among each other (B2B) and brings the businesses closer to the customers (B2C/C2B), e-government also bears an extensive concept for the interactions of the whole public sector with all the other society sectors. E-government combines the interactions within the public sector (G2G), the interactions between the public sector and the population (G2C/C2G), between the public sector and business enterprises (G2B/B2G) as well as between the public sector and non-profit respectively non-governmental organizations (G2N/N2G). Table 2.1 illustrates the network of these mentioned interactions.

E-Government	Citizen	Administration	Economy	NPO/NGO
Citizen	C2C	C2G	C2B	C2N
Administration	G2C	G2G	G2B	G2N
Economy	B2C	B2G	B2B	B2N
NPO/NGO	N2C	B2G	N2B	N2N

Table 2.1: E-government within a X2Y-Matrix [LuRe2000]

The specific areas of applications are hard to circumscribe from each other. A reason is because e-government is a relatively young research field. In a narrower sense, e-government can be segmented on the same principle such as the separation of powers. The domains are e-administration, e-democracy, and e-justice. Taking into account that ICT covers and supports every public domain, the area of applications here are extended to the fields of health care, school systems etc.

2.4 E-democracy

Moving the next step towards e-participation, the stop is e-democracy, which is regarded as a research field within the dimension of e-government. The expression first appeared within democratic debates in the United States of America (USA) in the 1970s, when the low political participation was seen as one of the central political problems. Then, the debates were centered around the question whether the cable TV has a democracy-strengthening effect [Hage1999]. Today the internet is the focus of these discussions.

Again, various definitions exist. Hacker and van Dijk define e-democracy as *“the use of information and communication technologies and computer mediated communication in all kinds of media (...) for purposes of enhancing the political democracy or participation of citizens in democratic communication”* [HaDi00].

Steven Clift, one of the leading e-democracy activists in the USA and host and editor of Democracies Online [DoWi2008] states that e-democracy *“comprises a range of internet-based activities that aim to strengthen democratic processes and institutions, including government agencies. Some of the ways in which this can be*

delivered include: providing accessible information resource online; concluding consultation online; and facilitating electronic input to policy development” [PrWP2005].

The ‘E-Government Guide Germany’ claims that e-democracy “*includes different approaches to improving democratic communication and participation structures by the use of information and communication technology. E-voting and e-participation, for example, are part of e-democracy*” [IWVI2007].

Macintosh states that “*e-democracy is concerned with the use of information and communication technologies to engage citizens, support the democratic decision-making processes and strengthen representative democracy. The principal ICT mechanism is the internet accessed through an increasing variety of channels, including PCs, both in the home and in public locations, mobile phones, and interactive digital TV. The democratic decision-making processes can be divided into two main categories: one addressing the electoral process, including e-voting, and the other addressing citizen e-participation in democratic decision-making*” [Maci2004].

Sometimes, e-voting is seen as a sub-item of e-participation. However, this thesis sticks with the definition of the ‘E-Government Guide Germany’, which implies that e-participation and e-voting are independent from each other to a certain extent. E-democracy refers to the transparency of the political process along with the political participation of the citizens and the economy in decision-making processes of public institutions.

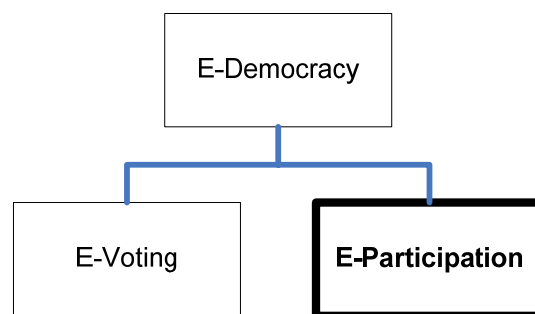


Figure 2.3: Dimension of e-democracy

E-democracy can be divided into direct-democratic and indirect-democratic elements. Direct-democratic means that the citizens are directly involved in the political process, e.g. the voting results have direct effects. The public participates directly and is not represented. Indirect-democratic here means that the citizens are included in the political process and can have an effect on certain decisions, but they do not have the power of the final decision.

2.5 E-participation

Because e-participation is the central issue of this thesis, at this point only definitions are given. Further explanations towards e-participation, e.g. participation areas, tools, technologies etc. can be found in the following chapters.

The 'E-Government Guide Germany' delivers the following definition of the term e-participation: "*Using information and communication technology, Electronic Participation develops and implements new forms of participation in decision and policy-making processes for citizens. These processes do not just provide information; they should also encourage direct communication and discussion between public authorities, elected representatives, politicians, citizens and government. E-participation is a means of taking part in the opinion-making process up to the point of decision-making with electronic systems. Aims of e-participation are to improve public responsiveness and to enhance public satisfaction*" [IWWI2007].

On behalf of the OECD [OECD2003], Macintosh undertook a study looking at how ICT could be applied to enhance citizen participation in the policy process. Therefore, the following four overarching objects for e-participation were discovered [Maci2004]:

- a) to reach a wider audience to enable broader participation
- b) to support participation through a range of technologies to cater for the diverse technical and communicative skills
- c) to provide relevant information in a format that is both more accessible and more understandable to the target audience to enable more informed contributions
- d) to engage with a wider audience to enable deeper contributions and support deliberative debate

Macintosh et al. use later "*a working definition of e-participation, as the use of ICT to support information provision and 'top-down' engagement, e.g. government-led initiatives, or 'ground-up' efforts to empower citizens, civil society organisations and other democratically constituted groups to gain the support of their elected representatives. Effective information provision is often seen as a corollary of effective engagement and empowerment*" [MaWh2006].

Summarizing, e-participation comprises all internet-based processes, which enable a civic participation in the political decision-making process. It is "*the use of in-*

formation and communication technologies to broaden and deepen political participation by enabling citizens to connect with one another and with their elected representatives. (...) however, the crucial point (...) is that it is not just concerned with top-down government initiatives to engage with citizens, but rather includes all stakeholders in democratic participatory decision-making” [Maci2006].

2.6 The project DEMO-net

As mentioned in the introduction, this thesis is written within the context of the project DEMO-net.

DEMO-net is a Network of Excellence funded under the European Commission's 6th framework program 'Information Society Technologies (IST)'. The project started January 1st, 2006 and will be funded for four years [DEMO2007a]. It is supported by researchers from the fields of e-democracy and e-government in order to develop a powerful network in the field of e-participation. The project is specifically designed to secure the democratic future and the civic participation in participation processes by the use of public funds and administrations. It also has to highlight the country-specific needs for e-participation and e-governance [Pers2007].

“The overarching objective of DEMO-net is to strengthen scientific, technological and social research excellence in e-participation by integrating the research capacities of individuals and organisations spread across Europe. The intention is to advance the way research is carried out in Europe with respect to quality, efficiency, innovation and impact to overcome the currently fragmented approach to eParticipation in this important European research area. The network with this overall objective will provide a major contribution to the strategic goals set by the European Council” [DEMO2007b].

3 Basics of civic participation

This following chapter deals with the classical offline civic participation. Basics and the role of participation within democracy are clarified. At first, it will be explained what participation is. After the mediation of the basics the level of participation will be brought into focus. Next, it will be presented that the requirements for participation are changing, not only because of the use of ICT. In the course of these new challenges, it is important to move the citizens towards more engagement with new ways of participation, which will be mentioned in the subsequent sub-chapters. This chapter closes with building a bridge from participation to e-participation.

3.1 What is participation respectively civic participation?

Participation and civic participation are often regarded as synonyms. Participation is the citizens' interest and codetermination in political processes and administration decisions [Pers2007]. In a broader sense, civic participation refers to "*active participation of citizens in the accomplishment of shared (political) matters respectively of the members of an organization, a group, or a club etc. in shared matters*" [BaDI2004]. In Germany, the term 'Partizipation' (participation) is sometimes seen as a generic term with 'Bürgerbeteiligung' (civic participation) just referring to parts of participation. These terms differentiate how far the participation appears in a formal, legally determined way [Kaas2003]. Such explicitly formalized forms of participation are elections and votes as well as formally organized forms of participation, e.g. cooperation in political parties, associations and clubs [BaDI2004].

In a narrower sense, the origin of the term civic participation lies in another explicitly formalized form of participation, namely the participation in planning processes of administrations, particularly on a communal level. The term civic participation was even embodied into laws. As an example, §3 of the German Federal Building Code effective version of July 7th, 1987 states:

§ 3 Beteiligung der Bürger

(1) Die Bürger sind möglichst frühzeitig über die allgemeinen Ziele und Zwecke der Planung, sich wesentlich unterscheidende Lösungen, die für die Neugestal-

tung oder Entwicklung eines Gebiets in Betracht kommen, und die voraussichtlichen Auswirkungen der Planung öffentlich zu unterrichten; ihnen ist Gelegenheit zur Äußerung und Erörterung zu geben.

This law declares that the citizens are to be informed at the earliest possible stage about the general aims and purposes of planning, about significantly different solutions which are being considered for the redesign or development of an area, and of the potential impact of the scheme; the public is to be given suitable opportunity for comment and discussion.

In the revised form of September 2004, the term 'Bürger' (citizens) is exchanged with the term 'Öffentlichkeit' (public), because in Germany, citizens are only full-age German nationals in legal understanding [BaDI2004].

To what extent civic participation is allowed in decision-making processes varies between the countries, even between the German federal states. Germany has a representative democracy, where elected representatives act in the people's interests for an elected period. Such a democracy form offers people less possibilities of direct and active participation, but there are still some chances to participate in decision-making processes. A possibility is the above mentioned participation in planning processes for interested citizens. The opportunity for the citizens to co-decide in fundamental social developments is not intended in the representative system of the German constitution. However, §2 of article 20 of the Basic Constitutional Law of the Federal Republic of Germany states:

Article 20

[Basic institutional principles; defense of the constitutional order]

(2) All state authority is derived from the people. It shall be exercised by the people through elections and other votes and through specific legislative, executive, and judicial bodies.

The mentioned 'other votes' are only possible in case of a restructuring of the states [Mars2002]. An overview of the possibilities embodied in state laws and on regional levels has been summarized by Perscheid [Pers2007].

Besides the explicitly formalized forms of participation, there are also forms of participation which are not explicitly stated in the German constitution. If participation is not mandatory, these forms are used by public authorities. For such informal forms of civic participation processes are used that stick more to citizen dialogues both among each other and with policy and administration [BaDI2004].

The citizens are not only engaged in parties or associations, but also in initiatives and in individual engagement for the community. The buzzwords here are honorary post and civic involvement. Citizens take part in demonstrations and assemblies. These forms of participations are fundamentally and legally embodied, but their exertion is not formalized like the right to vote. Figure 3.1 provides an overview of the explained forms of participation.

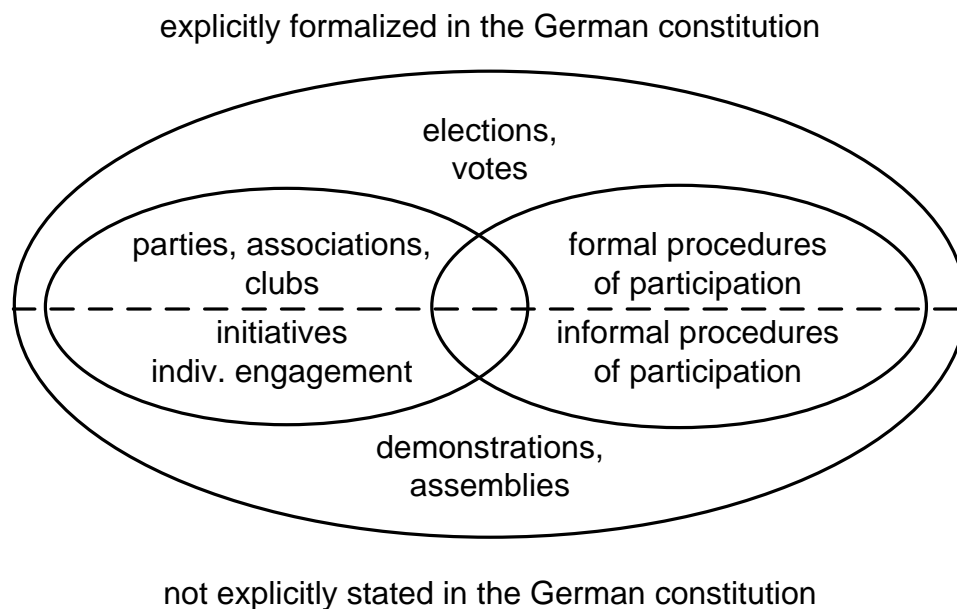


Figure 3.1: Forms of participation [BaDI2004]

Also in existence are legal and illegal forms, e.g. civil disobedience, non-violent and violent forms as well as conventional and unconventional forms. An overview can be found in [Kaas2003].

Participation is increasing when two or more groups are reaching a balance in a decision-making process. Maximum participation is reached when both or all groups are having equal influence. The opposite side is minimum participation, which occurs when only one group has the most possible influence. In this case, the decisions are made just by the group with the strongest respectively with the total influence. The other groups get information and explanations, but have no real co-determination in

the process. This case of minimum participation is also called unreal or pseudo-participation [Leic1994].

A concrete planning process can be initiated by either a governmental institution or even by private persons or groups. The first case is called top-down participation and in the second case it is talked about bottom-up participation [Leic1994].

Civic participation is an information medium and survey instrument, also a planning and design instrument. Its purposes are quality control, improvement of planning and promotion of acceptance. It can act as a decision support and as a catalyst, but it can also be used for integration and motivation of specific social classes [Anta1994]. As an instrument of influence, civic participation makes a contribution to the sustainability of planning and is mainly interesting for the citizens [Pers2007].

3.2 Democratic levels of participation

In order to secure an effective and efficient participation, it is important to provide crucial information for the citizens concerning the problem outline respectively the reason for the participation process. Participation only makes sense, when the participants know why and to what extent they should participate. Also, possibilities have to be provided where a dialogue between the stakeholders can take place before the decisions are made.

The OECD study 'Citizens as Partners' argues that democratic and political participation have to provide the opportunities to be informed, to participate in decision-making processes and to influence the political agenda [OECD2001]. Therefore, information, consultation and active participation are essential.

Information is defined in the report as "*a one-way relationship and covers both 'passive' access to information upon demand and 'active' measure by government to disseminate information to citizens*" [OECD2001]. "*Consultation is seen as a two-way relationship in which citizens provide feedback to government. It is based on the prior definition by government of the issue on which citizens' views are being sought and requires the provision of information*" [OECD2001]. Active participation is defined there as "*a relationship based on partnership with government in which citizens actively engage in defining the process and content of policy-making. It acknowledges equal standing for citizens in setting the agenda, proposing policy options and shap-*

ing the policy dialogue – although the responsibility for the final decision or policy formulation rests with the government” [OECD2001].

The following figure 3.2 depicts the increasing level of citizen involvement and influence on policy-making.

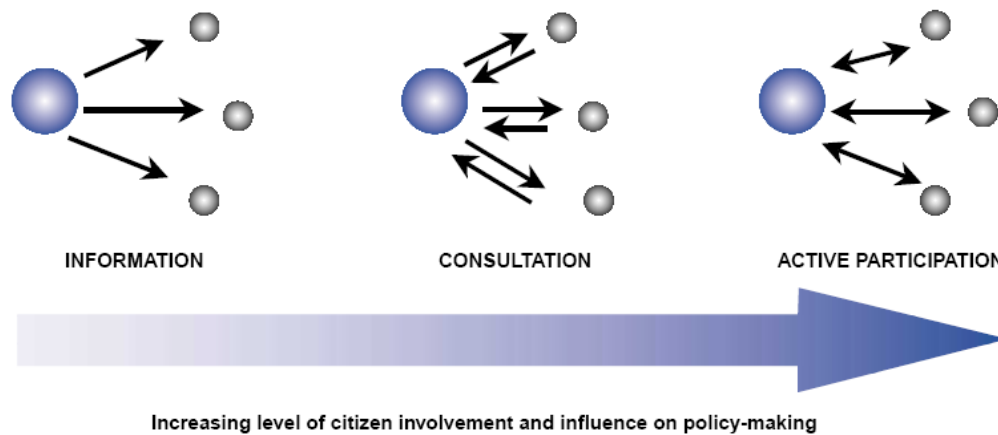


Figure 3.2: Defining information, consultation & active participation [OECD2001]

The International Association for Public Participation (IAP2) developed a spectrum with the following five forms of participation with an increasing level of public impact [IAP22007]:

- **“Inform:** To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.
- **Consult:** To obtain public feedback on analysis, alternatives and/or decisions.
- **Involve:** To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- **Collaborate:** To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
- **Empower:** To place final decision-making in the hands of the public.”

However, all of these schemes disobey the fact that also citizens and non-governmental (NGO) respectively non-profit organizations (NPO) can initiate a high information flow. An example for a typical one-way relationship initiated by citizens is a petition [Wimm2007].

These schemes confirm the significance of guiding the public through the participation process. With the participation processes progressing the interaction possibilities for the public are increasing. Because e-participation is participation with the support of ICT, these schemes are fundamentals for the schemes presented in chapter 4.1.3. Since the provision of information is a critical issue of the participation process, it will also be examined concerning the city of Koblenz later.

3.3 Civic participation as part of the local democracy

With the introduction and the establishing of ICT, the participation process is changing. In order to provide new structures for e-participation, the requirements for classical offline participation are changing, too. The following information content is taken from the website 'Wegweiser Bürgergesellschaft', a project of the Stiftung Mitarbeit [Wegw2007a].

Schwarz-Österreicher stated that the "*modern city is rather to describe with terms like difference and deviation than with unity and integration*" [Schw1999]. Actually, it is now a state of change in existence. Traditional social structures and relations of solidarity are disappearing. It is a complex situation with the acceleration of social alteration and simultaneity of different social development. These differences influence the requirements on local democracy as well [Wegw2007b].

Several challenges for local democracy emerge from above: One challenge is a demand for more participation. As more political decisions are not accepted without criticism, the demand for participation is growing. But this does not lead to a higher party-political engagement or a higher turnout of voters. Other more efficient strategies are preferred, e.g. media, citizens' initiatives etc. The antipoles are the growing population groups that do not see possibilities for themselves to influence their living conditions. This can lead to an apathetic or an even destructive behavior, often in social boiling points. Another challenge is the hindered solidarity and above-local orientation between 'big' and 'small' democracy. The level of action of the local-political institutions is often between these two levels. On the level of 'big democracy', laws are passed. The 'small democracy' is the framework where the people manage their daily activities with each other [Wegw2007b].

The civic engagement, influenced by the above tendencies, has specialized and diversified. A movement from parties, churches, labor unions and other traditional organizations towards new forms of self-organizations, e.g. citizens' initiatives, self-help organizations or networks of like-minded people, has occurred. The cause for this engagement, which is theme-specific and differentiated, is personal consternation or experienced defects. No commitment is needed, which means that the engagement can be aborted at every time. The motives also changed. Voluntarily engaged people choose their own subjects and aims, which they want to support. Personal reference and autonomy in the area of activity is important. These developments are mainly tendencies [Wegw2007b]. The new motives do not replace the old ones, but different bundles of motivation overlay each other, which were already observed many years ago [Mini1995].

These tendencies and challenges for democracy and participation are also challenges for e-participation processes. It is not enough just to apply ICT on participation processes. Like mentioned above, other social factors are also challenging given structures and are demanding for a reconsideration of them. The gathered challenges for e-participation are later presented in chapter 4.5.

3.3.1 Towards more engagement

To lead citizens to more engagement, practical facilities are needed, e.g. differentiated forms of offers that will open gradual participation possibilities. Also, an infrastructure that supports and boosts the engagement has to be developed and tailored to suit market needs, like self-help stations or seniors' bureaus. Such places were already created in the last years in cities and communities. Of course, the work of these infrastructures has to be adjusted to each other [Wegw2007c].

Another thing is that people need to bear responsibility in order to develop a sense of responsibility. Successful examples are schools which are entitled to freely dispose, at least partly, their own budgets and decide whether to use it for school books, renovations, school trips etc. Pupils, parents and teachers will deal with their resources more respectfully than if their behavior would have no effects for them. So, they can maybe bring austerity programs to life in order to save money which can be spent at other occasions. Something along those lines can be also integrated in parts

of the communes. Like similarly mentioned above, who expects responsible behavior by citizens needs to assign responsibility to them [Wegw2007c].

Of particular importance is activating community work. Self-help potentials have to be developed and boosted in districts, where social disadvantages and problems cumulate. The aim of activating community work is to create self-supporting resident organizations and neighborly networks. To bundle the existing resources, all stakeholders have to be activated, e.g. residents, local organizations, administration, policy, economy etc. Community work depends on the co-operation of all community members [Wegw2007c].

3.3.2 New ways of civic participation in decision-making

Some forms of participation were already presented in chapter 3.1. Classical instruments of the participation process are open councils, citizens' hearings and advisory boards. But these instruments are not free from deficits which rise to increasing community size and to increasing complexity. Some problems are subsequently summarized [Wegw2007d].

- Organized associations dominate smaller groups.
- Only few citizens know their complete rights to participate. A lot of them do not have the heart to deal with presented plans or the technical terminology. So, only minorities participated. An open council with 100 participants should last at least eight hours when everyone has the opportunity to state a comment of only five minutes.
- Civic participation is social-structurally unevenly distributed. The dominating classes are highly educated persons, members of higher job-related positions, public service, representatives of parties, associations, clubs or churches etc. Underrepresented are foreign fellow citizens, teenagers, women, older persons etc.
- Some politically interested want to engage but suffer from lack of time. Such groups are single parents, shift workers etc.
- Interest and engagement often occurs by personal consternation, which mostly sets in too late. The participation process has already entered a stage where the exercise of influence is limited. Figure 3.3 is referring to

such a situation. The engagement and interest is increasing along the progress of the participation process, but simultaneously, the possibilities of taking influence in the process are decreasing.

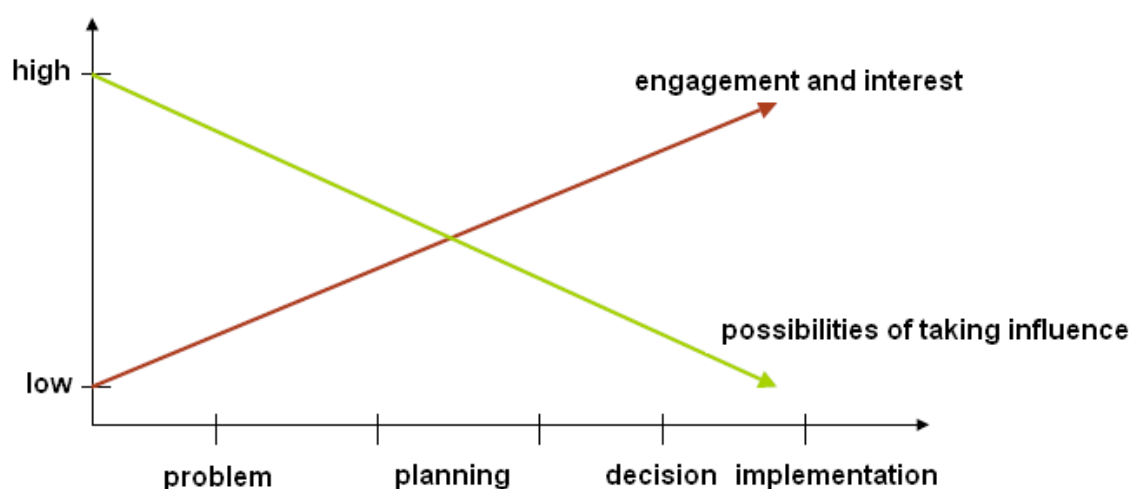


Figure 3.3: Participation-paradox [LeWe2003]

- Our community has the tendency to segment or separate from each other. Discussions on each other are more frequent than discussions with each other. A confirmation of ideas is preferred to an exchange of ideas.

In order to minimize the above mentioned problems and to enhance the quality of civic participation, new approaches are tested. Within these approaches civic participation is seen as communicative process and not as formal act. Concrete methods are not presented here, but an overview of potential methods can be found on the website www.buergergesellschaft.de [Wegw2007f]. Among this list, the term eDemocracy is found. But in this context, e-democracy is not just a method. It is a communication channel, which can support other methods [Wegw2007g]. None of the methods are a guaranty of success. Which method is suitable for a particular situation has to be decided case by case [Wegw2007e].

However, some basic requirements for a successful implementation are in existence. The procedures of participation have to be applied unbiased, to occur at an early stage where real decision alternatives still exist and to aim for fair chances of influence for all interested persons or groups. Although, they have to be transparent, which means that their significance has to be determined and it has to be clear, on which arguments the decisions are based. The methods must have a temporary character and they are working goal- and result-oriented on specified tasks. After the

completion, they were disbanded. If necessary, the new ways of civic participation have to be supplemented by procedures, which activate insufficient articulated interests or aim for a representative participation of the citizens. Civic participation is a resource and has to be used better than before [Wegw2007e].

3.4 From civic participation to e-participation

Since the middle of the 1990s, a disengagement of citizens increased on communal levels. A number of participation instruments were installed in communes, like round tables. But also new instruments of participation were introduced, e.g. perspective workshops, mediation procedures etc. [Holt2002]. From this time on, the internet explosively developed from its niche existence to a tool accessible for nearly everybody. The rapid development of broadband internet access since approximately 2001 supported the fact that the internet penetrated all areas of private and public life. It has changed the information and communication habits of the people and creates new needs and new options of action. Simultaneously, it will be advanced and enhanced permanently [Schu2007].

In order to reach the people with procedures of participation via this relatively new medium, it is obvious to implement the existing participation instruments for the internet. The nearly grass-roots democratic main features of the internet are ideal conditions to establish democratic participation procedures. A lot of already existing instruments of the internet community, like web forums or chat rooms, are suitable to be integrated in participation procedures in an adjusted form. In the meantime, many different participation tools for all kinds of participation are developed out of these approaches and deployed successfully. The beginning of implementing the existing participation instruments for the internet can be seen as the birth of e-participation [Schu2007].

4 Essentials on e-participation

This chapter deals with the central term of this thesis: e-participation. Some short definitions of e-participation are already given in chapter 2.5. These definitions are regarded as the basis for the following chapter, where some general and further information on e-participation will be presented. The gathered issues of this chapter are fundamentals of e-participation. Some of these issues are examined in the survey in reference to the situation in Koblenz. The survey results are presented in chapter seven.

4.1 Key dimensions of e-participation

In order to build up a common understanding and to structure the many aspects of this field, an overall structure of the e-participation domain needs to be constructed. The first year's activities of DEMO-net have structured issues in a number of deliverables which can be found at the project's website [DEMO2007c]. Figure 4.1 illustrates an analytical framework which comprises a number of such issues.

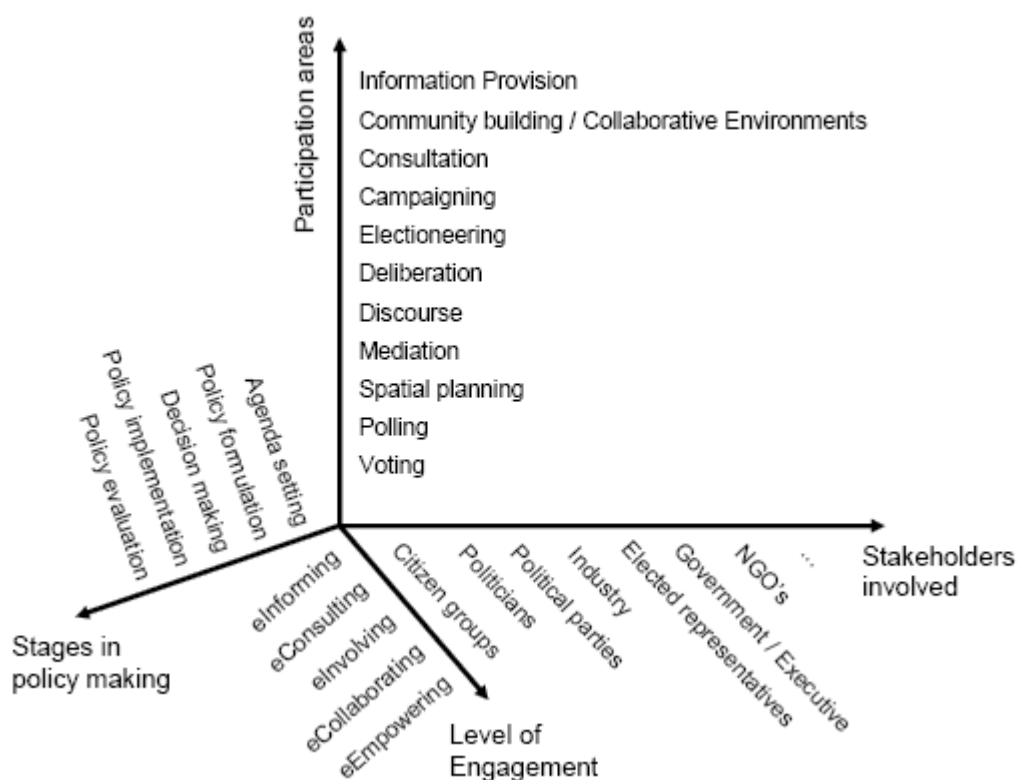


Figure 4.1: Framework to characterize e-participation research and application [Wimm2007]

This draft of an analytical framework identifies four key dimensions, namely participation areas, stages in policy-making, level of engagement and stakeholders involved. Subsequently, these dimensions will be explained. This framework is also taken into consideration when evaluating the participation possibilities provided by the website of Koblenz in chapter five.

4.1.1 Participation areas

There are a lot of participation areas for the use of e-participation in existence. The subsequently presented areas are based on a conducted survey which identified 23 specific activities in which e-participation researchers were involved [DEMO2006b]. Out of these research activities, DEMO-net partners have derived the following 13 practical areas of deployment of ICT to support e-participation [DEMO2006c]:

- *Information Provision*: ICT to structure, represent and manage information in participation contexts.
- *Community building/Collaborative Environments*: ICT to support individuals come together to form communities, to progress shared agendas and to shape and empower such communities.
- *Consultation*: ICT in official initiatives by public or private agencies to allow stakeholders to contribute their opinion, either privately or publicly, on specific issues.
- *Campaigning*: ICT in protest, lobbying, petitioning and other forms of collective action (except of election campaigns, see electioneering as participation area)
- *Electioneering*: ICT to support politicians, political parties and lobbyists in the context of election campaigns.
- *Deliberation*: ICT to support virtual, small and large-group discussions, allowing reflection and consideration of issues.
- *Discourse*: ICT to support analysis and representation of discourse.
- *Mediation*: ICT to resolve disputes or conflicts in an online context.
- *Spatial planning*: ICT in urban planning and environmental assessment.
- *Polling*: ICT to measure public opinion and sentiment.

- *Voting*: ICT in the context of public voting in elections, referenda or local plebiscites.

4.1.2 Stages in policy-making

E-participation tools can be deployed in different phases of the political process. Researchers discovered that citizens have more influence on the policy in earlier stages of this process [DEMO2006c]. This key dimension considers when to engage citizens and is based on a structure of high-level stakes in policy-making defined by Howlett et al. [HoRa1995].

1. *Agenda setting*: refers to the process by which problems come to the attention of governments.
2. *Policy formulation*: refers to the process by which policy options are formulated within government.
3. *Decision making*: refers to the process by which governments adopt a particular course of action or non-action.
4. *Policy implementation*: refers to the process by which governments put policies into effect.
5. *Policy evaluation*: refers to processes by which the results of policies are monitored by both state and societal actors, the result of which may be reconceptualization of policy problems and solutions.

However, a slightly different approach has been developed out of an OECD study by Macintosh et al. [OECD2003]. The five high-level stages of that policy-making life-cycle were described as follows:

1. *Agenda setting*: establishing the need for a policy or a change in policy and defining what the problem to be addressed is.
2. *Analysis*: defining the challenges and opportunities associated with an agenda item more clearly in order to produce a draft policy document. This can include: gathering evidence and knowledge from a range of sources including citizens and civil society organizations; understanding the context, including the political context for the agenda item; developing a range of options.

3. *Creating the policy*: ensuring a good workable policy document. This involves a variety of mechanisms which can include: formal consultation, risk analysis, undertaking pilot studies, and designing the implementation plan.
4. *Implementing the policy*: this can involve the development of legislation, regulation, guidance, and a delivery plan.
5. *Monitoring the policy*: this can involve evaluation and review of the policy in action, research evidence and views of users. Here there is the possibility to loop back to stage one.

This policy-making process is depicted in figure 4.2.

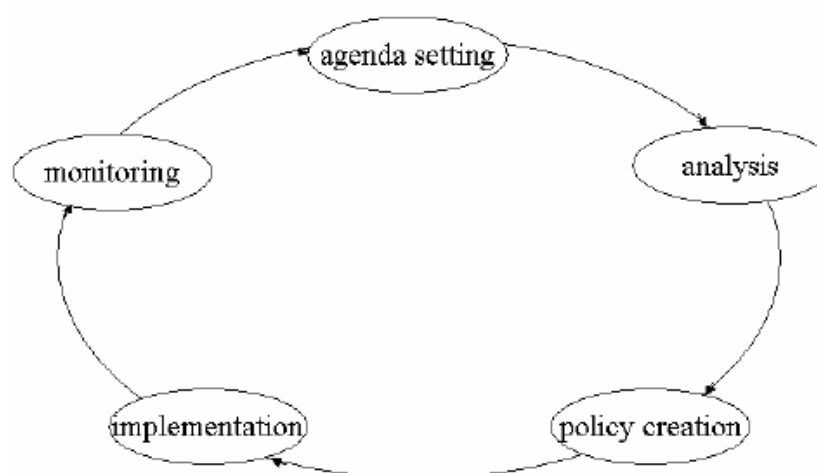


Figure 4.2: Policy-making life-cycle [Maci2004]

Both approaches seem similar. The e-participation community has yet to come up with an agreement of the semantics of the distinct phases (DEMO2006c). Nevertheless, each of the above explained policy-making stages has the potential to be strengthened by the use of ICT [OECD2003].

4.1.3 Level of engagement

The level of participation has been discussed and elaborated in the literature in different classification schemes. In chapter 3.2, the schemes of the OECD study 'Citizens as Partners' and of the IAP2 are presented.

Using the OECD scheme as a bias and considering the overarching objectives of e-participation in chapter 2.5, Macintosh proposed a scheme with the following three levels of e-participation [Maci2004]:

- *E-enabling* refers to supporting those who would not typically access the internet and take advantage of the large amount of information available. The concerned objectives are how technology can be used to reach the wider audience by providing a range of technologies to cater for the diverse technical and communicative skills of citizens. The technology also needs to provide relevant information in a format that is both more accessible and more understandable. These two aspects of accessibility and understandability of information are addressed by e-enabling.
- *E-engaging* with citizens is concerned with consulting a wider audience to enable deeper contributions and support deliberative debate on policy issues. The use of the term 'to engage' in this context refers to the top-down consultation of citizens by government or parliament.
- *E-empowering* citizens is concerned with supporting active participation and facilitating bottom-up ideas to influence the political agenda. The previous top-down perspectives of democracy are characterized in terms of user access to information and reaction to government led initiatives. From the bottom-up perspective, citizens are emerging as producers rather than just consumers of policy [MaDM2002]. Here there is recognition that there is a need to allow citizens to influence and participate in policy formulation.

Figure 4.3 shows an illustration of this scheme.

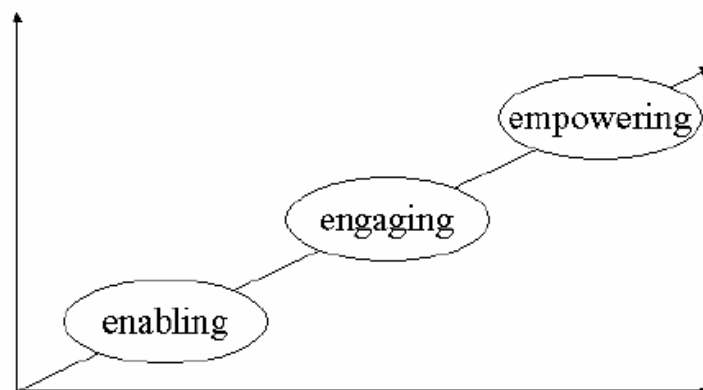


Figure 4.3: Levels of participation [Maci2004]

Like mentioned in Chapter 3.2, the first two schemes as well the one presented above are lacking the fact that a lot of information flow is initiated by citizens and NGOs to the government. In order to examine the current ICT in context of e-

participation, DEMO-net proposed a modified scheme, which merges the above mentioned schemes into the following four levels of engagement in e-participation [DEMO2006c]:

- *E-informing* refers to a one-way channel that provides information from either government such as official websites or Citizens such as ePetitions.
- *E-consulting* is a limited two-way channel where official initiatives by public or private agencies allow stakeholders to contribute their opinion, either privately or publicly, on specific issues.
- *E-collaborating* is a more enhanced two-way channel. It acknowledges an active role of all stakeholders in proposing and shaping policy – although the responsibility for the final decision rests with officials.
- *E-empowering* refers to the placement of the final decision in the hands of the public, e.g. legally binding referenda.

The survey, presented in chapter seven, examines also the interests of the citizens in respect to the presented levels of engagement.

4.1.4 Stakeholders involved

This dimension considers who should be engaged and by whom. Both types of actors are investigated, the actors who benefit from using a participation tool and those actors who are responsible or moderating respectively administering the particular tool [DEMO2006c].

Possible stakeholders in classical offline participation initiatives will usually include government ministers, elected representatives, government employees who are responsible for implementing policy, policy-makers, businesses, civil society organizations (CSOs) as well as individual citizens [DEMO2006c]. In e-participation initiatives this group has to be increased by a multi-disciplinary team of specialists to support the socio-technical nature of e-participation. It is useful for e-participation initiatives to identify and clarify who 'owns' the results and who has responsibility for communicating their impact on decisions. The increased number of stakeholders risk complicating these questions [Maci2004]. Also, the type and size of the 'target audience' of invited citizens and/or (self-selected) public that the tool category could potentially support needs to be identified [DEMO2006c]. The question is whether to dis-

tinguish if the group is, for example, a geographical community of interest or maybe a subject based community of interest; and also the likely communicative and technical skills of that audience if possible [Maci2004].

The above mentioned stakeholders have been categorized by Fung as follows [Fung2006]:

- *Expert Administrators*: This category of users refers to technical experts selected by the politicians.
- *Elected Representatives*: This obviously refers to those elected to represent citizens' interests.
- *Professional Stakeholders*: These participants are paid representatives of organized interests and public officials.
- *Lay Stakeholders*: This category refers to unpaid citizens who have a deep interest in a public concern and are willing to represent those having similar interests or perspectives but choose not to participate.
- *Randomly Selected Recruits*: This group addresses the problem of descriptive representativeness of the general population.
- *Non-Randomly Selected Recruits*: This group is used in exercises to enhance participation especially among subgroups that are less likely to participate.
- *Self-selected Participants*: This means that a participation exercise is open to all those wishing to participate. Although this is the most frequent case, it fails to represent the larger public since wealthier and better-educated people tend to participate more.

Fung also proposes the diffused public sphere as another category which in the case of e-participation tends to collide with self-selected participants. This is due to the fact that although the e-participation exercise is diffused by mass media and informal venues of discussion, the users participating are still those who wish to participate and have the ability to access the required channels.

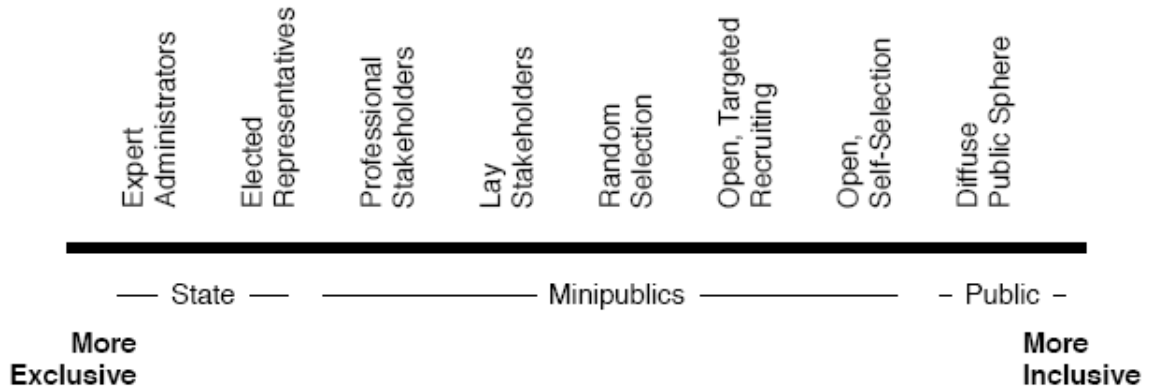


Figure 4.4: Participant selection methods [Fung2007]

The five mechanisms of popular participation combined as ‘minipublics’ intentionally gather citizens in discrete bodies to discuss or decide matters of public concern [Fung2006]. The central stakeholders in this thesis are the citizens. Concerning figure 4.4, they can be categorized from the lay stakeholders on to the diffuse public sphere.

4.2 Tools and technologies for e-participation

This chapter considers how and with what citizens are to be engaged and participation is supported. Like in any other new research field, experts may have different opinions on nearly every important area of e-participation. There is no exception concerning the field of tools and technologies. However, in the e-participation framework based on the OECD report [OECD2003], Macintosh identified the technologies used as a key dimension, too [Maci2004].

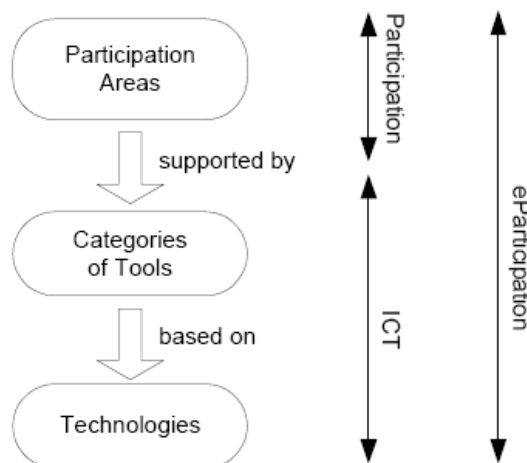


Figure 4.5: Framework of e-participation tools and technologies [DEMO2006c]

For the identification of the role of ICT in participation, an initial framework has been developed [DEMO2006c]. This framework is illustrated in figure 4.5. Starting with considering the usage of ICT in classical participation, the participation areas presented in the framework in chapter 4.1 are supported by ICT, like categories of tools. These tools are based on particular technologies [DEMO2006c].

4.2.1 E-participation tools

Diverse software applications, products, tools, and components have been used in e-participation projects. Macintosh et al. described within their 'eMethods Guide' different types of tools relevant for e-participation [MaCL2005]. This list has been expanded in DEMO-net and clustered as follows [DEMO2006c]:

- core e-participation tools
- tools extensively used in, but not specific to e-participation
- basic tools to support e-participation

The following tools were identified and distinguished as the core participation tools [DEMO2006c]:

- *E-participation chat rooms*: Web applications where a chat session occurs in real time, which is especially launched for e-participation purposes.
- *E-participation discussion forums/boards*: Web applications for online discussion groups where users, usually with common interests, can exchange open messages on specific e-participation issues. Users can pick a topic, see a thread of messages, reply and post their own message.
- *Decision-making games*: Games which typically allow users to view and interact with animations that describe, illustrate, or simulate relevant aspects of an issue with the specific scope of policy decision-making.
- *Virtual communities*: Web applications in which users with a shared interest within e-participation contexts can meet in virtual space to communicate and build relationships.
- *Online surgeries*: Web applications specifically designed to support elected representatives to engage with the represented citizens.

- *E-panels*: Web applications where a 'recruited' set, as opposed to a self-selected set, of participants give their views on a variety of issues at specific intervals over a period of time.
- *E-petitioning*: Web applications that host online petitions and allow citizens to sign in for a petition by adding their name and address online.
- *E-deliberative polling*: Web applications which combine deliberation in small group discussions with random sampling to facilitate public engagement on specific issues.
- *E-consultation*: Web applications designed for consultations which allow a stakeholder to provide information on an issue and others to answer specific questions and/or submit open comments.
- *E-voting*: Remote internet enabled voting or voting via mobile phone, providing a secure environment for casting a vote and tallying of the votes.
- *Suggestion tools for (formal) planning procedures*: Web applications supporting participation in formal planning procedures where citizens' comments are expected to official documents within a restricted period.

The subsequently mentioned tools are classified as tools extensively used in, but not specific to e-participation [DEMO2006c]:

- *Webcasts*: Real time recordings of meetings transmitted over the internet.
- *Podcasts*: Publishing multimedia files (audio and video) over the Internet where the content can be downloaded automatically using software capable of reading RSS feeds.
- *Wiki*: Web applications that allow users to add and edit content collectively.
- *Blogs*: Frequently modified web pages that look like a diary as dated entries are listed in reverse chronological order.
- *Quick polls*: Web-based instant surveys.
- *Surveys*: Web-based, self-administered questionnaires, where the website shows a list of questions which users answer and submit their responses online.
- *GIS-tools* (Map-server for maps and plans): Web applications that support information provision and enable the users to have a look at maps underlying planning issues and to use them in various ways.

Besides the introduced groups of tools above, the following basic tools have been identified to support e-participation [DEMO2006c]:

- *Search engines*: Web applications to support users in order to find and to retrieve relevant information typically using keyword searching.
- *Alert services*: One-way communication alerts to inform people of news items or events, e.g. e-mail alerts and RSS feeds.
- *Online newsletters*: One-way communication tools to inform a general or a pre-registered audience of specific news items and events.
- *Frequently asked questions (FAQ)*: A 'tree' of questions and answers that can be searched using keywords or by inputting a question or a statement.
- *Web portals*: Websites providing a gateway to a set of specific information and applications.
- *Groupware tools*: Tool environment to support computer-based group works

Concerning the presented tool categories, only the most relevant tools for e-participation contexts are considered, which means that this list makes no claim to be complete.

4.2.2 E-participation technologies

The currently used e-participation tools introduced in the previous sub-chapter are based upon various technologies. Generating a list of technologies is a complex task. So, as a kind of a pre-stage, the DEMO-net Deliverable 5.1 focused on key aspects of technologies without grouping them into specific categories for the time being. According to the framework introduced in figure 4.5, tools and technologies are exposed to a strong interdependency. Due to this relation, the following issues have been evaluated to be considered when studying tool categories for e-participation [DEMO2006c]:

- necessary hardware, e.g. PC, MAC, mobile devices or digital TV
- necessary operating system, e.g. Microsoft Windows, MAC OS, Unix or Linux
- necessary transfer protocols over the internet, e.g. HTTP, SMTP, FTP, Telnet etc.

- basic text formats to tag and mark up web content, e.g. HTML, XML etc.
- user interfaces as such, like web browsers, to navigate through web content, e.g. MS Internet Explorer, Mozilla Firefox, Opera, Safari etc.
- advanced plug-ins in more innovative e-participation tools, e.g. java applets, java scripts, CGI scripts, active server pages etc.
- next generation tools base on semantic web technologies like web services
- whether databases or other data management systems are required, e.g. Microsoft SQL server, Oracle etc.
- whether word or document processing technologies are used, e.g. Adobe Acrobat, Microsoft Word, OpenOffice etc.
- whether streaming media technologies are used, e.g. RealPlayer, Macromedia Flash, Shockwave, QuickTime etc.
- content/textual analysis tools built within certain e-participation tools or required to be used by them for full functionality to be addressed
- underpinning collaborative support or groupware technologies incorporated into certain e-participation tools
- for certain spatial planning related e-participation tool categories the type and level of GIS technology is important

Despite an apparently rich list of aspects, it is difficult to establish a definitive list of technologies upon it. Thus, an intensive research for e-participation appropriate technologies has been performed. Out of this research following five categories of technologies were considered as important for the advancement of e-participation. The detailed descriptions of the technologies can be found in the DEMO-net Deliverable 5.2 [DEMO2007d]. Here to introduce them, the following summaries provided by Wimmer are presented [Wimm2007]:

- *Collaborative environments*: Electronic collaboration has a strong potential to support various participation areas and different stakeholders in the different stages of e-participation. Collaborative environments combine numerous technologies to facilitate and enable community building and collaborative tasks.
- *Argumentation support systems*: Such systems help people to participate in various kinds of goal-directed dialogues in which arguments are ex-

changed, e.g. to engage citizens in dialogues with government about public policy, plans, or legislation. Here, argumentation takes up a central role. Technologies to facilitate argumentation by structuring and visualizing pro and cons of a topic, and by facilitating the argumentation of reasons for a certain position.

- *Ontologies*: This is a concept to structure a complex area by creating the natural links among application of ICT and the context of citizen engagement during their discourses with politicians and governments, here in the case of e-participation. So, a proper understanding of the field can be provided, which is simultaneously machine-readable and computable. In more advanced e-participation implementations, ontologies can represent the basic underlying concept of structuring domains, lines of argumentation etc. where intelligent reasoning and knowledge extraction may be facilitated. The recent technologies and digital ontology descriptions even enable the exploitation of reasoning and inference mechanisms, consequently providing innovative means for knowledge management and personalized and customized tools and services in a wide range of e-participation.
- *Semantic web services (SWS)*: SWS provide annotation of web services with semantic descriptions of their capabilities, thus facilitating automated composition, discovery, dynamic binding, and invocation of services.
- *Knowledge management and knowledge engineering*: The public sector is dealing with a significant amount of information and knowledge resources. This knowledge has to be appropriately managed and smoothly integrated. Especially in policy formulation, e.g. in various e-participation areas, the activities and results of action are of information and knowledge by nature. KM and KE investigate and develop tools and technologies of data and knowledge engineering, which can also support e-participation in its various forms.

E-participation services can be delivered through a variety of channels and devices such as PCs, digital TV or cell phones. This depends on the particular tool and its use [DEMO2007d]. Here, different understandings of technologies and devices are in existence. So, within the Deliverable 5.2 DEMO-net also investigates devices,

channels and mobile technologies. It is argued that mobile devices and technologies provide means to engage citizens, especially younger ones, with facilities to participate and engage in democratic decision-making. Wimmer states that “*the dependencies among devices, technologies, tools and applications are an important aspect to be born in mind when designing e-participation solutions. Features, requirements, user preferences, means of service delivery, public value of devices and their specific technologies have to be analyzed carefully in order to develop tools that are being used by the targeted constituency. The importance and impact of limitations, advantages, conditions, business models and the public value have to be taken into account as well*” [Wimm2007].

In reference to the situation in Koblenz, it will be interesting to get to know which kinds of technologies and tools are used here in order to bolster e-participation services.

4.3 Possible problems for e-participation

From now on, the focus in the following chapters is moving from the technical aspects to organizational and socio-cultural discussions. Some problems of classical participation were already presented in chapter 3.3.2. These problems are also valid to e-participation. Additionally, there are other problems which are bothering especially e-participation. Some of them will be presented subsequently.

4.3.1 Barriers to e-democracy

Pratchett et al. identified in their study on behalf of the Local e-Democracy National Project among other things the following four main types of barriers, which can hinder the spreading of e-democracy offerings [PrWP2005]:

- *Democratic understanding*: This is concerned how the responsible persons for designing or implementing e-democracy understand the way in which democracy operates, the problems or limitations that they define in existing democratic practices and the types of reform that they are trying to engender through the implementation of e-democracy. It is also about how individuals define democratic problems and the solutions that they seek to implement shape the direction of e-democracy in local government. Limita-

tions in the conceptual understanding of local democracy and the potential role of e-democracy in that context are significant barriers to the future development and role of e-democracy in local government.

- *Organizational constraints*: These are concerned with the potential barriers that may exist within local authorities that inhibit the effective development of e-democracy. These barriers include both the practical barriers to e-democracy development, e.g. financial, technical and human resources, as well as the more conceptual ones around the absence or presence of political and managerial will to promote various e-democracy initiatives.
- *Structural limitations*: These are concerned especially with the way in which factors external to the local authority shape or constrain opportunities for developing e-democracy. They include the impact of central government policies and priorities, the affect of democratic legacies being created by the recent attempts to reform local democracy and the influence of the e-democracy market on policy decisions and strategies.
- *Citizen restraints*: These barriers are concerned with the extent to which there is a demand within the community for e-democracy, which types of e-democracy citizens are perceived to want, and whether they are willing or prepared to use them. Also, the obvious concerns with the digital divide and the capacity of citizens to benefit from particular e-democracy initiatives, this dimension is also focused on whether citizens feel that e-democracy solutions are relevant and legitimate forms of political participation, the latent demand that there is for electronic forms of political engagement and the incentives that might encourage citizens to use e-democracy tools. Local government perceptions of citizen attitudes to e-democracy represent a significant barrier to implementation in so far as negative perceptions will restrain innovation and act as a check on the opportunity to develop existing applications.

4.3.2 Barriers to e-participation

DEMO-net identified especially in reference to e-participation issues, where barriers can occur, namely political-strategic issues, organizational issues, social issues, and technology issues. These barriers are the following [DEMO2006a]:

1. *Political-strategic issues* [WiSS2007]:
 - Lack of political support
 - Lack of promotion activities attracting citizens' interest and encouraging them to get politically involved
 - Lack of trust in political institutions and representatives
 - 'Language problems' between administrations, political representatives and citizens
2. *Organizational issues*:
 - High percentage of administrations/politicians are not yet prepared to interact with citizens via ICT
 - Lack of skills of administrative staff in handling ICT
 - 'Language problems' between administrations, political representatives and citizens
3. *Social issues*:
 - Individual economic restrictions and hectic lifestyle can be a barrier in engaging in political initiatives
 - E-participation options are often highly exclusive involving elitist groups in society, e.g. experts in economic or social issues, and excluding lay people.
4. *Technology issues*:
 - Lack of interoperability of existing databases
 - Lack of trust in technology

This thesis refers to the citizens' side of view, so the politicians and the administrative personnel is omitted here. Apart from the organizational issues, which are more focusing on the administrative side, the barriers of course also affect the citizens. Some of these barriers can be observed in Koblenz, too, like the lack of promotion activities. To what extent the citizens are trusting in technology is also regarded in

the development of the questionnaire. It is crucial for the success of e-participation to overcome these barriers.

4.4 Advantages and expectations

This section deals with the advantages of increased civic participation and with the expectations on the ICT use.

4.4.1 Advantages of increased participation

An advantage, if not the major advantage, of civic participation is the possibility to gain an increased influence on policy and on the organization of one's life. If there is enough interest, citizens can take a hand in the development of their cities. The only other possibility to gain influence is via elections. With these other forms of participation, democracy will become more transparent. Direct-democratic procedures of participation may even counter disenchantment with politics [Sell1995].

Also, a high knowledge potential can be opened up by participation offerings, right in reference to local relations. The participation process mediates new experiences to all participants. It also clarifies the social responsibility of politicians and experts [Anta1994].

The repeatedly mentioned OECD study 'Citizens as Partners' summarizes the following three reasons, why strengthening the relationship between citizens and policy pays off [OECD2001]:

- *More transparent policy*: A stronger bond between citizens and government animates the citizens to engage themselves with public problems. This leads to a strengthened civic input, which is leading to a broader basis of political activities within the government. Simultaneously, it secures a more effective accomplishment of political measures, because the citizens are better informed and participated in its formation.
- *Higher trust in policy*: Information, consultation, and active participation allow the citizens to engage themselves with the plans of the government more intensively, as well as to give their opinions for them and to bring in their proposals into the decision-making processes. This incorporation cre-

ates a higher acceptance of the political activities. The government demonstrates openness, which creates citizen-side a higher reliability.

- *Stronger democracy*: Information, consultation, and active participation make policy more transparent. A strengthening of the relationship between citizens and policy improves the basis for an active society. It supports the engagement of citizens in the public sector. All these points lead to a stronger democracy.

But how is the situation in Koblenz? Is there strong relationship between politicians and citizens? In the survey, the citizens were questioned concerning their interests and their information. The results can be found in chapter seven.

4.4.2 Expectations on the use of ICT

Government started to set the focus towards ICT, which should help to strengthen the relationships to the citizens. Actually, ICT is able to offer high-performance tools to increase the relationship between government and citizens. But because they can only support the interactions they should not be overrated [Pers2007].

According to 'Citizens as Partners', the following assets are expected from ICT, summarized by Perscheid [Pers2007]:

- *More, faster, further*: ICT coordinates information in electronic data, which can be processed in higher and higher speed and sent to a large number of recipients very fast. ICT allows to automate procedures and to submit the results very far away by no time. This opens new possibilities to make information accessible, to send as well as to receive information.
- *New user-oriented ways to organize and to make information available*: ICT allows to organized data in several ways. It can support hierarchies and cross-links simultaneously. This enables governments to make the provision and the organization of information more clearly.
- *Multimedia and interaction*: The deployment of ICT affords to combine information in different forms, e.g. texts, graphics, music, or visual elements. It allows also a higher degree of interaction and offers the users the possibility to process information at oneself's option and to react directly to it.

These possibilities open up new vistas to present information in a more entertaining way.

The above mentioned qualities led to a boom of ICT in several areas. The use of ICT is supported by governments in order to maintain the information society and to keep their economy systems competitive. Concurrently, the governments use ICT to offer services online and to strengthen the relationships to citizens. The main desire is to establish an online presence and to submit information more efficient and more effective [Pers2007].

Within this OECD study, some governments reported that the use of ICT led to a higher feedback of the citizens. Although, some other governments reported that with the help of ICT the contact to citizens became faster and more informative [OECD2001]. In reference to this thesis, it may interesting to know what the citizens of Koblenz are expecting from the use of ICT.

4.5 Challenges

The OECD study 'Promise and Problems of E-Democracy' recognized an approach for the identification of challenges. Therein, the following five central challenges were pointed out [OECD2003]:

1. *The problem of scale*: This challenge is about the fact that a high number of citizens get a voice using ICT and the ability to understand and respond to the mass of potential inquiries.
2. *Building capacity and active citizenship*: This concerns the design of tools and methods to foster the citizens' interests in public issues, and engaging in, argument and counter arguments rather than simply asking questions.
3. *Ensuring coherence*: This challenge concerns the managing of potentially high amount of knowledge, which results form long political processes and has to be processed.
4. *Conducting the evaluation of e-engagement*: This regards how to assess the benefits and the impacts of applying technology to the democratic decision-making processes.

5. *Ensuring commitment*: This last identified challenge is concerning the re-engineering of political structures and processes to ensure that the results of e-participation are analysed, disseminated and used.

A British study by Macintosh et al. on behalf of the Local eDemocracy National Project refers to local democracies [MaWR2005]. Already summarized by Perscheid [Pers2007], the following challenges were identified in this study:

1. *Reaching the public*: How have e-participation tools to be designed in order to satisfy public demand and to be responsive to the differential needs and preferences in relation to e-participation?
2. *Involvement of elected representatives*: How have tools and methods to be designed that elected representatives is still a critical part in the participation process?
3. *Selecting the appropriate technologies*: Which e-participation tool respectively which combination of tools is to use in the different engagement contexts?
4. *Integration and adjustment*: How can local authorities integrate e-participation initiatives into existing structures?
5. *Evaluation*: How and what to evaluate?

The challenges resulting from both studies contain different as well as concordant aspects. Out of these results, the following five overarching challenges have been defined within by Macintosh [Maci2006]:

- *Social complexity*: The OECD issues of scale and aspects of active citizenship, together with the UK issues of reaching the public and involvement of the elected representative come under this heading.
- *Integration and responsiveness*: As well as the UK issue, the OECD issue of ensuring commitment is also under this heading.
- *Tools and techniques in context*: The OECD building capacity and the UK's need for tools fit for purpose are both relevant under this heading.
- *Interactivity and scalability*: Aspects of the UK issue of reaching the public and the OECD issues of large-scale engagement and active citizenship can be discussed together under this heading.
- *Analysis and evaluation*: In both the OECD and UK studies the importance of relevant analytical methods and rigorous evaluation are stressed.

Finally, the following challenges haven been identified within the DEMO-net [DEMO2006a]:

1. *Political-strategic issues:*

- Need to exploit proper communication strategies, and strategies how to manage them
- E-democracy and e-participation are possibly affecting traditional democracy models
- Explore the variety of uses to which politicians are able to apply e-participation, e.g. opinion testing, ideas generation, garnering political support etc.
- Transparency of political and policy processes
- Bolster e-participation by expressing and grounding opinions on viewpoints and arguments via the use of ICT
- Establish an e-participation framework at European and national levels to support local e-participation efforts
- It is reasonable to strive for international transferability while developing tools for e-participation.
- Develop different models of engagement while taking into account different power (governance) layers
- Lack of trust in political institutions and in political representatives
- Fast feedback must be ensured leading to increased speed of impact
- Understand that e-participation represents a societal benefit which does not involve a loss of political power; clarify what is in for a stakeholder to participate. Define the added value of e-participation options for citizens
- Engage 'planners' and 'developers' during the process
- Understand what and where the impact of e-participation and more direct participation is
- Consider e-participation as an enabler for governments and administrations to achieve 'better' informed political decisions

2. *Organizational issues:*

- As organisations become networked, it is often difficult to identify who is responsible for particular services or bundles of services, so dialogue becomes more complex
 - Need for new structures to handle new challenges
 - Joint Ventures with technical providers
 - Holistic resources management is required.
 - ICT is often used as 'broadcasting technology'. It is a challenge to make full use of the interactive potential of ICT.
 - Issues of anonymity and identification have to be solved
3. *Public value issues:*
- Proper business models
 - Build a value chain from internal to external and then back
 - Increased access to information for all participants
 - Understanding the mutual reinforcement of social integration/social capital and e-participation
4. *Social issues:*
- Understanding that community techniques and e-activism are important / also C2C Interaction
 - Need to introduce e-panels with e-enabled citizens for online consultation.
 - Inclusion of especially young people in events regarding e-participation
 - E-participation is not about technology, it is about engaging unengaged citizens, making democracy easier and more inclusive
5. *Socio-economic issues:*
- Developing overarching methods for quality measurement on e-participation
 - E-participation policies shall also focus on economically disadvantaged (European) regions
 - E-participation options which are supposed to be socially inclusive shall also be explicitly offered to those who are less-heard in society, e.g. ethnic minorities
6. *Socio-technical issues:*
- Take care of e-inclusion, recognize digital divide

- Accountability
- 'One Size does not fit all'-Scalability is important to take into account age, gender, social context etc.
- When using ICT, expectations are high especially regarding response time when using e-services of governments and administration
- E-participation should be combined with 'offline' participation, e.g. face-to-face meetings
- Assess the appropriateness of open source vs. commercial software
- Proper Information and KM as well as process mapping is needed
- Usability
- Data integration
- Large volumes of information available and potential for high volumes of communication will mean personalisation becomes a critical technology

7. *Technological issues:*

- Need to understand how specific web technologies work
- Mobile technology as an important key technology for e-participation
- Issues of anonymity and identification have to be solved
- Broadband provision for home service

Referring to the challenges, further readings include [DEMO2007e] and [WiSS2007]. The citizens need to know what is possible. The best way to inform them is to involve them in the process. Many of the above mentioned challenges are back-office problems, which means that the citizen does not know how, for example, the data integration works. But it is important to get in touch with the citizens and obtain their opinions, especially where the interfaces are, e.g. usability of the website of Koblenz, the transparency of political processes or the access to information. Some of these challenges are taken into account concerning the survey in Koblenz, like the broadband provision or the digital divide.

4.6 Strategies and initiatives in Germany

Currently, there are only a few concrete initiatives to foster e-participation in Germany in existence. Mostly single developments are taking place, but without an overarching strategy to co-ordinate and to link these developments. According to a

study of the Bertelsmann Foundation [HaPf2004], these projects are mainly appendices of e-administration strategies without being systematically linked with the political and administrative processes.

The 'Initiative eParticipation' is a network of organizations and companies, which foster, develop, and offer computer-supported participation processes [Init2008]. It regards itself as a competence center and a motor for more participation as well as a provider network. Members of this initiative are leading companies in the field of computer-supported participation in Germany. It consults policy, economy, and administration. The initiative wants to encourage a public discussion referring to e-participation and to call attention to chances and possibilities of innovative forms of participation by producing studies and political comments.

This initiative is also a consortium of solution providers in the field of e-participation. So, innovative services and products for the successful realization of participation procedures shall be developed by its members in collaboration with research and economy. Besides two studies, a published book in January 2007 [Stif2007] is a first result. This book provides an overview over the most important e-participation projects in Germany.

There are still some approaches indicating a positive development in the field of e-participation. But these approaches refer mainly to e-government. How those approaches can definitely make a contribution to aid e-participation is nonspecific [Pers2007].

4.7 Reference to e-participation projects in Germany

Like mentioned in the previous sub-chapter, the 'Initiative eParticipation' published a book which provides an overview over the most important e-participation projects in Germany [Stif2007]. It presents the various possibilities of internet-supported participation based upon successful projects. In order to structure the broad line-up of e-participation initiatives, the book is divided into the following thematic chapters:

- Informal initiatives
- Formal initiatives, participation in business companies
- Bottom-up participation and campaigns

- Requirements, evaluation, new techniques

For every kind of participation initiative various examples are presented, e.g. the building of German motorways [KöSc2007] or moderated internet discussions in reference to family-friendliness in Hamburg and Munich [LüHo2007] just to mention two examples. However, the projects and concepts in this book show that e-participation is no dream of the future, but practiced participation culture of today's knowledge and internet society [Schu2007].

Perscheid also performed in his diploma thesis a comparing analysis of different e-participation projects in Germany [Pers2007]. He has developed a conceptual framework by means of various criteria for evaluating these projects. First, he described the examined projects. Then, he identified various comparing criteria, like the degree of information, ease of use, degree of innovation etc. along with a proper evaluating scale. Finally, an overview table of the project evaluation is given in order to be able to compare the various initiatives at one glance. This thesis was also referenced in the context of DEMO-net.

5 E-participation in Koblenz

This chapter is taking a look at the current situation concerning e-participation in Koblenz. Because the range of e-participation on first sight is rather decent in Koblenz, this analysis of the status quo is done without creating a new and complex framework of examination. All information presented here is referring to the website of the city of Koblenz, www.koblenz.de.

The 'Initiative eParticipation' has performed several analyses concerning the e-participation in German major cities, the last one in the year 2005 [Init2005]. Within this study, the initiative tested the web presences of 82 of the largest German cities. The critical research questions were, whether, to what extent, and in which quality e-participation is offered in German major cities. According to a standardized test instrument, the web presences of the cities have been tested. The test factors were addressability of the cities' decision- or policy-makers, citizen information and understandability. The results of the total ranking are depicted in figure 5.1.

Leading cities		
• Aachen	• Essen	• Mühlheim an der Ruhr
• Augsburg	• Frankfurt am Main	• München
• Berlin	• Freiburg im Breisgau	• Osnabrück
• Cottbus	• Fürth	• Pforzheim
• Dortmund	• Hamburg	• Regensburg
• Düsseldorf	• Krefeld	• Stuttgart
• Duisburg	• Leipzig	• Trier
• Erlangen	• Moers	
Average		
• Bochum	• Hannover	• Mainz
• Bonn	• Heilbronn	• Mannheim
• Bottrop	• Hildesheim	• Münster
• Bremen	• Ingolstadt	• Oberhausen
• Bremerhaven	• Jena	• Offenbach am Main
• Darmstadt	• Kassel	• Remscheid
• Dresden	• Koblenz	• Reutlingen
• Göttingen	• Köln	• Rostock
• Hagen	• Leverkusen	• Solingen
• Halle	• Lübeck	• Witten
• Hamm	• Ludwigshafen	• Wuppertal
Laggards		
• Bergisch Gladbach	• Herne	• Saarbrücken
• Bielefeld	• Magdeburg	• Siegen
• Chemnitz	• Mönchengladbach	• Ulm
• Erfurt	• Oldenburg	• Wolfsburg
• Gelsenkirchen	• Potsdam	• Würzburg
• Gera	• Recklinghausen	

Figure 5.1: Total city ranking of the e-participation study 2005 [Init2005]

The city of Koblenz was ranked in the queue of average cities. At first sight, this is not really bad. But regarding the evaluation criteria, the appearances are decep-

tive. In order to reach a place in the top flight, a city needed to achieve 50% of the total points according to the test instrument. For the average, a percentage between 25% and 50% were in need. Unfortunately, detailed results of the test instrument and how the ranking was calculated are not available. The fact that only fulfilling a fourth of the criteria is needed to reach average puts the assets in an odd perspective.

5.1 Participatory elements in the website of Koblenz

Figure 5.2 shows the city's main web portal. The site itself and the menu items seem well arranged. The current information concerning the city as well as actual matters can be found centrally. The left side provides the navigation menu, ordered by topics.

The screenshot shows the main web portal of Koblenz.de. The layout is organized into several sections:

- Header:** Includes the logo 'koblenz.de', a search bar, and navigation links: Kontakt, Impressum, Sitemap, Stadtplan, Newsletter, Barrierefrei.
- Left Navigation Menu:** A vertical list of topics: VERWALTUNG & POLITIK, WIRTSCHAFT & VERKEHR, TOURISTIK & KULTUR, GESUNDHEIT & UMWELT, FAMILIE & SOZIALES, FREIZEIT & SPORT, BILDUNG & BERUF, BAUEN & WOHNEN.
- Central Content Area:**
 - KOBLENZ AKTUELL:** 'Länderspiel in Koblenz' - U21-Nationalmannschaften Deutschlands und Belgiens aufeinander.
 - KOBLENZ THEMEN:** A grid of articles categorized by 'Verwaltung & Politik', 'Freizeit & Sport', and 'Bauen & Wohnen'. Examples include 'Pressemeldungen', 'Shaolin Kung Fu', 'Projekt "Forum Mittelrhein"', 'Tief in Afrika', and 'Stadtplan-DVD'.
- Right Side:**
 - VIRTUELLES RATHAUS:** 'Aufgaben A - Z' with an alphabetical index.
 - VIRTUELLES BRANCHENBUCH:** 'Best of Koblenz' with a 'HIER KLICKEN' button.
 - HOTELBUCHUNGEN:** 'Unterkünfte / Zimmer: buchen' with a 'HIER KLICKEN' button.
 - VERANSTALTUNGEN:** A calendar grid for dates 05 to 10, with a 'Veranstaltungstipp' for 07.02.2008.
 - VERANSTALTUNGSTICKETS:** 'Tickets bestellen' with a 'HIER KLICKEN' button.
 - Weather:** 'Heute' 5°C, 'Wind' Stärke: 4 Bft aus Südwest.

Figure 5.2: Main web portal of Koblenz

In the menu item 'Verwaltung und Politik' (administration and policy), all relevant information concerning administration and policy can be found. The proposition is mainly limited to information purposes. So, the particular local authorities, their relevant information and duties are presented. Some authorities provide application forms online which can be printed out. But there are also online forms, e.g. building application, which can be completed and submitted online.

Information concerning the councils and committees of Koblenz can be found, too. Here, a link to the citizen information portal¹ is provided. This citizen information system of Koblenz supplies the citizens with all relevant information concerning the councils and committees of Koblenz. The offer of information ranges from current news over the meeting schedule to the information about the current members of these boards. These information contain the contact details and an overview of the respective board memberships. Figure 5.3 presents of profile² of the current Lord Mayor of Koblenz.

The screenshot shows the profile page for Dr. Eberhard Schulte-Wissermann on the website koblenz.de. The page is titled 'Mandatsträger - Dr. Eberhard Schulte-Wissermann' and includes a navigation menu on the left with options like 'STARTSEITE', 'POLITIKER', 'GREMIEN', and 'SITZUNGSKALENDER'. The main content area is divided into sections: 'Person' with contact details (Beruf: Oberbürgermeister/Rechtsanwalt, Telefon dienstl.: +0261 129 1000, E-Mail: OB@stadt.koblenz.de, Internet: http://www.koblenz.de), 'Mitarbeit aktuell:' with a table of committees, and a portrait photo of Dr. Schulte-Wissermann. The table lists various committees such as 'Stadtrat', 'Ausschuss für Demographie und integrierte Stadtentwicklung', 'BUGA - Ausschuss', 'Fachausschuss Frauen', 'Haupt- und Finanzausschuss', 'Kuratorium der Koblenzer Sportsiftung', 'Personalausschuss', 'Stadtrechtsausschuss', 'Umweltausschuss', 'Werkausschuss "Koblenz-Touristik"', 'Werkausschuss "Kommunales Gebietsrechenzentrum Koblenz"', and 'Wirtschaftsförderungsausschuss', all with the role of 'Vorsitzende/r des Gremiums'. At the bottom right, there are links for '12 Sätze', 'Seitenanfang', 'Zurück', 'Drucken', and 'Hilfe'.

Figure 5.3: Profile of the current Lord Mayor of Koblenz

Press reports can be found on the city's website³ as well. Current reports are shown on the front, but there is also a press archive ordered by months available. As

¹ http://www.koblenz.de/verwaltung_politik/buergerinfo/infobi.php (Last access: 01/2008)

² http://www.koblenz.de/verwaltung_politik/buergerinfo/kp0050.php?__kpenr=151&gnr=&__cpename=Dr.%20Eberhard%20Schulte-Wissermann (Last access: 01/2008)

³ <http://www.koblenz.de/pm2007/rathausnachrichten.html> (Last access: 01/2008)

a special service, the press reports can also be listened to. Other downloadable information are open public tenders⁴ and all kinds of application forms⁵.

A special service is the citizen chat. Here, the citizens are able to chat with Lord Mayor Dr. Eberhard Schulte-Wissermann about general matters at irregular intervals⁶. Besides the upcoming chat dates, the protocols of the past chats can be retrieved. This is one of the few options to interact online with legal representatives besides writing an e-mail, but a remarkable one. According to the above mentioned Website-Ranking of the 'Initiative eParticipation', the city of Koblenz was besides the cities of Cologne, Nuremberg, Mainz, and Fürth the only city out of the tested 80 with such a citizen chat in the year 2005 [Init2005]. This is certainly a positive factor for Koblenz. The citizen chat seems a little bit hidden within the website. In order to address more people to participate in it, more advertising would be suitable. However, the chat is at least announced on the main page the day it takes place. Also worth to be considered is a reduction of the time span between the chat dates. This appears not enough transparently. Also, chats with other people in charge subject to certain matters of interest seems worthy of discussion. However, other online offerings are limited to online information only.

In the part 'Wirtschaft und Verkehr' (economy and traffic), the offer is mainly of informational nature. As an example, there is a retail industry information system⁷ offering information for tourists and citizens to provide an overview about the shopping possibilities in the city, e.g. shops, opening hours etc. This digital mapping system provides an interactive city map, where these information and the location of the particular shop are presented.

In association with the ADAC, a parking information system⁸ is available, showing all parking possibilities in Koblenz with the number of available parking lots.

An interesting interactive element is the "Mitfahrbörse"⁹. This is offered in cooperation with the state and based on Drive2day, which is a platform to find and build up a ride sharing.

⁴ http://www.koblenz.de/verwaltung_politik/k09_ausschreibungen.html (Last access: 01/2008)

⁵ http://www.koblenz.de/verwaltung_politik/formulare.html (Last access: 01/2008)

⁶ http://www.koblenz.de/verwaltung_politik/kommunikationsforum.html (Last access: 01/2008)

⁷ http://www.koblenz.de/verwaltung_politik/kommunikationsforum.html (Last access: 01/2008)

⁸ http://www.koblenz.de/wirtschaft_verkehr/parken_in_koblenz.html (Last access: 01/2008)

These presented possibilities are not directly in relationship to e-participation. There is no direct interaction between the legal representatives respectively the local authorities. But the city acts here as a provider of information and interaction possibilities. So, these possibilities are shortly addressed here.

A project which sounds like an e-participation project is the project 'Forum Mittelrhein'¹⁰. This project deals with the restructuring of the Zentralplatz (Central Square), e.g. the building of a new city library and strengthening of the business life in downtown Koblenz.

At first, the aims and supplemental information, like the history of the Central Square, as it would be called in English, of the project is given. An architecture contest was proclaimed where the architects were able to present their models and plans. Information containing the contest and the timetable are also given. Other information are about the new Mittelrhein museum and the presentation and information center Mittelrhein.

The information is rich, but all attempts to find interaction possibilities were to no avail. Expected procedures would be a discussion forum or maybe more chat rooms. However, the only interaction possibility is an e-mail address as well as a webcam providing current impressions of the central square. Although, this last point concerning the webcam is perhaps rather referable to information provision than interaction. More interaction here would be desirable. Such restructuring projects would catch the citizens' interest, because they are the ones who have to live with it and later use the facilities.

When reading the term project 'Forum Mittelrhein' the author rather expected a kind of e-participation project like the participation project 'Kulturforum Berlin', of course in a smaller dimension. Information concerning this project can be found on its website www.kulturforum-dialog.de. A summary of this project was provided by Klima et al. [KIHa2007] within the in chapter 4.7.1 of the previously mentioned book concerning e-participation projects in Germany.

Concerning building planning are as well 'only' information provided, e.g. communal taxes, development plans, real estate overviews, environmental information,

⁹ http://www.koblenz.de/wirtschaft_verkehr/mitfahrboerse.html (Last access: 01/2008)

¹⁰ http://www.koblenz.de/bauen_wohnen/forum_mittelrhein_startseite.html (Last access: 01/2008)

scenarios, brochure download etc. However, interesting information services are available concerning currently available real estates¹¹. If spaces are offered these can be chosen upon a virtual map of Koblenz divided in its districts. The particular real estate, besides general information, is then shown on the interactive city map of Koblenz.

Concerning social groups, whose growing importance was presented in chapters 3.3.1 and 3.3.2, like self-help groups or women groups, it is also just an information overview in existence, e.g. contact addresses, meeting dates etc. Even there, one would expect a web forum or a chat room for registered users.

The mission statement of the workgroup social environment and health indicates that with a youth council and projects of city districts exploration are possibilities for the youth to participate in communal political decision¹². But such possibilities cannot be undertaken online.

5.2 Summary

Summarizing the offer of e-participation projects in Koblenz, the provision of information is rich, but the possibilities of interaction are limited. If the particular information is unavailable, there is at least a contact address where to get it. With regard to level of participation schemes presented in chapters 3.2 and 4.1.3, the foundation stone for the participation process is laid. Now, it is important to subsequently establish the next steps in this process, like standardized two-way relationships with the help of e-participation tools and technologies, because the only possibility to get in touch with authorities or representatives informally is the citizen chat. However, the span of time between the irregular chat dates is very long.

Announced projects, like the 'Forum Mittelrhein', maybe sound like e-participation or at least participation projects. But even such projects, where interaction would be desirable, keep the citizens informed 'only' and confront them with a fait accompli.

Concerning tools and technologies for e-participation, the only tool out of the list of core tools presented in chapter 4.2.1 is a chat room. It is also a GIS-tool available,

¹¹ http://www.koblenz.de/bauen_wohnen/wohnbaugrundstuecke.html (Last access: 01/2008)

¹² http://www.koblenz.de/verwaltung_politik/wirtschaft_leitbild_soiales.html (Last access: 01/2008)

which was categorized as a tool extensively used, but not specific to e-participation. Out of the basic tools, which support e-participation, only a search engine is present. Also, the website itself can be considered as a web portal. But common tools like discussion forums, virtual communities, quick polls, wikis, blogs, or newsletters are unavailable. Here, the city has a lot of catching up to do.

Along with the promotion of the football team of TuS Koblenz to the 2nd German football Bundesliga two years ago, calls for a new football stadium arose. If such a project approaches concretely, it would be ideal to involve the citizens. As an example for such an approach, the city of Munich called for a public decision¹³ concerning the building of a new football stadium a few years ago. Such a public decision or at least discussions about that could be performed online additionally.

Comparing the e-participation framework presented in chapter 4.1 with the participatory elements of the website, the result is rather decent. The only participation area which is represented satisfactorily is the area of information provision, as well as the level of engagement with e-informing. Also, an element of the level of engagement available at the website is e-consulting with the citizen chat. The stages in policy-making are totally underrepresented. The stakeholders, who are addressed by the website, are mainly the citizens, but also industry, e.g. with information about commercial real estates etc., as well as politicians or parties, who can also use the given information, e.g. about meeting schedules etc.

Like mentioned above, the fundamentals are present. Now, it is time to move on and expand the offerings.

¹³ <http://www.allianz-arena.de/de/fakten/allgemeine-informationen/index.php> (Last access: 01/2008)

6 Survey in Koblenz

The second major part of this work is the performance of a field study among the citizens of the city of Koblenz. The following chapter details the design of the survey. Chapter seven presents the main findings of the survey, the reflection of the results as well as the questionnaire.

6.1 Starting point and objectives

The overall goal was to perform a study among the citizens of the city of Koblenz with the research task following: *Analyze the perception as well as the current state of the development of the adoption of ICT in the civic participation in Koblenz.*

On the basis of this objective the survey goals were defined as to find out:

- what the interest of the citizens are.
- how often the citizens come in contact with politically-oriented themes via the 'old' media.
- if the citizens use the internet.
- how and why the internet is used by the citizens.
- if the use of the internet should be subsidized.
- if the citizens take part in the political life actively.
- if the citizens take part in the political life actively via the internet.
- if the internet-using citizens know what is possible.
- on which internet-supported possibilities the citizens are interested.
- which forms of participations are used by the citizens via the internet.

It was not a survey goal to determine if the internet can influence the political participation in Koblenz positively. Like Christian Haim stated in his work, to answer such a goal reliably, it would take a much more investigation effort over a longer time period [Haim2004].

6.2 Approach for conducting the survey

To conceive and perform such a survey, a process model is needed. The model used here is based on the process model created by Christian Haim to arrange and conduct his survey in Linz [Haim2004]. Figure 6.1 shows the process model used.

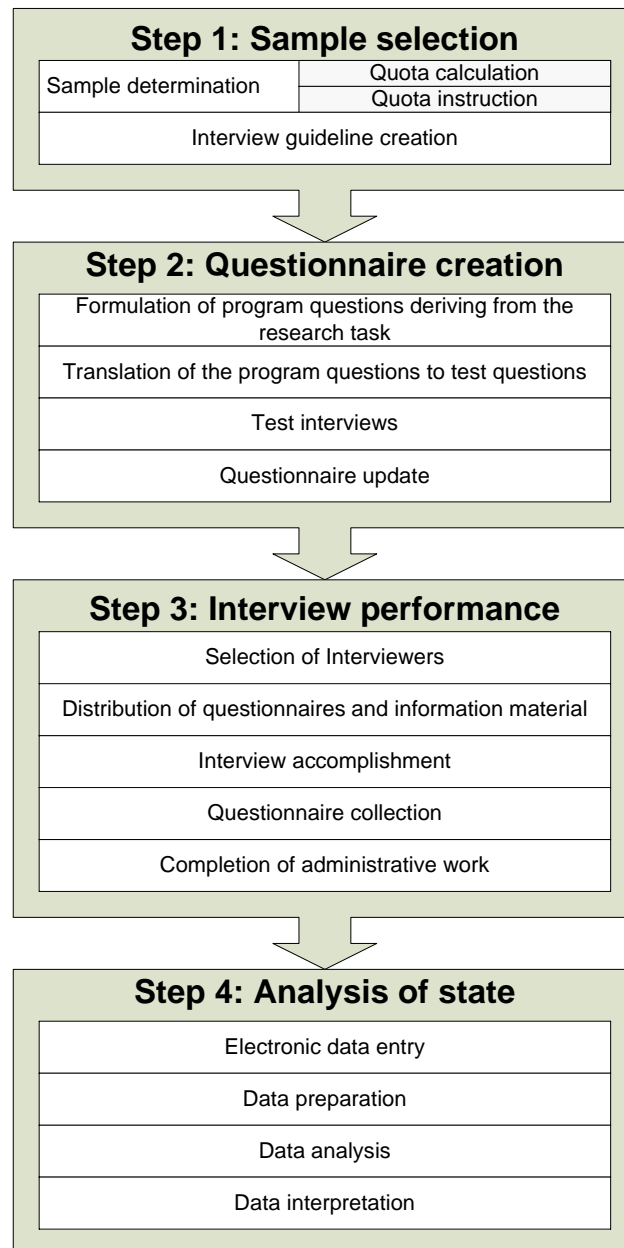


Figure 6.1: Process model of the survey

The survey of the citizens was performed by standardized questionnaires. In the first phase, preparatory tasks for the survey were performed. The sample selection was done via the quota method with the attributes age group, sex, and district. The

quotas were computed on the basis of the current statistical overview of the statistics department of Koblenz [KoSt2007].

Stadtteil	Monat	Einwohner insgesamt	davon				Stadtteil	Monat	Einwohner insgesamt	davon			
			Männer		Frauen					Männer		Frauen	
			absolut	%	absolut	%				absolut	%	absolut	%
Altstadt	Mrz 2007	4.746	2.332	48,1%	2.414	50,0%	Kesselheim	Mrz 2007	2.672	1.313	48,1%	1.359	50,9%
	Mrz 2006	4.636	2.283	49,2%	2.353	50,8%		Mrz 2006	2.696	1.325	49,2%	1.370	50,8%
Mitte	Mrz 2007	3.476	1.677	48,2%	1.799	51,8%	Güls	Mrz 2007	5.604	2.668	47,4%	2.946	52,6%
	Mrz 2006	3.389	1.632	48,2%	1.757	51,8%		Mrz 2006	5.627	2.673	47,5%	2.954	52,5%
Süd	Mrz 2007	6.489	3.080	47,5%	3.409	52,5%	Rübenach	Mrz 2007	5.080	2.526	49,7%	2.554	50,3%
	Mrz 2006	6.567	3.092	47,1%	3.475	52,9%		Mrz 2006	5.148	2.545	49,4%	2.603	50,6%
Oberwerth	Mrz 2007	1.282	591	46,1%	691	53,9%	Bubenheim	Mrz 2007	1.321	668	50,6%	653	49,4%
	Mrz 2006	1.276	576	45,1%	700	54,9%		Mrz 2006	1.232	630	51,1%	602	48,9%
Karthause Nord	Mrz 2007	3.070	1.534	50,0%	1.536	50,0%	Ehrenbreitstein	Mrz 2007	1.937	964	50,8%	963	49,2%
	Mrz 2006	3.098	1.518	49,0%	1.580	51,0%		Mrz 2006	1.979	1.002	50,6%	977	49,4%
Karhäuserhofgelände	Mrz 2007	2.048	881	42,0%	1.187	58,0%	Niederberg	Mrz 2007	2.902	1.414	48,7%	1.488	51,3%
	Mrz 2006	2.062	866	42,0%	1.196	58,0%		Mrz 2006	2.948	1.407	47,7%	1.541	52,3%
Karthause Flugfeld	Mrz 2007	5.629	2.678	47,6%	2.951	52,4%	Asterstein	Mrz 2007	2.538	1.200	47,3%	1.338	52,7%
	Mrz 2006	5.726	2.720	47,5%	3.005	52,5%		Mrz 2006	2.489	1.181	47,4%	1.308	52,6%
Goldgrube	Mrz 2007	4.507	1.986	44,1%	2.521	55,9%	Pfaffendorf	Mrz 2007	2.752	1.309	47,6%	1.443	52,4%
	Mrz 2006	4.556	2.033	44,6%	2.523	55,4%		Mrz 2006	2.749	1.295	47,1%	1.454	52,9%
Raumental	Mrz 2007	4.419	2.040	46,2%	2.379	53,8%	Pfaffendorfer Höhe	Mrz 2007	2.558	1.179	46,1%	1.379	53,9%
	Mrz 2006	4.273	1.967	46,0%	2.306	54,0%		Mrz 2006	2.633	1.213	46,1%	1.420	53,9%
Moselweiß	Mrz 2007	3.096	1.480	47,2%	1.636	52,8%	Horchheim	Mrz 2007	3.207	1.585	49,4%	1.622	50,6%
	Mrz 2006	3.052	1.438	47,1%	1.614	52,9%		Mrz 2006	3.212	1.603	49,9%	1.609	50,1%
Stolzenfels	Mrz 2007	389	196	50,4%	193	49,6%	Horchheimer Höhe	Mrz 2007	1.930	901	46,7%	1.029	53,3%
	Mrz 2006	400	202	50,5%	198	49,5%		Mrz 2006	2.003	933	46,6%	1.070	53,4%
Lay	Mrz 2007	1.807	883	48,9%	924	51,1%	Arzheim	Mrz 2007	2.196	1.037	47,2%	1.158	52,8%
	Mrz 2006	1.834	889	48,5%	945	51,5%		Mrz 2006	2.193	1.044	47,6%	1.149	52,4%
Lützel	Mrz 2007	7.825	3.878	49,6%	3.947	50,4%	Arenberg	Mrz 2007	2.781	1.244	44,7%	1.537	55,3%
	Mrz 2006	7.829	3.856	49,3%	3.971	50,7%		Mrz 2006	2.758	1.247	45,2%	1.511	54,8%
Metternich	Mrz 2007	9.396	4.448	47,3%	4.947	52,7%	Immendorf	Mrz 2007	1.454	717	49,3%	737	50,7%
	Mrz 2006	9.434	4.449	47,2%	4.985	52,8%		Mrz 2006	1.479	733	49,6%	746	50,4%
Neuendorf	Mrz 2007	5.684	2.785	49,0%	2.899	51,0%							
	Mrz 2006	5.787	2.828	48,9%	2.959	51,1%							
Wallerstein	Mrz 2007	3.659	1.786	48,8%	1.873	51,2%	Koblenz	Mrz 2007	106.452	50.960	47,9%	55.502	52,1%
	Mrz 2006	3.710	1.800	48,5%	1.910	51,5%		Mrz 2006	106.773	50.982	47,7%	55.791	52,3%

Table 6.1: Statistical overview of the population of Koblenz [KoSt2007]

According to the figures presented in table 6.1, the total population of Koblenz in March 2007 was 106,452. The total sample size was predetermined to 300. Based on these specifications a cross-section model was calculated with the model having the equivalent proportions to the real population figure. The following table 6.2 presents the quota calculation.


	District	Σ	male				female			
			AG	AG	AG	AG	AG	AG	AG	AG
			15-24	25-44	45-64	65+	15-24	25-44	45-64	65+
	Koblenz (total)	300	15	48	41	40	23	49	48	36
1	Altstadt	13	1	2	1	2	1	3	2	1
2	Mitte	10	0	2	2	1	1	2	1	1

3	Süd	18	1	3	2	2	1	4	3	2
4	Oberwerth	4	0	1	0	1	0	1	1	0
5	Karthause Nord	9	0	2	1	1	1	1	2	1
6	Karhäuserhofgelände	6	0	1	1	1	0	0	1	2
7	Karthause Flugfeld	16	1	2	3	2	1	2	2	3
8	Goldgrube	13	0	2	2	2	1	2	2	2
9	Rauental	12	1	2	1	2	0	2	2	2
10	Moselweiß	9	0	1	2	1	1	2	1	1
11	Stolzenfels	2	0	0	0	1	0	0	1	0
12	Lay	5	0	1	1	0	1	0	1	1
13	Lützel	22	1	4	3	3	2	4	3	2
14	Metternich	26	1	4	4	3	2	4	4	4
15	Neuendorf	16	1	3	2	2	2	3	2	1
16	Wallerheim	10	1	2	1	1	1	1	2	1
17	Kesselheim	8	0	1	2	1	1	2	1	0
18	Güls	16	1	3	2	2	1	2	3	2
19	Rübenach	14	1	2	2	2	1	3	2	1
20	Bubenheim	4	0	1	0	1	1	0	1	0
21	Ehrenbreitstein	5	1	1	1	0	0	1	0	1
22	Niederberg	8	1	1	1	1	0	1	2	1
23	Asterstein	7	0	1	1	1	1	1	1	1
24	Pfaffendorf	8	1	1	1	1	0	2	1	1
25	Pfaffendorfer Höhe	7	0	1	1	1	1	1	1	1
26	Horchheim	9	1	1	1	1	0	2	2	1


27	Horchheimer Höhe	5	0	0	1	1	0	1	1	1
28	Arzheim	6	1	1	1	0	0	1	1	1
29	Arenberg	8	0	1	1	2	1	1	1	1
30	Immendorf	4	0	1	0	1	1	0	1	0

Table 6.2: Quota calculation

In the next step the quota instruction for every district based on the quota calculation was created. This was later handed out to the interviewers so that they had an overview which quotas had to be fulfilled for each specific district. The geographical sectioning for the districts was retained. As an example, figure 6.2 depicts the quota instruction for the district 'Altstadt'.



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Quota instruction

Name of the interviewer:	
District no. and name:	1 Altstadt

No.	Age group:	Sex:	Status:
1	15 – 24	male	
2	15 – 24	female	
3	25 – 44	male	
4	25 – 44	male	
5	25 – 44	female	
6	25 – 44	female	
7	25 – 44	female	
8	45 – 64	male	
9	45 – 64	female	
10	45 – 64	female	
11	65+	male	
12	65+	male	
13	65+	female	

Figure 6.2: Quota instruction

In the following step the interview guideline for the interviewers was created (see Appendix A: Interview guideline and Appendix B: Interviewanweisung). This guideline is also based on the interview guideline created by Haim [Haim2004].

Phase two was concerned with the development of the questionnaire. The foundations of the questionnaire and so of the survey in order to fulfill the survey goals are three models dealing with technology adoption and acceptance, which was also used by Chin et al. [ChGo1995], Chwelos et al. [ChBD2001] and Gilbert et al. [GiBL2004]. The first one is the Diffusion of Innovations (DOI) by Everett M. Rogers [Roge2003]. It is a study of the spreading of technology through cultures. The critical questions are how, when and at what rate the new technologies will be established. Figure 6.3 illustrates the curve with the normal distribution of new technology adopters.

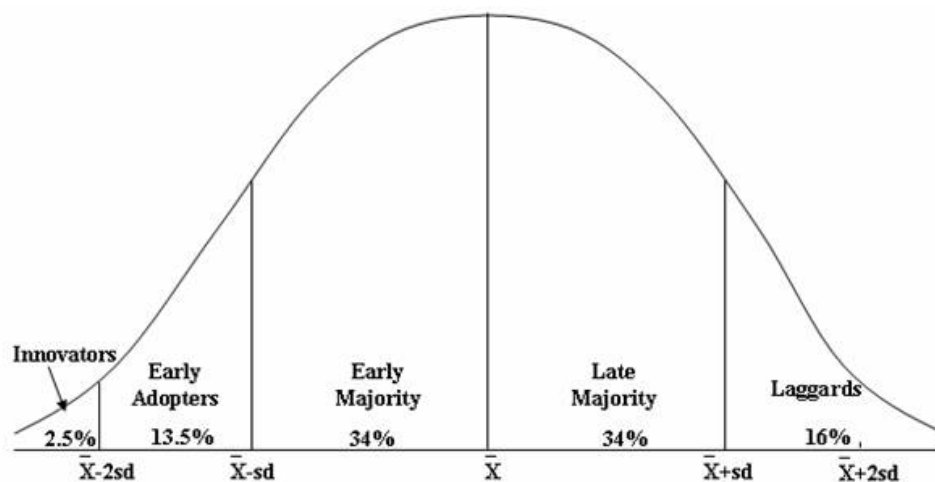


Figure 6.3: Adopter Categorization on the Basis of Innovativeness [Roge2003]

The first of the technology adopters are the innovators. They can be distinguished as open to new ideas and as venturesome. That requires having a complex technical knowledge [Roge2003]. The early adopters are more limited to the boundaries of the social system. They can be seen as role models, people who have leadership roles in the social system. With their statuses they reach other people through their interpersonal networks. So their evaluation of the new technology marks a big step of the commonality towards adopting it [Roge2003]. The early majority does not hold such leadership roles that the early adopters have. But they have nevertheless a good interaction with others of the social system. So, their interpersonal networks are still important in the adoption process. The early majority is neither the first nor the

last to adopt the new technology, but it adopts it just before the other half of the majority will do [Roge2003].

The late majority is skeptical about the new technology, its outcomes and benefits. But because of more people adopting it, it is forced to adopt too. *"To reduce the uncertainty of the innovation, interpersonal networks of close peers should persuade the late majority to adopt it"* [Roge2003]. Finally, the laggards are the last group of adopting a new technology. They are much skeptical than the late majority already is. Their lack of awareness-knowledge and limit of resources inhibit them of having a leadership role in the social system. They check whether a new technology is successful or not and then adopt it late if necessary [Roge2003].

The second model is the Technology Acceptance Model (TAM) by Fred D. Davis [Davi1986]. It is an information systems theory that deals with the question how users come to accept and to use a new technology. It is an adaptation respectively an extension of the Theory of Reasoned Action (TRA) developed by Martin Fishbein and Icek Ajzen [FiAj1975]. According to this model, two major factors influence the decision of a user confronted with a new technology whether to use it or not as well as how to use it. These two factors are perceived usefulness (PU) and perceived ease of use (PEU). PU is defined by Davis as *"the degree to which a person believes that using a particular system would enhance his or her job performance"* [Davi1989] and PEU is defined by him as *"the degree to which a person believes that using a particular system would be free from effort"* [Davi1989]. Figure 6.4 shows a scheme of this model.

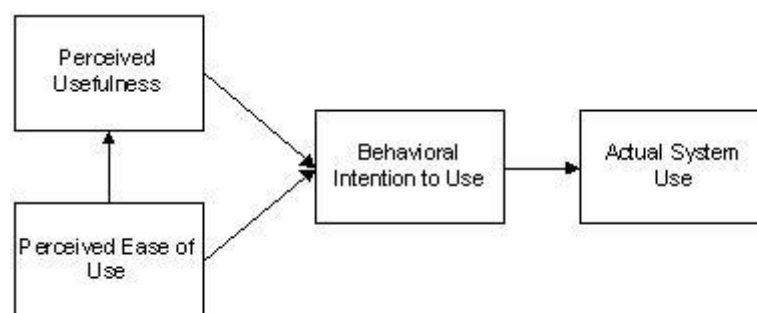


Figure 6.4: Technology Acceptance Model [VeMD2003]

The third model is the Unified Theory of Acceptance and Use of Technology (UTAUT) by Venkatesh et al [VeMD2003]. This model is the result of the attempt to integrate the main competing user acceptance models, like the DOI, the TRA, the

TAM, and the Theory of Planned Behavior (TPB) by Icek Ajzen [Ajze1985], and others, into one stand-alone model. The UTAUT explains the users' intentions to use an information system and the users' subsequent usage behavior. Therefore, four key constructs are identified as direct determinants of usage intention and behavior. These direct determinants are [VeMD2003]:

- performance expectancy
- effort expectancy
- social influence
- facilitating conditions

The impacts of these four direct determinants are mediated by the following four factors referring to the user [VeMD2003]:

- gender
- age
- experience
- voluntariness of use

All the above mentioned factors have influence on the behavioral intention and the subsequent use behavior. Later the UTAUT was extended with the E-Quality, trust, and satisfaction constructs [CoKi2006]. Figure 6.5 visualizes the UTAUT in its original state.

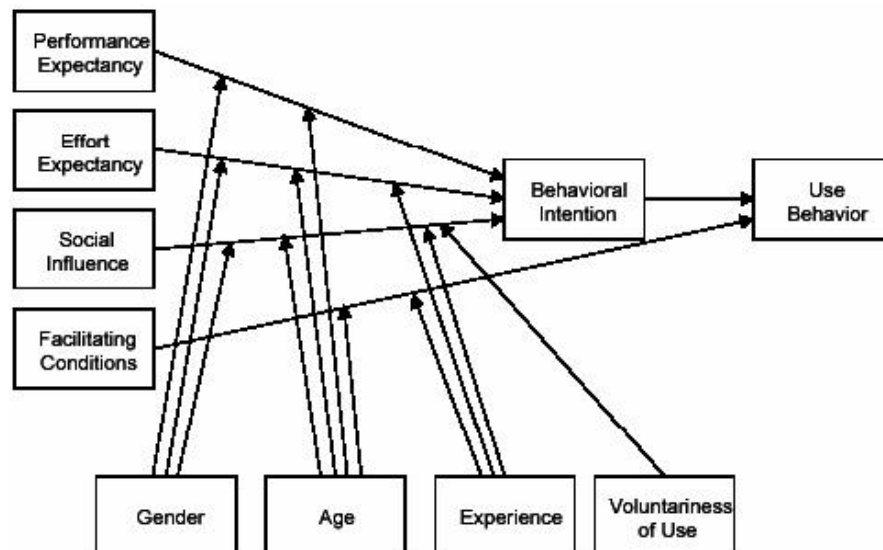


Figure 6.5: Unified Theory of Acceptance and Use of Technology [VeMD2003]

Another analytical framework used is Hoff's model [AnHe2006].

The theories lead to assumptions like age makes a difference, education matters, and social status matters. These assumptions shall be tested. So they must be taken into consideration when building the questionnaire.

Hints and information concerning the procedure of creating a questionnaire were taken from a guideline [Pils2001]. Based on the goals of the study the program questions were developed in a mind-mapping process. Out of the results, the following question blocks for the structuring of the questionnaire were formed:

- Group 1: Preface
- Group 2: Old media and personal interests
- Group 3: Internet
- Group 4: Possibilities of political participation in Koblenz
- Group 5: Participation via internet
- Group 6: E-participation in Koblenz
- Group 7: Personal details

The raw structure of the questionnaire is based on Haim's questionnaire. Also, a number of questions are taken from Haim [Haim2004].

According to the survey goals presented in the beginning of this chapter, the formed question groups test the following aspects of the goals:

- Group 2: Old media and personal interests
 - Interests of the citizens
 - Contact with politically-oriented themes via 'old' media
- Group 3: Internet
 - Interests of the citizens
 - Internet usage by the citizens
 - Opinions of the citizens towards internet subventions
- Group 4: Possibilities of political participation in Koblenz
 - Participation of the citizens in the political life
- Group 5: Participation via internet
 - Participation of the citizens in the political life via the internet
- Group 6: E-participation in Koblenz
 - E-participation possibilities
 - Interests of the citizens in e-participation possibilities

- Used participation forms via the internet by the citizens

After the first sketch of the questionnaire was ready, test interviews were held. With the performing of these test runs, some weaknesses of the questionnaire could be identified. The learned results of the test interviews led to another update of the form. The final questionnaire can be found in the appendix (see Appendix C: Questionnaire and Appendix D: Fragebogen). Here has to be mentioned that the interviews were performed in German language. Since this thesis is done in English, the questionnaire and the interview guideline found in the appendix are also translated from German to English.

Phase three deals with the actual interview performance. The first step was the finding of appropriate interviewers. Finally, seven interviewers were found to perform the 300 interviews. The questionnaires and the supplemental material were personally distributed to the interviewers. They were also personally instructed. It was of utmost importance that the quota instructions were obeyed. Also, the interview had to be performed as neutral as possible. Discussions, e.g. concerning politics or similar, should be avoided. All other necessary details to perform proper interview can be found in the adhered interview guideline. The performance of the interview itself took a bit more than two months, from the end of August to the middle of November 2007.

Phase four finally deals with analysis of the gathered data. First, the results were electronically recorded via SPSS and appropriately converted [Müll2006]. The analysis of the results can be found in the next chapter. Table 6.3 combines all basic data regarding the empirical survey:

Method of collecting data:	Public opinion interview
Probability sampling:	Quota method
Scope of analysis:	Koblenz
Quotas:	Age group (15-24, 25-44, 45-64, 65+), sex, district
Sample:	300 interviews
Rate of return:	100%
Research period:	20.08.2007 – 10.11.2007
Data processing:	MS Word, SPSS

Table 6.3: Basic data regarding the empirical survey

6.3 Hypotheses

According to the analyzed status quo in Koblenz and the development process of the questionnaire, four hypotheses were suggested.

- H1: The coverage of broadband internet connection in Koblenz is given at a satisfactory stage.
- H2: The digital divide can also be observed in Koblenz.
- H3: The citizens do not know what e-participation is.
- H4: The citizens are not aware of e-participation possibilities.

Concerning H1, the general coverage of broadband internet connection in Germany is satisfying, at least in the cities¹⁴. This leads to the assumption that in a city of about 100,000 inhabitants like Koblenz, the city-wide coverage is also present at a satisfactory stage.

According to the three models, which were the bases of the questionnaire, especially according to the UTAUT, the gender and the age are factors, which influence the use of new technologies. Also, the degrees of graduation of the persons make an impact. This leads to the hypothesis H2 that the digital divide can also be observed in Koblenz and groups like older persons or people with a lower education do not use the internet and therefore e-participation services at the extent like younger or better educated people do.

As mentioned earlier in this thesis, e-participation is a relatively young research field. Also, it is an English term which has established itself in daily language use, even in Germany. But this leads to the assumption H3 that most of the people do not know what stands behind e-participation. Would the in Germany established term be something like 'elektronische Bürgerbeteiligung' (electronic participation) and not the English term, it would be more familiar.

The final hypothesis H4 is that the citizens of Koblenz are not aware of the e-participation possibilities. It must be stated that the range of these possibilities is rather decent and do not go further beyond information services. The few interaction possibilities, like the citizens chat, are not well advertized and so presumably not well-known.

¹⁴ <http://www.faz.net/s/RubE2C6E0BCC2F04DD787CDC274993E94C1/Doc-EF4513E42CB39433D88CC4D73E783A5AE~ATpl~Ecommon~Scontent.html>. Last access: 03/2008

7 Main results from the study

The following chapter contains the analysis and the interpretation of the survey's results. The detailed evaluation of each question can be found in the attachment (see Appendix E: Results of the survey). Generally, it should be mentioned before that eventual mismatch in the additions of the percentages can be explained by an omission of the abstentions.

7.1 Analysis of the results from the survey

From the total number of 300 interviewees 12.7% are between age 15 and 24, 32.3% between 25 and 44, 29.7% between 45 and 64, and 25.3% over 65 years old. Table 7.1 shows this distribution, also split up in sex groups.

			Sex		Total
			male	female	
Age group	15 to 24	Quantity	15	23	38
		Total percentage	5,0%	7,7%	12,7%
	25 to 44	Quantity	48	49	97
		Total percentage	16,0%	16,3%	32,3%
	45 to 64	Quantity	41	48	89
		Total percentage	13,7%	16,0%	29,7%
	65+	Quantity	40	36	76
		Total percentage	13,3%	12,0%	25,3%
Total		Quantity	144	156	300
		Total percentage	48,0%	52,0%	100,0%

Table 7.1: Total number of interviewees

The first aim of the survey was to determine what the interests of the citizens are. In reference to Question 2.5 (Q2.5), it can be noticed that with 48% of the questioned persons, the majority claimed their interest in politics as medium. These are followed with 24.3% that have a strong and 22.7% with a low interest. The main group with a medium interest are the 45 to 64 year old females with nearly 12% overall. It is remarkable that in none of the age-group the majority has a strong interest in politics. The younger people are not so interested in politics. Both, the young males and the young females, 15 to 24 years old, mostly have a group high low interest here with 18.4% respectively 28.9% in the regarding age group. Interesting here is that in the 15 to 24 year old females' section, the medium and the low interest

are head-to-head with 28.9% each. Table 7.2 shows the results of Q2.5 ordered by sex and age groups.

Age group				Q2.5 - How much are you interested in policy/politics?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex male	Quantity	1	5	7	2		15	
		Total percentage	2,6%	13,2%	18,4%	5,3%		39,5%	
	female	Quantity		11	11	1		23	
		Total percentage		28,9%	28,9%	2,6%		60,5%	
	Total	Quantity	1	16	18	3		38	
		Total percentage	2,6%	42,1%	47,4%	7,9%		100,0%	
25 to 44	Sex male	Quantity	16	19	10	2	1	48	
		Total percentage	16,5%	19,6%	10,3%	2,1%	1,0%	49,5%	
	female	Quantity	7	21	15	6		49	
		Total percentage	7,2%	21,6%	15,5%	6,2%		50,5%	
	Total	Quantity	23	40	25	8	1	97	
		Total percentage	23,7%	41,2%	25,8%	8,2%	1,0%	100,0%	
45 to 64	Sex male	Quantity	15	19	7			41	
		Total percentage	16,9%	21,3%	7,9%			46,1%	
	female	Quantity	5	35	8			48	
		Total percentage	5,6%	39,3%	9,0%			53,9%	
	Total	Quantity	20	54	15			89	
		Total percentage	22,5%	60,7%	16,9%			100,0%	
65+	Sex male	Quantity	17	19	3	1		40	
		Total percentage	22,4%	25,0%	3,9%	1,3%		52,6%	
	female	Quantity	12	15	7	2		36	
		Total percentage	15,8%	19,7%	9,2%	2,6%		47,4%	
	Total	Quantity	29	34	10	3		76	
		Total percentage	38,2%	44,7%	13,2%	3,9%		100,0%	

Table 7.2: Q2.5 – How much are you interested in policy/politics?

Concerning economy (Q2.6), the medium interest with 39.3% followed by the strong interest with 37% is at the top. Again, the 45 to 64 year old females with an overall ratio of about 8.6% with medium interest are the majority. But as eventually expected, in the segments of the 25 to 44 and 45 to 64 year old males, there is the strong interest foremost with 7.3% respectively 7.6% overall. The largest group with a low interest is the 15 to 24 year old female group with an overall ratio of 4.6%. Regarding just this age group, we have a total of 36.8%. Table 7.3 illustrates the results concerning Q2.6 segmented in sex and age groups.

				Q2.6 - How much are you interested in economy?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex	male	Quantity	1	7	3	4	15
			Total percentage	2,6%	18,4%	7,9%	10,5%	39,5%
	female	Quantity	3	6	14		23	
		Total percentage	7,9%	15,8%	36,8%		60,5%	
	Total	Quantity	4	13	17	4	38	
		Total percentage	10,5%	34,2%	44,7%	10,5%	100,0%	
25 to 44	Sex	male	Quantity	22	18	8		48
			Total percentage	22,7%	18,6%	8,2%		49,5%
	female	Quantity	14	23	11	1	49	
		Total percentage	14,4%	23,7%	11,3%	1,0%	50,5%	
	Total	Quantity	36	41	19	1	97	
		Total percentage	37,1%	42,3%	19,6%	1,0%	100,0%	
45 to 64	Sex	male	Quantity	23	11	6	1	41
			Total percentage	25,8%	12,4%	6,7%	1,1%	46,1%
	female	Quantity	12	26	10		48	
		Total percentage	13,5%	29,2%	11,2%		53,9%	
	Total	Quantity	35	37	16	1	89	
		Total percentage	39,3%	41,6%	18,0%	1,1%	100,0%	
65+	Sex	male	Quantity	20	15	4	1	40
			Total percentage	26,3%	19,7%	5,3%	1,3%	52,6%
	female	Quantity	16	12	5	3	36	
		Total percentage	21,1%	15,8%	6,6%	3,9%	47,4%	
	Total	Quantity	36	27	9	4	76	
		Total percentage	47,4%	35,5%	11,8%	5,3%	100,0%	

Table 7.3: Q2.6 – How much are you interested in economy?

Q2.7 deals with the interest in culture. The results ordered by sex and age groups are depicted in table 7.4. Here is nearly the same overall distribution as in Q2.5. The majority has a medium interest in culture with 47.7% followed by a strong interest with 24.3% and a nearly equal low interest with 22.3%. In contrast to Q2.5, there are absolute maxima in the segments of the 25 to 44 year old males with 7.3% overall, of the 25 to 44 year old females with 7% overall, of the 45 to 64 year old females with 9.3% overall, which is the overall maximum concurrently, and in the segments of both, the 65+ year old males and females with 7% and 7.6% overall.

Age group				Q2.7 - How much are you interested in culture?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex male	Quantity	1	5	6	3	15	
		Total percentage	2,6%	13,2%	15,8%	7,9%	39,5%	
	female	Quantity	7	8	7	1	23	
		Total percentage	18,4%	21,1%	18,4%	2,6%	60,5%	
	Total	Quantity	8	13	13	4	38	
		Total percentage	21,1%	34,2%	34,2%	10,5%	100,0%	
25 to 44	Sex male	Quantity	9	22	13	4	48	
		Total percentage	9,3%	22,7%	13,4%	4,1%	49,5%	
	female	Quantity	13	21	11	4	49	
		Total percentage	13,4%	21,6%	11,3%	4,1%	50,5%	
	Total	Quantity	22	43	24	8	97	
		Total percentage	22,7%	44,3%	24,7%	8,2%	100,0%	
45 to 64	Sex male	Quantity	11	15	13	2	41	
		Total percentage	12,4%	16,9%	14,6%	2,2%	46,1%	
	female	Quantity	16	28	3	1	48	
		Total percentage	18,0%	31,5%	3,4%	1,1%	53,9%	
	Total	Quantity	27	43	16	3	89	
		Total percentage	30,3%	48,3%	18,0%	3,4%	100,0%	
65+	Sex male	Quantity	8	21	9	2	40	
		Total percentage	10,5%	27,6%	11,8%	2,6%	52,6%	
	female	Quantity	8	23	5		36	
		Total percentage	10,5%	30,3%	6,6%		47,4%	
	Total	Quantity	16	44	14	2	76	
		Total percentage	21,1%	57,9%	18,4%	2,6%	100,0%	

Table 7.4: Q2.7 – How much are you interested in culture?

Regarding Q2.8, with 56%, over the half of the questioned people consider their interest in local news as strong followed by far behind 33% with a medium interest. Except the 15 to 24 year olds, in all other age groups regardless if males or females are the strong interests foremost. Table 7.5 shows the results of Q2.8 ordered by sex and age groups.

Age group				Q2.8 - How much are you interested in local news?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex male	Quantity	4	8	2	1	15	
		Total percentage	10,5%	21,1%	5,3%	2,6%	39,5%	
	female	Quantity	8	10	5		23	
		Total percentage	21,1%	26,3%	13,2%		60,5%	
	Total	Quantity	12	18	7	1	38	
		Total percentage	31,6%	47,4%	18,4%	2,6%	100,0%	
25 to 44	Sex male	Quantity	24	16	6	2	48	
		Total percentage	24,7%	16,5%	6,2%	2,1%	49,5%	
	female	Quantity	23	18	6	2	49	
		Total percentage	23,7%	18,6%	6,2%	2,1%	50,5%	
	Total	Quantity	47	34	12	4	97	
		Total percentage	48,5%	35,1%	12,4%	4,1%	100,0%	
45 to 64	Sex male	Quantity	24	14	2	1	41	
		Total percentage	27,0%	15,7%	2,2%	1,1%	46,1%	
	female	Quantity	31	13	4		48	
		Total percentage	34,8%	14,6%	4,5%		53,9%	
	Total	Quantity	55	27	6	1	89	
		Total percentage	61,8%	30,3%	6,7%	1,1%	100,0%	
65+	Sex male	Quantity	28	10	2		40	
		Total percentage	36,8%	13,2%	2,6%		52,6%	
	female	Quantity	26	10			36	
		Total percentage	34,2%	13,2%			47,4%	
	Total	Quantity	54	20	2		76	
		Total percentage	71,1%	26,3%	2,6%		100,0%	

Table 7.5: Q2.8 – How much are you interested in local news?

The strong or medium interest of politics, economy, and local news is supported by the fact that 43.3% read a daily newspaper on seven days a week. Surprisingly, the second largest group is the persons who do not read a daily newspaper at all with 16.3% followed by the people who read daily newspapers on six days a week with 13.7%. The other days are in the range from 2.7% till 7%. The persons who do not read a paper at all are constantly around 2% overall through the different age groups except for the 25 to 44 year olds, where the value lies between 3% and 4% overall. Figure 7.1 illustrates the overall results concerning Q2.1.

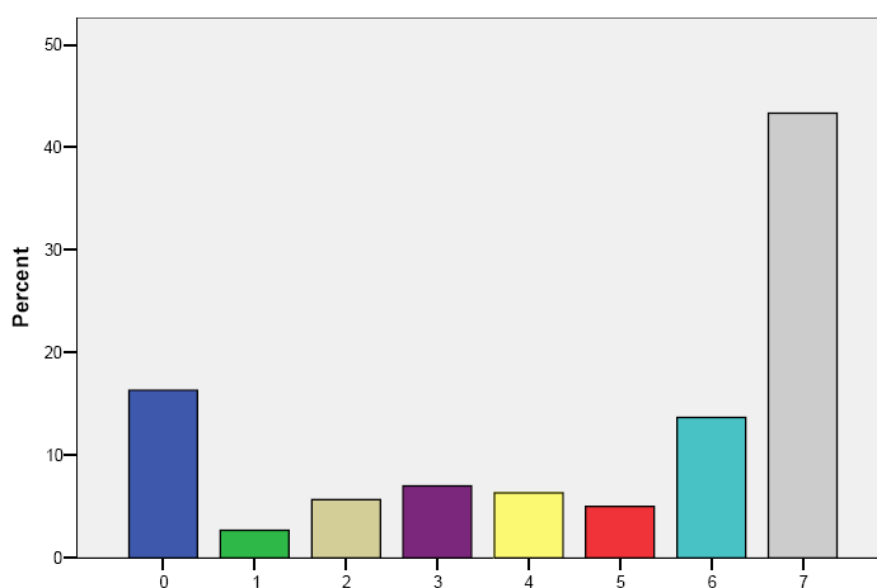


Figure 7.1: Q2.1 – On how many days a week do you read a daily newspaper?

Nearly 60% state that they have read a news magazine recently and about 40% state that they have not. Almost 70% watch news broadcasts on TV daily, which is in line with the dominant position of the daily newspaper readers. This dominance becomes apparent from the age groups 25 to 44 years old and older independent from gender.

Concerning the politically oriented TV broadcasts (Q2.4), there is nearly an equal distribution of around 20% to 25%. The leading position is held by the persons, who watch such shows several times per week with 36.7%. The very young people are not so interested in watching these broadcasts. The most persons here state that they rarely or even never watch that. The complete results concerning Q2.4 are shown in table 7.6.

Age group				Q2.4 - How often do you watch politically oriented broadcasts on TV?				Total
				several times per week	several times per month	rarely	never	
15 to 24	Sex	male	Quantity	1	3	7	4	15
			Total percentage	2,6%	7,9%	18,4%	10,5%	39,5%
	female	Quantity	1	6	9	7	23	
		Total percentage	2,6%	15,8%	23,7%	18,4%	60,5%	
Total		Quantity	2	9	16	11	38	
		Total percentage	5,3%	23,7%	42,1%	28,9%	100,0%	
25 to 44	Sex	male	Quantity	22	4	14	8	48
			Total percentage	22,7%	4,1%	14,4%	8,2%	49,5%
	female	Quantity	11	15	13	10	49	
		Total percentage	11,3%	15,5%	13,4%	10,3%	50,5%	
Total		Quantity	33	19	27	18	97	
		Total percentage	34,0%	19,6%	27,8%	18,6%	100,0%	
45 to 64	Sex	male	Quantity	18	10	7	6	41
			Total percentage	20,2%	11,2%	7,9%	6,7%	46,1%
	female	Quantity	16	11	13	8	48	
		Total percentage	18,0%	12,4%	14,6%	9,0%	53,9%	
Total		Quantity	34	21	20	14	89	
		Total percentage	38,2%	23,6%	22,5%	15,7%	100,0%	
65+	Sex	male	Quantity	24	6	5	5	40
			Total percentage	31,6%	7,9%	6,6%	6,6%	52,6%
	female	Quantity	17	6	5	8	36	
		Total percentage	22,4%	7,9%	6,6%	10,5%	47,4%	
Total		Quantity	41	12	10	13	76	
		Total percentage	53,9%	15,8%	13,2%	17,1%	100,0%	

Table 7.6: Q2.4 – How often do you watch politically oriented TV broadcasts?

51.7% of the questioned people are satisfied with the possibilities to participate in the political process in Koblenz, which is the majority. 25.3% are less satisfied and 10.3% are not satisfied. Only far behind 3% are highly satisfied. 9.7% gave no statement. The satisfied people are in every age group the majority. These results are significant, corroborating the fact that there is a strong interest in local news and a leading medium interest in politics in Koblenz as mentioned before. The diagram in figure 7.2 depicts the results of Q2.9 ordered by age group.

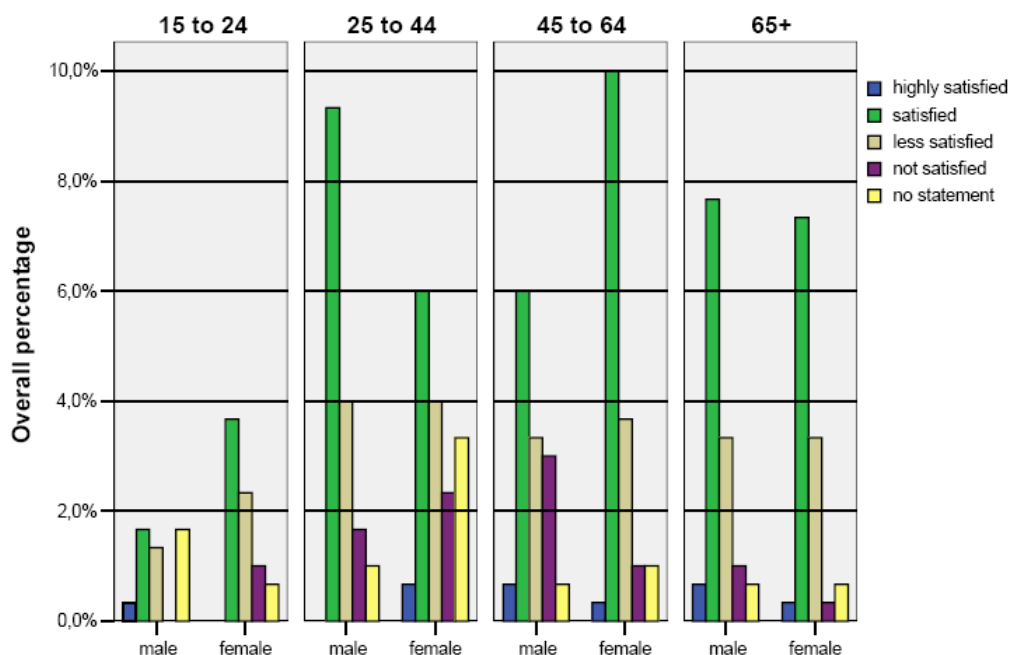


Figure 7.2: Q2.9 – How satisfied are you with the possibilities ... / by age group

Impressive are the results of the internet usage in Koblenz shown in table 7.7, ordered by sex and age groups.

Age group				Q3.1 - Do you have a personal possibility to access the internet?		Total
				yes	no	
15 to 24	Sex	male	Quantity	14	1	15
			Total percentage	36,8%	2,6%	39,5%
	female	Quantity	23		23	
		Total percentage	60,5%		60,5%	
	Total	Quantity	37	1	38	
		Total percentage	97,4%	2,6%	100,0%	
25 to 44	Sex	male	Quantity	44	4	48
			Total percentage	45,4%	4,1%	49,5%
	female	Quantity	43	6	49	
		Total percentage	44,3%	6,2%	50,5%	
	Total	Quantity	87	10	97	
		Total percentage	89,7%	10,3%	100,0%	
45 to 64	Sex	male	Quantity	37	4	41
			Total percentage	41,6%	4,5%	46,1%
	female	Quantity	39	9	48	
		Total percentage	43,8%	10,1%	53,9%	
	Total	Quantity	76	13	89	
		Total percentage	85,4%	14,6%	100,0%	
65+	Sex	male	Quantity	19	21	40
			Total percentage	25,0%	27,6%	52,6%
	female	Quantity	9	27	36	
		Total percentage	11,8%	35,5%	47,4%	
	Total	Quantity	28	48	76	
		Total percentage	36,8%	63,2%	100,0%	

Table 7.7: Q3.1 – Do you have the possibility to access the internet?

A total of 76% of the citizens have the possible to access the internet. Just regarding the 65+ persons, 63.2% have no possible to access the internet. This shows that the age has a strong influence over the internet usage and the digital divide [OECD2007] is still present. There are no significant differences between men and women. In relation to the graduation, it is interesting that the higher the education, the internet access possibilities are increasing. One out of five persons with no graduation has the possibility of an internet access, whereas 94% of interviewees with a high-school diploma can access the internet. This shows that as well the age also the graduation has influence. These signs of the digital divide present in Koblenz corroborate hypothesis H2.

			Q3.1 - Do you have a personal possibility to access the internet?		Total
			yes	no	
Q7.3 - Which degree of graduation do you have?	no graduation	Quantity % of Q7.3 - Which degree of graduation do you have?	1 20,0%	4 80,0%	5 100,0%
	school leaving certificate	Quantity % of Q7.3 - Which degree of graduation do you have?	45 54,2%	38 45,8%	83 100,0%
	Realschul-diploma	Quantity % of Q7.3 - Which degree of graduation do you have?	56 84,8%	10 15,2%	66 100,0%
	vocational diploma	Quantity % of Q7.3 - Which degree of graduation do you have?	27 93,1%	2 6,9%	29 100,0%
	high-school diploma	Quantity % of Q7.3 - Which degree of graduation do you have?	64 94,1%	4 5,9%	68 100,0%
Total	Quantity % of Q7.3 - Which degree of graduation do you have?	193 76,9%	58 23,1%	251 100,0%	

Table 7.8: Relation between graduation and internet access

96.5% of the people with internet access possibilities dispose of an internet access at home, 46.9% can access the internet at work and 11.4% at school or university.

Also remarkable is that the major internet connection in Koblenz is DSL with 66.4%. Far behind comes ISDN is available at 15% of the interviewees with an internet connection at home, followed by cable with 9.5%, and modem connection with 7.3%. With these results assumption H1, hypothesized in chapter 6.3, is corroborated. Combining DSL and cable, about 75% of the households are equipped with a broadband internet connection. The distribution can be seen in figure 7.3.

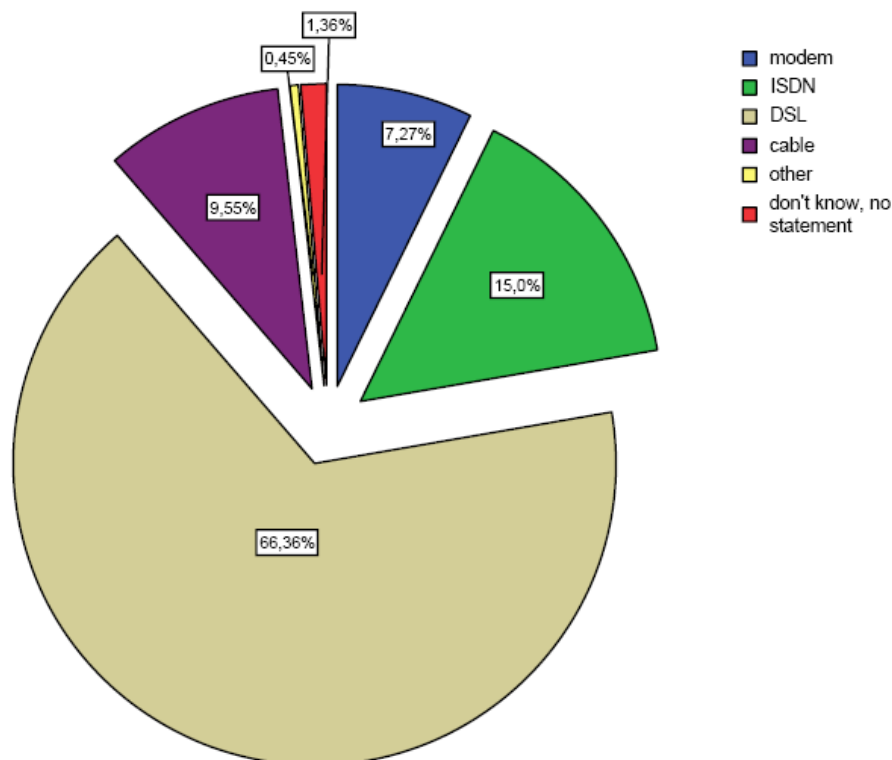


Figure 7.3: Internet connection technology at home

Among the group of non-internet-users, there are only 12.5% who are planning to get themselves an internet access in the near future. Table 7.9 illustrates the detailed results of Q3.9 ordered by sex and age groups.

Age group	Q3.8 - Do you plan to get yourself an internet access in the foreseeable future?			Total		
	yes	no	no statement			
15 to 24	Sex male	Quantity	1		1	
		Total percentage	100,0%		100,0%	
	Total	Quantity	1		1	
		Total percentage	100,0%		100,0%	
25 to 44	Sex male	Quantity	2	4	6	
		Total percentage	12,5%	25,0%	37,5%	
	female	Quantity	3	7	10	
		Total percentage	18,8%	43,8%	62,5%	
	Total	Quantity	5	11	16	
		Total percentage	31,3%	68,8%	100,0%	
45 to 64	Sex male	Quantity	2	3	5	
		Total percentage	13,3%	20,0%	33,3%	
	female	Quantity		10	10	
		Total percentage		66,7%	66,7%	
	Total	Quantity	2	13	15	
		Total percentage	13,3%	86,7%	100,0%	
65+	Sex male	Quantity	2	19	21	
		Total percentage	4,2%	39,6%	43,8%	
	female	Quantity		26	1	27
		Total percentage		54,2%	2,1%	56,3%
	Total	Quantity	2	45	1	48
		Total percentage	4,2%	93,8%	2,1%	100,0%

Table 7.9: Q3.8 – Do you plan to get yourself an internet access [...]?

Interesting is that the percentage of potentially new internet users is decreasing by increasing age. One out of one of the 15 to 24 year old persons are going to get an internet access. But all the female 45 to 64 and 65+ year old interviewees, who have no internet access, do not intend to change that state.

65.4% use the internet daily followed by 21.5%, who use it several times a week. Despite having the ability to access the internet, even three persons stated that they never use or have never used the internet. It is noticeable that from 37 questioned persons in the age group 15 to 24, just one claimed that she uses the internet rarely. The other 36 interviewees all use the internet daily. The detailed results are presented in table 7.10.

Age group				Q3.4 - How often do you use the internet?						Total
				daily	several times per week	once per week	several times per month	rarely	never	
15 to 24	Sex	male	Quantity	14						14
			Total percentage	37,8%						
		female	Quantity	22				1		23
			Total percentage	59,5%				2,7%		62,2%
	Total	Quantity	36				1		37	
		Total percentage	97,3%				2,7%		100,0%	
25 to 44	Sex	male	Quantity	37	4	1		2		44
			Total percentage	42,5%	4,6%	1,1%		2,3%		50,6%
		female	Quantity	20	15	3	3	2		43
			Total percentage	23,0%	17,2%	3,4%	3,4%	2,3%		49,4%
	Total	Quantity	57	19	4	3	4		87	
		Total percentage	65,5%	21,8%	4,6%	3,4%	4,6%		100,0%	
45 to 64	Sex	male	Quantity	23	8	2	1	2	1	37
			Total percentage	30,3%	10,5%	2,6%	1,3%	2,6%	1,3%	48,7%
		female	Quantity	20	13	1	2	2	1	39
			Total percentage	26,3%	17,1%	1,3%	2,6%	2,6%	1,3%	51,3%
	Total	Quantity	43	21	3	3	4	2	76	
		Total percentage	56,6%	27,6%	3,9%	3,9%	5,3%	2,6%	100,0%	
65+	Sex	male	Quantity	10	7		2			19
			Total percentage	35,7%	25,0%		7,1%			67,9%
		female	Quantity	3	2	1	1	1	1	9
			Total percentage	10,7%	7,1%	3,6%	3,6%	3,6%	3,6%	32,1%
	Total	Quantity	13	9	1	3	1	1	28	
		Total percentage	46,4%	32,1%	3,6%	10,7%	3,6%	3,6%	100,0%	

Table 7.10: Q3.4 – How often do you use the internet?

This indicates that just, but not only, for the younger people who grow up in today's information society [FeFe2004], has the internet become an indispensable part of life. In every age group, the daily usage of the internet is dominant. Generally, there are no significant relative differences between the age group. Just the 65+ females have a nearly equal distribution.

The internet is used mainly for e-mail transmission (40.4%). Job purposes with 22.2% and entertainment with 19.6% are in the following positions. Shopping or product information, service-oriented applications like online-banking and miscella-

neous usage is almost equally distributed with around 5% each. Figure 7.4 depicts the purpose of the internet usage stated by the internet using interviewees.

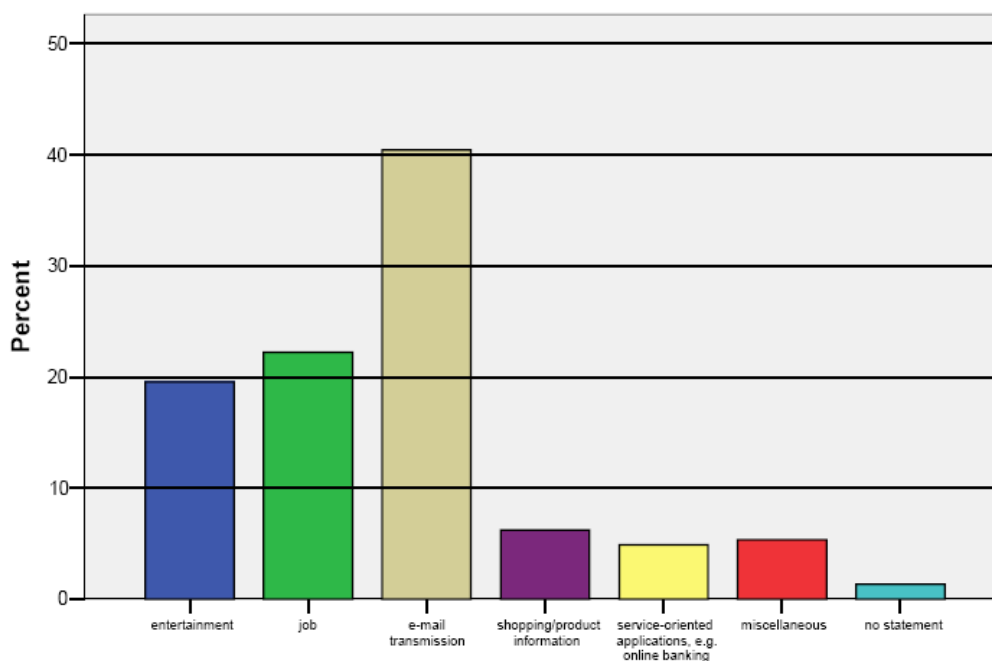


Figure 7.4: Q3.2 – For what purpose do you use the internet mainly?

The 15 to 24 year olds use the internet mainly for entertainment. The 25 to 44 year old males use it mostly for the job. Taking a look upon the activities already done in the internet, it can be seen that the e-mail transmission is also here in leading position. 90.6% claimed that they have done this yet. 88.4% of the questioned persons have already searched for specific information followed by 74.2%, who surfed already without purpose and 72.4%, who participated in an online auction. Another leading pole is the active file download, which was already done by 66.7% persons. These mentioned activities can be seen as the general actions, which were performed by the broad mass. Perhaps online-banking, which follows next with 50.7%, can be added to this list. Useful for comparison, according to the Bundesverband Informationswirtschaft Telekommunikation und neue Medien e.V. (BITKOM), about 40% of the German citizens and two-thirds of the internet users use online-banking in the beginning of 2007¹⁵. Newsgroup respectively web forum participation (35.1%) and online survey participation (19.6%), which are partly aspects of e-participation, are not so popular overall. Online gaming (23.6% overall) is more popu-

¹⁵ http://www.bitkom.org/44497_44486.aspx (Last access: 02/2008)

lar in the group of the 15 to 24 year olds with a group percentage of 56.8%. With two online gamers out 27 internet users, the 65+ year olds are expectedly under represented. Internet TV with 12% overall is in last position. For the last two activities, internet gaming and watching online TV, are broadband internet connection required, so that all the internet users who do not have DSL or cable are actually unable to do this, at least at home.

76.8% of all interviewed persons think that the internet should be subsidized for older or financially weaker people. There are no basic differences among the genders or different age groups. As denoted before, 86.3% of the non-internet-users are not going to change that. But 48.8% would welcome a subvention by the city of Koblenz for getting an internet access. 38.5% of these gave no answer why they would welcome that. 41% would welcome the financial support or incentive. This shows that despite the costs of an internet access, which is now offered often combined with a telephone extension, is not as high as a few years ago, it is still a financial question. It should be also kept in mind that besides the internet connection, a computer is needed for the access as well. Such a purchase is also not necessarily inexpensive.

Scenario:	Yes	No
Participation in a political survey	41.0%	56.3%
Letter to a politician or a party	25.0%	74.7%
Requesting of political information by ord. mail/phone	26.0%	73.3%
Participation in an open council	49.3%	50.0%

Table 7.11: Political (offline) participation of the interviewees

Table 7.11 summarizes the political offline participation as stated by the interviewees. Regarding the political activities of the citizens, it must be confessed that more than the half (56.3%) of the interviewees have never participated in a political survey, 41% have already. Taking a look at the different age groups, it can be seen that only the 45 to 64 year old males with 53.7% and the 65+ year old males with 55% having already participated in a political survey are the majority of the correspondent cases. Reckoning the questions Q4.2 and Q4.3, it becomes clear that these distributions are nearly identical. Concerning both questions, about 25% have already written a letter to a politician or started a request for political information, and

about 75% have not done that. Like seen above, there are potential interests in politics in existence, but according to the bare figures, the citizens hesitate to take a hand in doing something actively, like simply get in contact with a party or a politician. However, going more into details, the fact that one out of four has already written a letter to a politician respectively to a party or requested political information by mail is not as bad as it looks like at first glance. Quite the contrary, this number can be regarded as high and is supported by the observation that the interest in policy is quite high among the citizens of Koblenz. An obvious progression has occurred concerning the question whether to have already participated in an open council (Q4.4). There is a nearly equal distribution with 49.3%, who have done that already and 50%, who have not. This can also be regarded as a quite high value owing to circumstances. An adjustment can be observed regarding the ages of the interviewees. Making an imaginary cut right in the middle, as illustrated in figure 7.5, and group everyone under 44 together, mark them as 'younger' as well as grouping all the over 45 together and mark them as 'older'. Now it can be noticed that the majority of the younger have not participated in an open council by now, but the majority of the older have already done that.

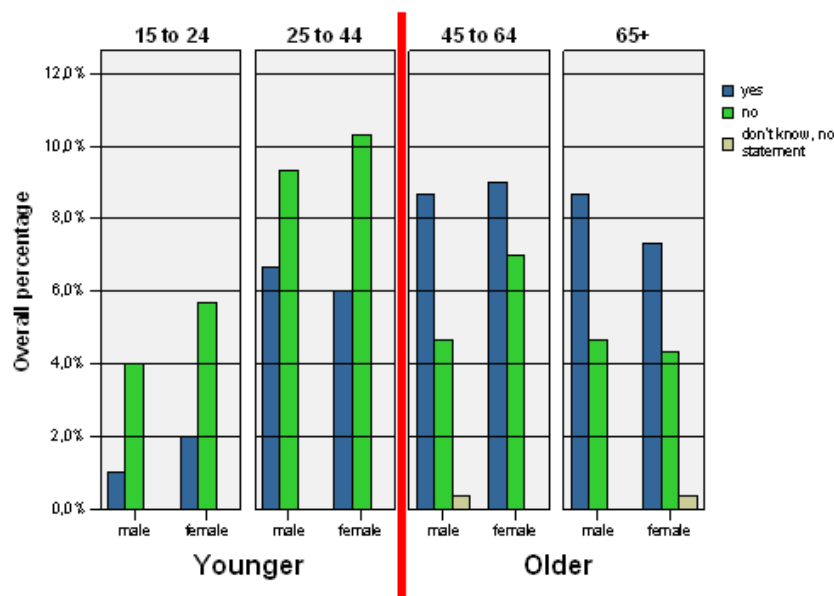


Figure 7.5: Have you already participated in an open council? / by age group

These shortly above mentioned question, except the one concerning the open council, were slightly changed and asked again with respect to the internet. Table

7.12 presents the summarized results concerning these forms of political participation via the internet.

Scenario:	Yes	No
Participation in a political online survey	11.0%	89.0%
E-mail to a politician or a party	18.0%	81.6%
Requesting of political information online	21.5%	78.1%

Table 7.12: Political participation via the internet

41% have already participated in a political survey, but only 11% have participated in a political online survey. Such a decrease can also be noticed by analyzing the following two questions. Asking the citizens whether they have already written an e-mail to a politician or a party, the results moved more towards none compared to Q4.2. Only 18% have done that already and 81.6% have not. The same tendency can be regarded by comparing Q5.3 and Q4.3. Were there are 26%, who have already requested political information by phone or by mail, this number is shrinking to just 21.5%, who have done this via internet. However, this can still be regarded as a quite high value. An attempted explanation can be that in the older age groups, more persons have already done those activities. But regarding the numbers concerning the internet usage, there is still a gap between young and old. The internet coverage is bigger in the younger class of the population. So, there are two contrary streams which lead to the decrease of these activities via the internet.

The central contact for political online information in Koblenz is the website of the city of Koblenz, www.koblenz.de. When asking for political online activities in Koblenz, it must be secured that the citizens know where to look at. Confronting the internet using interviewees with the question whether they have previously visited the website of Koblenz, 71.9% claimed 'yes'. Except from the 65+ year old females, whose majority has not visited the site yet, the distributions between the different ages and genders are similar. The diagram in figure 7.6 illustrates the results concerning Q5.4 ordered by age groups.

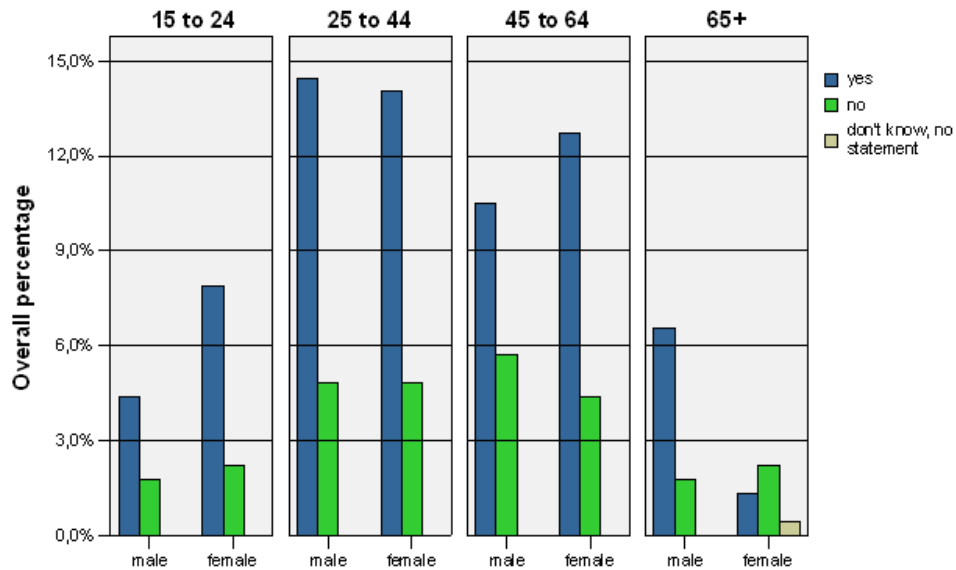


Figure 7.6: Q5.4 – Have you already visited the website of the city of Koblenz?

From those who have visited the website, 81.1% found it well arranged. 63.4% searched the page for specific information and 74% there from also found the desired information. Actually, a total of 91% were generally satisfied with the found information. Figure 7.7 depicts the results of Q5.5 sectioned by age groups.

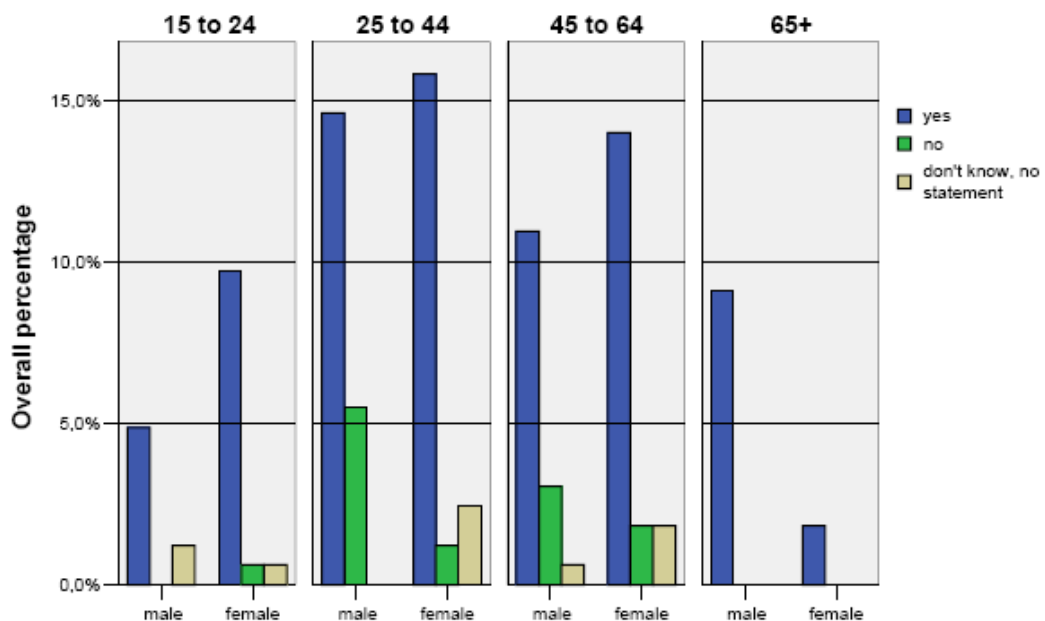


Figure 7.7: Q5.5 – Do you think the website is well-arranged [...]?

Just half of the 15 to 24 year old males searched the website for specific information; the other half came there without a cause. Regarding the females of this age, it can be observed that with 61%, more than the half visited www.koblenz.de causeless. The distributions in the remaining age groups are approximately like the total

distribution. It is also interesting that out of the fewer visitors with a cause among the 15 to 24 year olds even more have not found the desired information in comparison to the other age groups. This can be seen as an indication that the relevant offer of information for the younger citizens here is developable.

The title of this thesis contains the term e-participation. So, it is considered worthy of examination whether the questioned people know what e-participation means. The result is devastating. Only 14.5% claimed to know what e-participation stands for, corroborating assumption H3 that the most of the citizens do not know the meaning of the term e-participation, hypothesized in chapter 6.3.

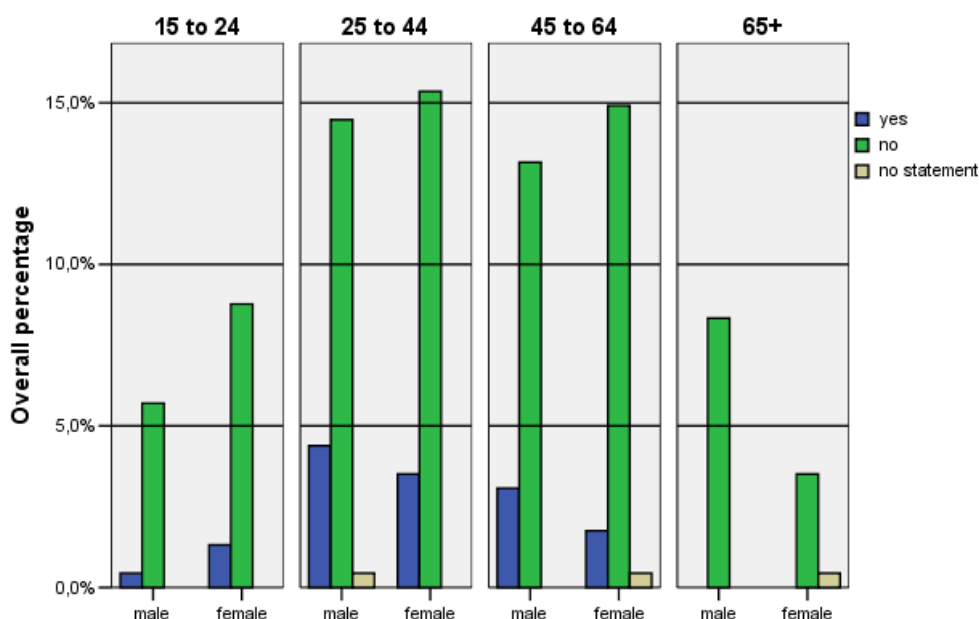


Figure 7.8: Q6.1 – Do you know what E-Participation is? / by age group

Like seen in figure 7.8 among the 65+ year olds, there is even nobody who knows what e-participation is. It is of course not necessary that the technical term is well known, as long as the possibilities what to do are known.

As an example, the website of Koblenz offers a chat with Lord Mayor Dr. Eberhard Schulte-Wissermann at irregular intervals¹⁶. But only 28.9% know that such a chat is possible. However, it is interesting here that relatively many 65+ year olds know that in contrast to the other age groups. 52.6% of the 65+ year old males, even more the half of this specific group, know that such a chat is possible. Among the 65+

¹⁶ http://www.koblenz.de/verwaltung_politik/kommunikationsforum.html (Last access: 01/2008)

year old females the distribution is even. 44.4% have notice of this chat and 44.4% have not, with 11.1% giving no statement. Table 7.13 shows these detailed results.

Age group				Q6.2 - Do you know that you can chat with Lord Mayor Dr. Eberhard Schulte-Wissermann at irregular intervals on www.koblenz.de?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	5	9		14
			Total percentage	13,5%	24,3%		37,8%
	female	Quantity	6	17		23	
		Total percentage	16,2%	45,9%		62,2%	
	Total	Quantity	11	26		37	
		Total percentage	29,7%	70,3%		100,0%	
25 to 44	Sex	male	Quantity	14	30		44
			Total percentage	16,1%	34,5%		50,6%
	female	Quantity	9	34		43	
		Total percentage	10,3%	39,1%		49,4%	
	Total	Quantity	23	64		87	
		Total percentage	26,4%	73,6%		100,0%	
45 to 64	Sex	male	Quantity	10	26	1	37
			Total percentage	13,2%	34,2%	1,3%	48,7%
	female	Quantity	8	30	1	39	
		Total percentage	10,5%	39,5%	1,3%	51,3%	
	Total	Quantity	18	56	2	76	
		Total percentage	23,7%	73,7%	2,6%	100,0%	
65+	Sex	male	Quantity	10	9		19
			Total percentage	35,7%	32,1%		67,9%
	female	Quantity	4	4	1	9	
		Total percentage	14,3%	14,3%	3,6%	32,1%	
	Total	Quantity	14	13	1	28	
		Total percentage	50,0%	46,4%	3,6%	100,0%	

Table 7.13: Q6.2 – Do you know that you can chat with (the) Lord Mayor [...]?

Altogether, from 28.9% who are aware of this so called citizen-chat, just 9.1% have already participated in it. Among the 45 to 64 year olds, there is nobody who has participated in it. In order to increase the number of participants it should be more advertised. It is a pity that no statistical data, e. g. the number of participants, is offered. Figure 7.9 illustrates the results of Q6.3 sectioned by age groups.

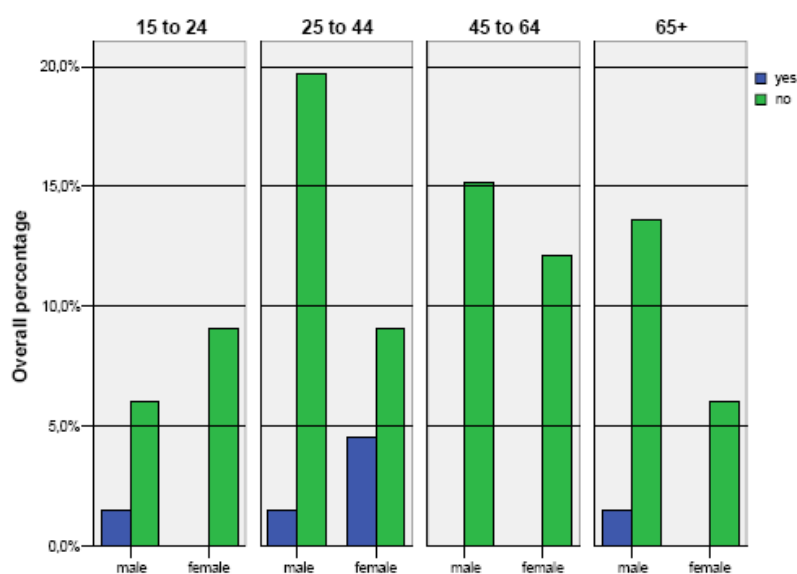


Figure 7.9: Q6.3 – Have you already participated in this chat?

These results indicate the corroboration of hypothesis H4, which suggested that the citizens are not aware of the e-participation possibilities in Koblenz. However, this is only one possibility of an e-participation tool. But comparing this to the findings of chapter five, it is the only e-participation tool that is currently used in Koblenz.

After that, the interviewees with an internet connection were questioned about implementation possibilities of e-participation. With a four-part scale, they were requested to claim their interest towards predetermined scenarios.

Scenario:	Strong interest:	Medium interest:	Low interest:	No interest:
Information about politicians	30.7%	28.9%	22.4%	17.5%
Information about committees	16.7%	31.6%	32.9%	18.4%
Coverage of council meetings via internet	12.7%	28.6%	34.2%	25.4%
Online discussions about certain matters	32.9%	36.4%	16.2%	14.0%
Online polling about certain matters	44.3%	30.3%	11.8%	12.7%
Newsletter with actual information about Koblenz	32.5%	29.8%	17.5%	19.7%
Voting via internet, e.g. the municipal council	26.8%	21.9%	22.8%	28.1%
To call attention to a problem via the internet	27.6%	36.8%	20.6%	14.5%

Table 7.14: Interest for concrete implementation possibilities of e-participation

Based on the results presented in table 7.14, the majority of the citizens would welcome online discussions about certain common matters as well as about matters affecting them personally. Strong interest is also given to poll about such matters. Also a strong interest is present concerning a possible reception of a newsletter with actual information about Koblenz. The possibility to call attention to a problem via the internet (e-petition) would as well interest nearly two thirds of the citizens with the majority of 36.8% claiming a medium interest followed by 27.6% with a strong interest. Information about politicians is of high regard, too. This is perhaps not directly part of e-participation, but more part of the overarching e-democracy. On the other hand, it is necessary to get informed before to act. So, this can be added here. The people are interested in informing themselves about the politicians, but to get information about the city council or committees, e.g. meeting dates or agenda items, is met with a divided response. Here, medium and low interests are equal with about 32% each. The citizens are also at variance concerning potential possibilities to vote, e.g. the city council. However, a possible video coverage of council meetings presented via the internet hits upon no real interest. The majority has a low interest with

34.2% followed by nearly head-to-head medium and no interest. Reviewing these remarkable results, it can be stated that the citizens of Koblenz have a positive attitude towards e-participation possibilities. Based on that, well planned and professionally and consistently realized initiatives could be met with public support.

A popular form of participation is a web forum. In chapter 4.2.1, a web forum or a discussion board is categorized as a core participation tool. Confronted with the question whether to know what a web forum is, the dominant part claimed 'yes' with 87.3%. There are no major differences between the particular age groups. But it is remarkable that among the 15 to 24 year old males, everyone knows what a web forum is. Regarding these results under the influence of hypothesis H4, it must be stated that the citizens are aware of this participation possibility. Unfortunately, this well-known possibility is not used within the website of Koblenz. The results concerning Q6.12 can be seen in table 7.15.

Age group				Q6.12 - Do you know what a web forum is?		Total
				yes	no	
15 to 24	Sex	male	Quantity	14		14
			Total percentage	37,8%		37,8%
		female	Quantity	21	2	23
			Total percentage	56,8%	5,4%	62,2%
	Total		Quantity	35	2	37
			Total percentage	94,6%	5,4%	100,0%
25 to 44	Sex	male	Quantity	39	5	44
			Total percentage	44,8%	5,7%	50,6%
		female	Quantity	42	1	43
			Total percentage	48,3%	1,1%	49,4%
	Total		Quantity	81	6	87
			Total percentage	93,1%	6,9%	100,0%
45 to 64	Sex	male	Quantity	31	6	37
			Total percentage	40,8%	7,9%	48,7%
		female	Quantity	32	7	39
			Total percentage	42,1%	9,2%	51,3%
	Total		Quantity	63	13	76
			Total percentage	82,9%	17,1%	100,0%
65+	Sex	male	Quantity	15	4	19
			Total percentage	53,6%	14,3%	67,9%
		female	Quantity	5	4	9
			Total percentage	17,9%	14,3%	32,1%
	Total		Quantity	20	8	28
			Total percentage	71,4%	28,6%	100,0%

Table 7.15: Q6.12 – Do you know what a web forum is?

Out of these 87.3%, who know what a web forum is, 45.7% have already written an article, a so called thread, into a forum. Climbing the age upwards, the results here move from 'yes' to 'no'. Until the male 25 to 44 year olds, the majority has already posted a thread. From the 25 to 44 year old females upwards, the bulk has not

done that, yet. But in the end, surprisingly four out of five 65+ year old females has posted a thread into a forum by now. Finally, 58.3% would agree that the quality of a forum's discussion can be enhanced by not allowing anonymous threads. Again every age group has no major differences here. Perhaps except the 15 to 24 year olds, especially the females, where the results are not as clear as by the others.

With now taking a look into the future, the interviewees were asked whether people will not be able or at least strongly be limited to participate in political or social events without having an internet connection. The results here were ambiguous. 41.3% would agree to this assumption and 57.3% would not agree. Among the different age groups some tendencies can be observed. The younger would rather agree to this thesis than the older ones.

In the end, the citizens were asked whether a possible uncertain legal situation, security concerns, and data protection concerns inhibit a stronger participation via the internet in their opinion. Here, the five intervals were merged to only three intervals for a better understanding.

Potential obstacle	Strong	Medium	Less
Possible uncertain legal situation	36.3%	24.7%	37.3%
Security concerns	31.0%	25.7%	41.7%
Data protection concerns	32.3%	24.3%	41.7%

Table 7.16: Potential obstacles for a higher participation via the internet

Regarding these results presented in table 7.16, all three items are equally distributed. Taking a deeper look at the detailed results it becomes again clear that the younger ones are not so apprehensive than the older ones.

Concluding, 15% of the interviewees claimed that they were respectively are still politically active, e.g. in a party or citizens' initiative.

Comprehensively, strong broadband internet access coverage in Koblenz is available. Also, the interviewees stated that generally, the interest in new forms of participations is given as well. But the digital divide is present in Koblenz, too, at least between the 65+ year olds and the other age groups. According to Mehra et al. [MeMB2004], the digital divide is "the troubling gap between those who use computers and the internet and those who do not". But like mentioned above, despite seemingly hesitating to act actively, the citizens of Koblenz have a positive attitude towards e-participation possibilities. Based on that, well planned and professionally

and consistently realized initiatives could be met with public support and thereby successful.

However, some interviewers observed differences in the behavior of the citizens in specific districts. E.g. in Neuendorf and Goldgrube, the people had a generally more negative attitude towards the interviewers. Despite of this, no significant differences in the results of these districts compared with other districts were uncovered. A reason, that the observed behavior does not become manifest in the results may be the relatively low numbers of samples in the particular districts. In order to compare specific districts successfully sample sizes of at least 30 to 50 or even more would be necessary.

7.2 Reflection of the questionnaire

95.3% of the questioned citizens stated that the scope respectively the length of this interview was timely okay. According to Noelle-Neumann et al. [NoPe2005], this is a positive indication of the quality of the questionnaire. The approach to the survey according to the process model depicted in figure 6.1 proved helpfully and can be recommended for further opinion surveys. This recommendation was also given by Haim [Haim2004].

However, the questionnaire is quite unclear concerning the possibility to access the internet. The possibility that the interviewee can access the internet, but does not use it at all is not regarded in the questionnaire. This case happened three times. Unfortunately, this circumstance was not foreseen and therefore not implemented.

There are also a few weaknesses of the questionnaire in existence which should be removed if it will ever be used again, at least as a basis. The questions Q6.16 to Q6.18 were stated unclear. Here, a more accurate description would be worth. The interviewees often had to ask to comprehend the specific meaning of these questions.

Vagueness occurred also regarding Q7.3, when it is asked for the subject's graduation. Here, it was originally intended that the interviewees shall give their school graduation and their job graduation. Depending on the interviewer that did not happen as planned. Some just gave their school graduation, some just their job

graduation. This happened irregularly although the interviewers were adverted to that. Unfortunately it was not written out clearly into the interview guideline.

7.3 Reflection of the results from the survey

The status quo in Koblenz concerning e-participation can be summarized by considering two terms: information and interaction. The offer of online information in Koblenz is very comprehensive and rich. According to the survey, the website of the city is also well arranged and wanted information is trackable and satisfying. The big weakness is the lack of online interaction possibilities. Almost the only choice of online interaction is writing an e-mail to the targeted persons or authorities. The e-mail addresses however are easy to find and present, which underlines the information richness. This first stage of the levels of engagement, as presented in chapter 4.1.3, is implemented satisfactorily.

There are two promising approaches in existence, namely the citizens' information portal and the citizen chat. But both instruments are of course improvable. The portal is well arranged and provides much information concerning the city's councils and committees and its members as well as a schedule of the particular meetings. Information concerning decisions or announcements is partly present, but expendable. Perhaps it could be somehow possible to stronger motivate the citizens to participate and to get involved in council meetings. This is one of the barriers identified in chapter 4.3.2. Concerning the chat it has to be confessed that the intervals between the chat dates are too big. For the year 2008, the chat is only planned twice which looks more like going through the motivations rather than attaching importance to it. Maybe it is possible to schedule such a chat quarterly or twice quarterly. It is also worth considering bringing in other participants relating to certain and actual matters, not only the Lord Mayor or the mayor.

Comparing the interests of the citizens in new participation possibilities with the actual relatively low participation in the offerings, it must be confessed that this is a question of usability. The chat is a bit hidden inside the web portal. It is only advertized on the main page the day it occurs. Such a lack of promotion activities is also one of the above mentioned barriers, which has to be resolved.

Further suggestions for improving the offer of online interaction are the implementation of other e-participation tools presented in chapter 4.2.1, at least the core tools like web forums or further chat rooms, e.g. concerning self-help groups, which are becoming more important considering the process of change mentioned in chapter 3.3.1.

The survey showed that the coverage of broadband internet connection in Koblenz is area-wide in existence at a satisfactory stage, which corroborated assumption H1. The citizens are well-interested in policy and local affairs and satisfied with the possibilities to interact in local political life. They show also general interest in new forms of electronic participation, but are lacking of knowledge which real possibilities of online participation exist. In order to get rid of this lack, which is one of the identified challenges in chapter 4.5, well planned and professionally and consistently realized initiatives should be performed. Based on the observed attitude of the citizens, such projects or initiatives could be met with public support and thereby successful.

The digital divide can also be observed in Koblenz, which corroborates hypothesis H2. Referring to the models, which were the bases for the questionnaire, the percentage of questioned persons who have the possibility to access the internet is decreasing by increasing age or decreasing level of education. Maybe programs to fight the digital divide can be initiated, e.g. internet courses, subventions for internet accessibility etc. Such fostering actions would also be welcomed by the citizens.

Concerning hypothesis H3, it must be confessed that indeed, the citizens do not know what the meaning of the term e-participation is. Possible reasons are that e-participation is a relatively young research field and the penetration of the English term 'e-participation' instead of a German translation. However, like mentioned above, the citizens show great interests in new participation possibilities and in political life of Koblenz. So, it is not that important that the meaning of the overall term is not known generally.

The final hypothesis H4 assumed that the citizens of Koblenz are not aware of the participation possibilities. This assumption is only corroborated partly. It is true that the majority of the citizens are not aware of the major interaction possibility, namely the citizen chat. Reasons for that and possible improvements to change this are mentioned above. But the interviewees know other important e-participation tools

like web forums respectively discussion boards. The problem is that these and other core participation or supporting tools, identified in chapter 4.2.1, are not implemented and are not in use in Koblenz. This lack of technologies is also one of the barriers to e-participation. To overcome these barriers is one of the challenges. So, there is some work ahead for the people in charge to pursue the implementation of more interaction and therefore more e-participation possibilities.

8 Conclusion and outlook

The objective of this thesis was to analyze the perception as well as the current state of the development of the adoption of ICT in the civic participation in Koblenz. In order to achieve this, the work was divided into two major parts. The first part was the theoretical one, which provides terms, definitions, as well as explanations concerning the field of e-participation, which were essential for further evaluation of the current situation in Koblenz.

After the presentation of the fundamental definitions, the classical offline participation was the center of attraction. Participation was differentiated in two major forms, explicitly formalized forms and forms, which are not explicitly stated in the German constitution. Following the general introduction, the levels of participation were presented. Here, it was cleared that fundamental information of the stakeholders of the participation process is crucial for success. Based on this information, the participation process is evolving towards more interaction. Within the further progress, the level of citizen involvement and influence is increasing. These presented frameworks are also bases for the levels of engagement of e-participation.

Subsequently it was shown that besides the growing use of ICT, the classical participation process is also changing because of altering social situations. These new social situations are needed to be taken into account as well when developing new structures for the implementation of e-participation possibilities.

After that, a general overview over the field of e-participation in context of this thesis was given. Therefore, a framework to characterize e-participation research and application, which was developed within DEMO-net, was presented. This framework consists of four dimensions, namely 'participation areas', 'stages in policy-making', 'level of engagement' and 'stakeholders involved'. Consequently, these dimensions as well as tools, technologies, barriers, challenges, advantages and expectations of e-participation were explained. Most of these findings were taken into account when elaborating the current situation in Koblenz.

The second major part deals specifically with the status quo of e-participation in Koblenz. Therefore a survey among the citizens of Koblenz was developed, conducted, and evaluated. Summarizing the results, it must be stated that the current

situation is not as good as it could be. However, a basis for e-participation is established in the form of a rich offer of information, but the degree of interaction is improvable. There is only one core participation tool in use, namely a chat. This offer has to be improved and widened by other tools, like web forums. The citizens of Koblenz are interested in new technologies and in political matters. With a city-wide excellent provision of broadband internet connection the technical foundation is also present. But the survey showed that the few interaction possibilities are hidden 'inside' the website of Koblenz. Here, more advertisement should be suitable.

Concerning further studies in this specific field, it would be desirable to perform the originally intended analyses of other e-participation stakeholders like politicians and administration officials in Koblenz. Specifically regarding Koblenz, the question of interest is how to proceed. The European Union is encouraging the implementation of e-participation. Koblenz should not be an exception. Promising approaches are present, but the chosen direction has to be proceeded. In order to get helpful suggestions or support, an exchange with other, leading cities in the field of implementing e-participation, like Hamburg or Berlin [Init2005], or even the University of Koblenz, which disposes of deep knowledge in this research field, should be strived for. However, another question is whether professionally planned and implemented e-participation projects or initiatives are cost-effective relating to a city of about 100,000 inhabitants. Anyway, the continuation of implementing e-participation in Koblenz is an interesting and promising affair to look forward to.

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Appendix A: Interview guideline

What is the aim of this study and who is responsible?

This survey is part of a Master thesis written by Michael Sauerborn at the Institute for IS Research of the University Koblenz-Landau. The title of the thesis is "E-Participation in Germany: Analysis of the status quo and survey in Koblenz". The aims of the survey are:

- To find out to what extent the internet is currently used for political participation in Koblenz.
- To find out to what extent there is an interest for new forms of political participation in Koblenz.
- To query the spectrum of opinion of the population of Koblenz towards e-participation.

What is E-Participation?

E-Participation is a part of E-Government and covers all internet supported procedures, which permit the public to take part in the political decision-making process. It should boost direct communication and discussion between administration, public and politics. It is an offer for active participation in the formation of opinion until the final decision by the citizens via electronic media.

How do I proceed with the interviews?

The interviews will be performed using standardized questionnaires. Besides the questionnaires every interviewer will get a so-called quota instruction. There, you can find out which persons (sex and age group) in which district of Koblenz must be interviewed. Therefore, it has to be ensured that the person interviewed in a certain district must also live in this district. It is of utmost importance that the quota instructions must be obeyed, because else the representativeness of this study can be questioned. Which persons are actually interviewed is left to the interviewer's own resources, as long as the quotas (sex, age, and district) are met.

How must the questionnaire be filled out?

Besides date, time and place (district and street or similar) where the interview took place, age group and sex of the interviewees must be recorded. The actual ages and the names of the interviewed persons do not need to be annotated. In the quota instruction of every district, every quota is numbered from 1 upwards. The particular number must be written down in the field „Questionnaire No.“ on the questionnaires cover sheet.

How do I use the questionnaire?

The questionnaire consists of three columns: One column for the number (No.), one column for the questions (Question) and finally one for the possible answers to checkmark (Possible answer). The question and normally the possible answers will be read out. But there it must be kept in mind that mostly the last possible answer “*no statement*” (or similar) written in italics must not be read out! At times there is supplemental information (*Info*) in the question column. This will not be read out, too. Also the indication “*cite an example*” followed by examples can appear. These examples can be read out as a matter of a better understanding.

If the letter “F” appears in the numbering column, then there is a filtering instruction. Filtering instructions serve as an indicator to hop to another question subject to the answer of the interviewed person. So, irrelevant questions for his specific interviewee will be left out. With which question to continue is annotated in the same line besides the “F”.

Furthermore questions are grouped in thematic groups. This information will also not be read out.

What should also be kept in mind referring to the questionnaire?

It is absolutely necessary, to concern yourself with the questionnaire prior to the first interview, thus to read it at least once or twice. Thereby, you should go through the different answering alternatives about not to loose the overview concerning the filtering information.

What should be kept in mind during the interview?

It is important not to influence the interviewed person. The interview should be performed as neutral as possible. Discussions, e.g. concerning politics or similar, should be avoided.

Besides of this, you should address the interviewee friendly. This includes friendly greetings as well as a friendly farewell after the interview.

An example for a friendly greeting can be the following:

“Hello, my name is I’m from the University Koblenz-Landau. We are currently performing a survey dealing with the matter of ‘new forms of citizen participation in Koblenz’. The interview won’t last long and you would do us a great favor.”

A friendly farewell could be:

“That’s it. I would like to thank you that you were so patient and took a little time for our concerns.”

What is needed for the interview?

Besides a writing utensil (ballpoint pen or similar, please do not take a pencil), the questionnaire and the quota instruction, a blotting pad is recommended. To proof your identity if needed, every interviewer gets an official piece of identification from the university.

How long lasts an interview?

An interview lasts approximately up to 15 minutes.

Until when should the interviews be completed?

The time period of the interview accomplishment is about two weeks.

Appendix B: Interviewanweisung

Um was geht es bei dieser Studie und wer ist dafür verantwortlich?

Diese Studie ist Teil einer Masterarbeit am Institut für Wirtschafts- und Verwaltungsinformatik der Universität Koblenz-Landau, die von Michael Sauerborn bearbeitet wird. Der Titel dieser Masterarbeit lautet „E-Partizipation in Deutschland: Analyse und Vergleich von E-Partizipation bei den Bürgern in Koblenz“. Die Ziele dieser Studie sind:

- Herauszufinden, inwieweit das Internet momentan zur politischen Beteiligung in Koblenz genutzt wird.
- Herauszufinden, inwieweit Interesse für neue Formen der politischen Beteiligung in Koblenz besteht.
- Das Meinungsbild der Bürger in Koblenz zum Thema E-Partizipation abzufragen.

Was ist E-Partizipation?

E-Partizipation ist ein Teilbereich von E-Government und umfasst alle internetgestützten Verfahren, die eine Beteiligung von Bürgern am politischen Entscheidungsprozess ermöglichen. Es soll die direkte Kommunikation und Diskussion zwischen Verwaltung, Bürgern und Politik fördern. Es handelt sich dabei um ein Angebot zur Mitgestaltung des Prozesses der Meinungsbildung bis hin zur letztendlichen Entscheidung durch Bürger über elektronische Medien.

Wie gehe ich bei den Interviews vor?

Die Interviews werden mittels standardisierten Fragebögen durchgeführt. Neben den Fragebögen erhält jeder Interviewer eine so genannte Quotenanweisung. Auf dieser ist vermerkt, welche Personen (Geschlecht und Alter) in welchem Stadtteil von Koblenz befragt werden müssen. Außerdem muss noch sichergestellt sein, dass die Person, die in einem bestimmten Stadtteil befragt wird, auch aus eben diesem kommt. Es ist absolut wichtig, dass diese Quotenanweisungen befolgt werden, da sonst die Repräsentativität dieser Studie in Frage gestellt werden kann. Welche Personen tat-

sächlich befragt werden, ist jedem Interviewer individuell überlassen, solange die Quoten (Geschlecht, Alter, Stadtteil) eingehalten werden.

Was muss im Fragebogen eingetragen werden?

Neben Datum, Uhrzeit und Ort (Stadtteil und Straße o. ä.), wo die Befragung stattgefunden hat, müssen die Quoten Altersgruppe und Geschlecht vermerkt werden. Das tatsächliche Alter und die Namen der befragten Personen müssen nicht eingetragen werden. Auf der Quotenanweisung eines jeden Stadtteils ist jede Quote von 1 ansteigend durchnummeriert. Die jeweilige Nummer wird dann in das Feld „Fragebogen Nr.“ auf dem Deckblatt eingetragen.

Wie verwende ich den Fragebogen?

Der Fragebogen besteht aus drei Spalten: Einer Nummerierungsspalte (Nr.), einer Spalte mit der zu stellenden Frage (Frage) und einer Spalte mit der anzukreuzenden Antwortmöglichkeit (Antwortmöglichkeit). Vorzulesen ist der Fragetext und i. d. R. die Antwortmöglichkeiten. Dort ist jedoch zu beachten, dass die meist letzte Antwortalternative „*keine Angabe*“ (o. ä.) in kursiver Schreibweise nicht vorzulesen ist. Hin und wieder tauchen in der Fragespalte nach einer Frage Zusatzinformationen (*Info*) auf, die kursiv dargestellt sind. Diese werden ebenfalls nicht vorgelesen. Außerdem kann der Hinweistext „*Bsp. nennen*“ mit nachfolgenden Beispielen auftauchen. Diese Beispiele können zum besseren Verständnis der Frage genannt werden.

Taucht in der Nummerierungsspalte der Buchstabe „F“ auf, handelt es sich dabei um eine Filteranweisung. Filteranweisungen dienen dazu, abhängig von der Antwort der befragten Person, zu einer anderen Frage zu springen und somit nicht relevante Fragen für diese Person auszulassen. Mit welcher Frage dann fortgefahren wird, steht in der Anweisung in derselben Zeile neben dem „F“.

Des Weiteren sind die Fragen im Fragebogen zu Blöcken zusammengefasst. Die Information, um welchen Block es sich handelt bzw. wie der Block bezeichnet ist, wird nicht vorgelesen.

Was ist beim Fragebogen sonst noch zu beachten?

Es ist unbedingt erforderlich, sich mit dem Fragenbogen vor der ersten Befragung vertraut zu machen, also ihn mindestens einmal durchzulesen. Dabei sollten die ver-

schiedenen Antwortalternativen durchgegangen werden, um bei den Filteranweisungen nicht den Überblick zu verlieren.

Was muss während des Interviews beachtet werden?

Es ist sehr wichtig, bei der Befragung die befragte Person in keinsten Weise zu beeinflussen und das Interview so neutral wie möglich durchzuführen. Diskussionen, z.B. über Politik, sollten daher vermieden werden.

Außerdem sollte man gegenüber den Befragten freundlich auftreten. Hierzu gehört sowohl eine freundliche Begrüßung vor sowie eine freundliche Verabschiedung nach der Interviewdurchführung.

Eine freundliche Begrüßung kann z. B. wie folgt aussehen:

„Guten Tag, mein Name ist ... von der Universität Koblenz-Landau. Wir führen eine Umfrage zum Thema ‚neue Formen der Bürgerbeteiligung in Koblenz‘ durch. Die Umfrage dauert nicht lange und Sie würden uns einen großen Gefallen damit tun.“

Eine freundliche Verabschiedung könnte man sich so vorstellen:

„Das war's. Ich möchte mich recht herzlich bedanken, dass Sie sich die Zeit dafür genommen haben.“

Was wird für das Interview benötigt?

Neben einem Schreibgerät (Kugelschreiber o. ä., bitte keinen Bleistift verwenden), den Fragebögen und der Quotenanweisung ist eine Schreibunterlage sehr empfehlenswert. Um sich gegebenenfalls ausweisen zu können, erhält jeder Interviewer ein offizielles Ausweisdokument von der Universität.

Wie lange dauert ein Interview?

Ein Interview dauert ca. bis zu 15 Minuten.

Bis wann sollen die Interviews abgeschlossen sein?

Der Zeitraum der Interviewdurchführung beläuft sich auf zwei Wochen.

Appendix C: Questionnaire



Questionnaire	No.:
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Name of interviewer:		Age-group:
District:		<input type="checkbox"/> 15 – 24
Date of interview:		<input type="checkbox"/> 25 – 44
Time of interview:		<input type="checkbox"/> 45 – 64
Place of interview:		<input type="checkbox"/> 65+
Comments:	Sex:	
	<input type="checkbox"/> male	
	<input type="checkbox"/> female	

Information:

- Possible answers and supplemental information in italics are not read out!
- Titles of the question group are not read out as well!
- F = Attention: Filtering instruction!

No.	Question	Possible answer
! Kindly greetings !		
Group 1 [Preface]		
1.1	The football team of TuS Koblenz just completed its first season in the 2 nd German football Bundesliga and avoided relegation against contrary expectations. What do you think of this as a citizen of Koblenz?	<input type="checkbox"/> like it <input type="checkbox"/> don't like it <input type="checkbox"/> don't care <input type="checkbox"/> <i>no statement</i> *
1.2	In the year 2011 the Bundesgartenschau will take place in Koblenz. Do you think that the city will benefit from it? <i>(cite an example: increase of quality of life, more attractive public space for the citizens, ...)</i>	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
Group 2 [Old media and personal interests]		
2.1	On how many days a week do you read a daily newspaper? <i>(Info: 1 week = 7 days)*</i>	on _____ days
2.2	Have you read a news magazine lately? <i>(cite an example: Der Spiegel, Focus, ...)</i>	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
2.3	How often do you watch news broadcasts on TV?	<input type="checkbox"/> daily <input type="checkbox"/> several times per week <input type="checkbox"/> once per week <input type="checkbox"/> several times per month <input type="checkbox"/> rarely <input type="checkbox"/> never <input type="checkbox"/> <i>no TV set</i>
F	if answered with „no TV set“, switch to 2.5	
2.4	How often do you watch politically oriented broadcasts on TV? <i>(cite an example: Monitor, Plusminus, Maybrit Illner, ...)</i>	<input type="checkbox"/> several times per week <input type="checkbox"/> several times per month <input type="checkbox"/> rarely <input type="checkbox"/> never <input type="checkbox"/> <i>no statement</i>
2.5	How much are you interested in policy/politics?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
2.6	How much are you interested in economy?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>

2.7	How much are you interested in culture?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
2.8	How much are you interested in local news?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
2.9	How satisfied are you with the possibilities to participate in the political process in Koblenz?	<input type="checkbox"/> highly satisfied <input type="checkbox"/> satisfied <input type="checkbox"/> less satisfied <input type="checkbox"/> not satisfied <input type="checkbox"/> <i>no statement</i>
Group 3 [Internet]		
3.1	Do you have a personal possibility to access the internet?	<input type="checkbox"/> yes <input type="checkbox"/> no
F	if answered with „no“, switch to 3.8	
3.2	Where do you have this possibility? (Info: multiple answers possible)	<input type="checkbox"/> at home <input type="checkbox"/> at work <input type="checkbox"/> at school/university <input type="checkbox"/> public access points <input type="checkbox"/> somewhere else <input type="checkbox"/> <i>no statement</i>
F	if <u>not</u> „at home“, switch to 3.4	
3.3	What kind of internet connection do you have at home?	<input type="checkbox"/> modem <input type="checkbox"/> ISDN <input type="checkbox"/> DSL <input type="checkbox"/> cable <input type="checkbox"/> other: _____ <input type="checkbox"/> <i>don't know, no statement</i>
3.4	How often do you use the internet?	<input type="checkbox"/> daily <input type="checkbox"/> several times per week <input type="checkbox"/> once per week <input type="checkbox"/> several times per month <input type="checkbox"/> rarely <input type="checkbox"/> never <input type="checkbox"/> <i>no statement</i>

3.5	For what purpose do you use the internet <u>mainly</u> ? (Info: no multiple answers)	<input type="checkbox"/> entertainment <input type="checkbox"/> job <input type="checkbox"/> e-mail transmission <input type="checkbox"/> shopping/product info <input type="checkbox"/> service-oriented applications, e.g. online banking <input type="checkbox"/> miscellaneous <input type="checkbox"/> no statement
3.6	What have you already done in the internet? (Info: multiple answers possible; read possible answers separately)	<input type="checkbox"/> e-mail transmission <input type="checkbox"/> Newsgroup or web forum participation <input type="checkbox"/> file download <input type="checkbox"/> searching for specific information <input type="checkbox"/> online banking <input type="checkbox"/> online survey participation <input type="checkbox"/> shopping or online auction participation <input type="checkbox"/> online gaming <input type="checkbox"/> watching internet TV <input type="checkbox"/> surfing without purpose <input type="checkbox"/> no statement
3.7	Shall the internet in Koblenz be aided for older or financially weaker people? (cite an example: courses, financial aide, ...)	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> no statement
F	if „at home“ (from 3.2), switch to 4.1	
3.8	Do you plan to get yourself an internet access in the foreseeable future?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> no statement
3.9	Imagine the city of Koblenz aides people who don't have an internet access e.g. financially or by gratuitous courses. Would you welcome this?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> no statement
F	if „no“ or „no statement“, switch to 4.1	
3.10	Why?	<hr/> <hr/>
Group 4 [Possibilities of political participation in Koblenz]		
4.1	Have you already participated in a political survey?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> don't know, no statement
4.2	Have you already written a letter to a politician or a party?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> don't know, no statement

4.3	Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by phone or by ordinary mail?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
4.4	Have you already participated in an open council?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
F	if „no possibility to access the internet“ (from 3.1), switch to 6.15	
Group 5 [Participation via internet]		
5.1	Have you already participated in a political online survey?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
5.2	Have you already written an e-mail to a politician or a party?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
5.3	Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by e-mail?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
5.4	Have you already visited the website of the city of Koblenz, www.koblenz.de?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
F	if answered with „no“ or „no statement“, switch to 6.1	
5.5	Do you think this website is well-arranged respectively did you find your way on this site?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
5.6	Have you searched there for specific information or have you visited this site without a cause?	<input type="checkbox"/> specific information <input type="checkbox"/> without cause <input type="checkbox"/> <i>don't know, no statement</i>
F	if answered with „without cause“ or „no statement“, switch to 6.1	
5.7	Have you found the desired information?	<input type="checkbox"/> yes <input type="checkbox"/> partial <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
F	if answered with „no“ or „no statement“, switch to 6.1	
5.8	How satisfied were you with the information you have found?	<input type="checkbox"/> highly satisfied <input type="checkbox"/> satisfied <input type="checkbox"/> less satisfied <input type="checkbox"/> not satisfied <input type="checkbox"/> <i>no statement</i>
Group 6 [E-participation in Koblenz]		
6.1	Do you know what E-Participation is?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>

	if answered with „no“, explain it: Using information and communication technology, Electronic Participation develops and implements new forms of participation in decision and policy-making processes for citizens. These processes do not just provide information; they should also encourage direct communication and discussion between public authorities, elected representatives, politicians, citizens and government. E-Participation is a means of taking part in the opinion-making process up to the point of decision-making with electronic systems.	
6.2	Do you know that you can chat with Lord Mayor Dr. Eberhard Schulte-Wissermann at irregular intervals on www.koblenz.de ?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
	URL: http://www.koblenz.de/verwaltung_politik/kommunikationsforum.html	
	if „Chat“ unclear, explain it: Chat primarily means electronic real-time one-to-one communication, mostly over the internet.	
F	if answered with „no“, switch to 6.4	
6.3	Have you already participated in this chat?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
	How much would you be interested ...	
6.4	... to inform yourself about the members of the city council and the civic committees on a central website, e.g. curriculum vitae, scope of duties etc.?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.5	... to be able to retrieve meeting dates, agenda items, proposals for a decision or resolutions of the city council or the appropriate civic committees online?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.6	... to watch the meetings of the city council or the civic committees live or via subsequent recording on the internet?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.7	... to participate in online discussions about certain common matters, e.g. the building of a new football stadium in Koblenz, or about matters affecting you personally, e.g. the renewal of the street you live in?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.8	... to poll about certain matters online via the internet?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>

6.9	... to receive an e-mail at regular intervals, a so called newsletter, filled with actual and relevant Koblenz information for you?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.10	... to vote via the internet or a cell phone, e.g. the municipal council?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.11	... to call attention to a problem via the internet and to communicate with people who are also affected by this problem?	<input type="checkbox"/> strong interest <input type="checkbox"/> medium interest <input type="checkbox"/> low interest <input type="checkbox"/> no interest <input type="checkbox"/> <i>no statement</i>
6.12	Do you know what a web forum is?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
	if answered with „no“, explain it: A web forum is a discussion platform accessible via the internet. There, people can discuss several matters at different times.	
F	if answered with „no“ or „no statement“, switch to 6.15	
6.13	Have you already written an article into a web forum?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>don't know, no statement</i>
6.14	Would you agree that the quality of a web forum discussion can be increased, if no anonymous threads (threads where you don't know who have written it) are allowed?	<input type="checkbox"/> agree <input type="checkbox"/> rather agree <input type="checkbox"/> rather not agree <input type="checkbox"/> not agree <input type="checkbox"/> <i>no statement</i>
6.15	Would you agree that in the near future you will not be able or at least strongly limited to participate in political or social events without having an internet connection?	<input type="checkbox"/> agree <input type="checkbox"/> rather agree <input type="checkbox"/> rather not agree <input type="checkbox"/> not agree <input type="checkbox"/> <i>no statement</i>
	On a ranking scale from 1 to 5: In your opinion how much inhibits the following a stronger participation in political events by citizens via the internet: (1 = not resp. less, 5 = strongly)	
6.16	... potentially uncertain legal situation	_____
6.17	... security concerns	_____
6.18	... data protection concerns	_____
Group 7 [Personal details]		

7.1	Are or were you politically active, e.g. in a party, citizens' initiative, or similar?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> <i>no statement</i>
7.2	How would you assess the scope resp. the length of this interview?	<input type="checkbox"/> taken too long <input type="checkbox"/> timing was OK <input type="checkbox"/> <i>no statement</i>
7.3	Which degree of graduation do you have? <i>(Info: just read out possible answers if necessary)</i>	<input type="checkbox"/> no graduation <input type="checkbox"/> school leaving certificate <input type="checkbox"/> Realschul-diploma <input type="checkbox"/> vocational diploma <input type="checkbox"/> high school diploma <input type="checkbox"/> apprenticeship <input type="checkbox"/> examination for master craftsman's diploma <input type="checkbox"/> bachelor or master's degree <input type="checkbox"/> promotion/state doctorate <input type="checkbox"/> other: which: _____
! Friendly farewell !		

* Possible answers and supplemental information marked "Info" in italics are not read out!

Appendix D: Fragebogen



Fragebogen	Nr.:
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Name des Interviewers:		Altersgruppe:
Stadtteil:		<input type="checkbox"/> 15 – 24
Datum der Befragung:		<input type="checkbox"/> 25 – 44
Uhrzeit der Befragung:		<input type="checkbox"/> 45 – 64
Ort der Befragung:		<input type="checkbox"/> 65+
Bemerkungen:	Geschlecht:	
	<input type="checkbox"/> männlich	
	<input type="checkbox"/> weiblich	

Informationen:

- kursive Antwortmöglichkeiten und Information werden nicht vorgelesen!
- die Frage-Block-Überschriften werden ebenfalls nicht vorgelesen!
- F = Achtung Filteranweisung!

Nr.	Frage	Antwortmöglichkeit
! Freundliche Begrüßung !		
Block 1 [Allgemeines]		
1.1	Die TuS Koblenz hat ihre erste Saison in der 2. Bundesliga überstanden und entgegen vieler Erwartungen die Klasse gehalten. Was halten Sie als Koblenzer davon?	<input type="checkbox"/> finde ich gut <input type="checkbox"/> finde ich nicht gut <input type="checkbox"/> ist mir egal <input type="checkbox"/> keine Angabe*
1.2	Im Jahre 2011 findet in Koblenz die Bundesgartenschau statt. Denken Sie, dass die Stadt Koblenz davon in irgendeiner Weise profitieren wird? (Bsp nennen: Steigerung der Lebensqualität, attraktiveres Freiraumangebot für die Bürger, ...)	<input type="checkbox"/> Ja <input type="checkbox"/> Nein <input type="checkbox"/> keine Angabe
Block 2 [Alte Medien und persönliche Interessen]		
2.1	An wie vielen Tagen lesen Sie in der Woche eine Tageszeitung? (Info: Die Woche mit 7 Tagen rechnen)*	an _____ Tagen
2.2	Haben Sie in letzter Zeit ein Nachrichtenmagazin gelesen? (Bsp .nennen: Der Spiegel, Focus, ...)	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
2.3	Wie oft sehen Sie sich im Fernsehen Nachrichtensendungen an?	<input type="checkbox"/> täglich <input type="checkbox"/> mehrmals pro Woche <input type="checkbox"/> einmal pro Woche <input type="checkbox"/> mehrmals pro Monat <input type="checkbox"/> selten <input type="checkbox"/> nie <input type="checkbox"/> kein Fernseher
F	wenn mit „kein Fernseher“ beantwortet, weiter mit 2.5	
2.4	Wie oft sehen Sie sich im Fernsehen politisch orientierte Sendungen an? (Bsp. nennen: Monitor, Plusminus, Maybrit Illner, ...)	<input type="checkbox"/> mehrmals pro Woche <input type="checkbox"/> mehrmals pro Monat <input type="checkbox"/> selten <input type="checkbox"/> nie <input type="checkbox"/> keine Angabe
2.5	Wie sehr interessieren Sie sich für Politik?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe
2.6	Wie sehr interessieren Sie sich für Wirtschaft?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe

2.7	Wie sehr interessieren Sie sich für Kultur?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
2.8	Wie sehr interessieren Sie sich für Lokalnachrichten?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
2.9	Wie zufrieden sind Sie mit den Möglichkeiten, sich am politischen Prozess in Koblenz zu beteiligen?	<input type="checkbox"/> sehr zufrieden <input type="checkbox"/> zufrieden <input type="checkbox"/> weniger zufrieden <input type="checkbox"/> nicht zufrieden <input type="checkbox"/> <i>keine Angabe</i>
Block 3 [Internet]		
3.1	Haben Sie persönlich die Möglichkeit das Internet zu nutzen?	<input type="checkbox"/> ja <input type="checkbox"/> nein
F	wenn mit „nein“ beantwortet, weiter mit 3.8	
3.2	Wo haben Sie diese Möglichkeit? (Info: Mehrfachnennungen möglich)	<input type="checkbox"/> zu Hause <input type="checkbox"/> am Arbeitsplatz <input type="checkbox"/> in der Schule/Uni <input type="checkbox"/> öffentliche Zugänge <input type="checkbox"/> anderswo <input type="checkbox"/> <i>keine Angabe</i>
F	wenn <u>nicht</u> „zu Hause“, weiter mit 3.4	
3.3	Über welchen Internet-Anschluss verfügen Sie zu Hause?	<input type="checkbox"/> Modem <input type="checkbox"/> ISDN <input type="checkbox"/> DSL <input type="checkbox"/> Kabel <input type="checkbox"/> anderer: _____ <input type="checkbox"/> <i>weiß nicht, keine Angabe</i>
3.4	Wie oft nutzen Sie das Internet?	<input type="checkbox"/> täglich <input type="checkbox"/> mehrmals pro Woche <input type="checkbox"/> einmal pro Woche <input type="checkbox"/> mehrmals pro Monat <input type="checkbox"/> selten <input type="checkbox"/> nie <input type="checkbox"/> <i>keine Angabe</i>

3.5	Wozu nutzen Sie das Internet <u>hauptsächlich</u> ? (Info: keine Mehrfachnennungen)	<input type="checkbox"/> Unterhaltung <input type="checkbox"/> Beruf <input type="checkbox"/> E-Mail-Versand <input type="checkbox"/> Einkauf/Produktinformation <input type="checkbox"/> serviceorientierte Anwendungen, z. B. Online-Banking <input type="checkbox"/> sonstiges <input type="checkbox"/> keine Angabe
3.6	Was haben Sie schon mal im Internet gemacht? (Info: Mehrfachnennungen möglich; Antwortmöglichkeiten einzeln abfragen)	<input type="checkbox"/> E-Mail-Versand <input type="checkbox"/> Teilnahme an Gesprächsforen oder Newsgroups <input type="checkbox"/> Dateien herunter geladen <input type="checkbox"/> gezielt nach Informationen gesucht <input type="checkbox"/> Online-Banking <input type="checkbox"/> Teilnahme an einer Online-Umfrage <input type="checkbox"/> etwas eingekauft oder etwas ersteigert/versteigert <input type="checkbox"/> online gespielt <input type="checkbox"/> Internet-TV gesehen <input type="checkbox"/> zwangloses Surfen <input type="checkbox"/> keine Angabe
3.7	Sollte in Koblenz das Internet für ältere oder finanziell schwächere Menschen gefördert werden? (Bsp. nennen: Kurse, finanzielle Unterstützung, ...)	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
F	wenn „zu Hause“ (aus 3.2), weiter mit 4.1	
3.8	Planen Sie, sich in absehbarer Zeit einen Internet-Anschluss zuzulegen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
3.9	Stellen Sie sich vor, die Stadt Koblenz fördert Personen, die keinen Internet-Anschluss besitzen, z.B. finanziell oder durch kostenlose Kurse. Würden Sie dies begrüßen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
F	wenn „nein“ oder „keine Angabe“, weiter mit 4.1	
3.10	Warum?	<hr/> <hr/>
Block 4 [Politische Teilnahme-Möglichkeiten in Koblenz]		
4.1	Haben Sie schon einmal an einer politischen Umfrage teilgenommen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe

4.2	Haben Sie schon einmal einen Brief an einen Politiker oder eine Partei geschrieben?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
4.3	Haben Sie schon einmal telefonisch oder per Post politische Informationen oder Broschüren angefordert, z.B. von Parteien, Behörden oder Bürgerinitiativen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
4.4	Haben Sie schon einmal an einer Bürgerversammlung teilgenommen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
F	wenn „keine Möglichkeit das Internet zu nutzen“ (aus 3.1), weiter mit 6.15	
Block 5 [Beteiligung via Internet]		
5.1	Haben Sie schon einmal an einer politischen Online-Umfrage teilgenommen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
5.2	Haben Sie schon einmal eine E-Mail an einen Politiker oder eine Partei geschrieben?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
5.3	Haben Sie schon mittels des Internets politische Informationen oder Broschüren angefordert, z.B. von Parteien, Behörden oder Bürgerinitiativen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
5.4	Haben Sie schon einmal die Internet-Seite der Stadt Koblenz, www.koblenz.de, besucht?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
F	wenn mit „nein“ beantwortet oder „keine Angabe“, weiter mit 6.1	
5.5	Fanden Sie die Seite übersichtlich bzw. haben Sie sich auf dieser Seite gut zu Recht gefunden?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
5.6	Haben Sie dort gezielt nach Informationen gesucht oder die Seite ohne bestimmten Grund besucht?	<input type="checkbox"/> gezielte Informationssuche <input type="checkbox"/> ohne bestimmten Grund <input type="checkbox"/> weiß nicht, keine Angabe
F	wenn mit „ohne best. Grund“ beantwortet oder „keine Angabe“, weiter mit 6.1	
5.7	Haben Sie die gesuchten Informationen gefunden?	<input type="checkbox"/> ja <input type="checkbox"/> teilweise <input type="checkbox"/> nein <input type="checkbox"/> weiß nicht, keine Angabe
F	wenn mit „nein“ beantwortet oder „keine Angabe“, weiter mit 6.1	
5.8	Wie zufrieden waren Sie mit den gefundenen Informationen?	<input type="checkbox"/> sehr zufrieden <input type="checkbox"/> eher zufrieden <input type="checkbox"/> eher nicht zufrieden <input type="checkbox"/> nicht zufrieden <input type="checkbox"/> weiß nicht, keine Angabe
Block 6 [E-Partizipation in Koblenz]		

6.1	Wissen Sie, was sich hinter dem Begriff E-Participation bzw. E-Partizipation verbirgt?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
	wenn mit „nein“ beantwortet, Begriff erklären: E-Partizipation kommt aus dem Englischen und bedeutet wort-wörtlich übersetzt elektronische Teilnahme. Es umfasst alle internetgestützten Verfahren, die eine Beteiligung von Bürgern am politischen Entscheidungsprozess ermöglichen und soll die direkte Kommunikation und Diskussion zwischen Verwaltung, Bürgern und Politik fördern. Es handelt sich dabei um ein Angebot zur Mitgestaltung des Prozesses der Meinungsbildung bis hin zur letztendlichen Entscheidung durch Bürger über elektronische Medien.	
6.2	Wussten Sie, dass man auf der Internet-Seite der Stadt Koblenz in unregelmäßigen Abständen an einem Bürgerchat mit Herrn Oberbürgermeister Dr. Eberhard Schulte-Wissermann teilnehmen kann?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
	URL: http://www.koblenz.de/verwaltung_politik/kommunikationsforum.html	
	wenn „Chat“ unklar, Begriff erklären: Chat (von engl. <i>to chat</i> = „plaudern, unterhalten“) bezeichnet elektronische Kommunikation zwischen Personen in Echtzeit, meist über das Internet.	
F	wenn mit „nein“ beantwortet, weiter mit 6.4	
6.3	Haben Sie an diesem Chat schon einmal teilgenommen?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> keine Angabe
	Wie sehr würde es sie interessieren, ...	
6.4	... sich auf einer zentralen Internetseite über die Mitglieder des Stadtrats und der städtischen Ausschüsse zu informieren (z. B. Werdegang, Aufgabenbereich, usw.)?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe
6.5	... Sitzungstermine, die Tagesordnungspunkte, die Beschlussvorlagen oder die Beschlüsse zu den entsprechenden Rats- und Ausschusssitzungen online abrufen zu können?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe
6.6	... Rats- und Ausschusssitzungen live oder mittels nachträglicher Aufzeichnung über das Internet mitzuvollziehen?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe
6.7	... an Online-Diskussionen über bestimmte allgemeine Themen teilzunehmen, wie z. B. den möglichen Bau eines neuen Fußballstadions in Koblenz, oder aber auch über Themen, die sie persönlich betreffen, wie z. B. die Erneuerung der Straße, in der sie wohnen?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> keine Angabe

6.8	... mittels des Internets über bestimmte Themen abstimmen zu können?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
6.9	... in regelmäßigen Abständen eine E-Mail, ein sogenannter Newsletter, mit aktuellen und für Sie relevanten Informationen aus Koblenz zu erhalten?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
6.10	... über das Internet oder möglicherweise über das Handy an einer Wahl, z. B. Gemeinderatswahl, teilzunehmen?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
6.11	... über das Internet auf ein eventuell vorhandenes Problem aufmerksam zu machen und mit davon ebenfalls Betroffenen darüber kommunizieren zu können?	<input type="checkbox"/> starkes Interesse <input type="checkbox"/> mittleres Interesse <input type="checkbox"/> geringes Interesse <input type="checkbox"/> kein Interesse <input type="checkbox"/> <i>keine Angabe</i>
6.12	Wissen Sie, was ein Internetforum ist?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> <i>keine Angabe</i>
	wenn mit „nein“ beantwortet, Begriff erklären: Ein Internetforum ist eine über das Internet zugängliche Diskussionsplattform, in der sich Personen über verschiedene Themengebiete zu unterschiedlichen Zeiten austauschen können.	
F	wenn mit „nein“ beantwortet oder „keine Angabe“, weiter mit 6.15	
6.13	Haben Sie selbst schon einmal einen Beitrag in ein Internetforum geschrieben?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> <i>keine Angabe</i>
6.14	Würden Sie dem zustimmen, dass die Qualität einer Forumsdiskussion erhöht werden kann, wenn keine anonymen Beiträge, also Beiträge, wo man nicht weiß, wer sie verfasst hat, zugelassen werden?	<input type="checkbox"/> stimme ich zu <input type="checkbox"/> stimme ich eher zu <input type="checkbox"/> stimme ich eher nicht zu <input type="checkbox"/> stimme ich nicht zu <input type="checkbox"/> <i>keine Angabe</i>
6.15	Würden Sie dem zustimmen, dass man in ferner Zukunft ohne Internet-Zugang am politischen oder gesellschaftlichen Geschehen nicht mehr teilnehmen kann oder zumindest deutlich benachteiligt ist?	<input type="checkbox"/> stimme ich zu <input type="checkbox"/> stimme ich eher zu <input type="checkbox"/> stimme ich eher nicht zu <input type="checkbox"/> stimme ich nicht zu <input type="checkbox"/> <i>keine Angabe</i>
	Auf einer Skala von 1 bis 5: Wie sehr hemmt Ihrer Meinung nach folgendes eine höhere Beteiligung per Internet am politischen Geschehen seitens des Bürgers: (1 = nicht bzw. wenig, 5 = sehr stark)	

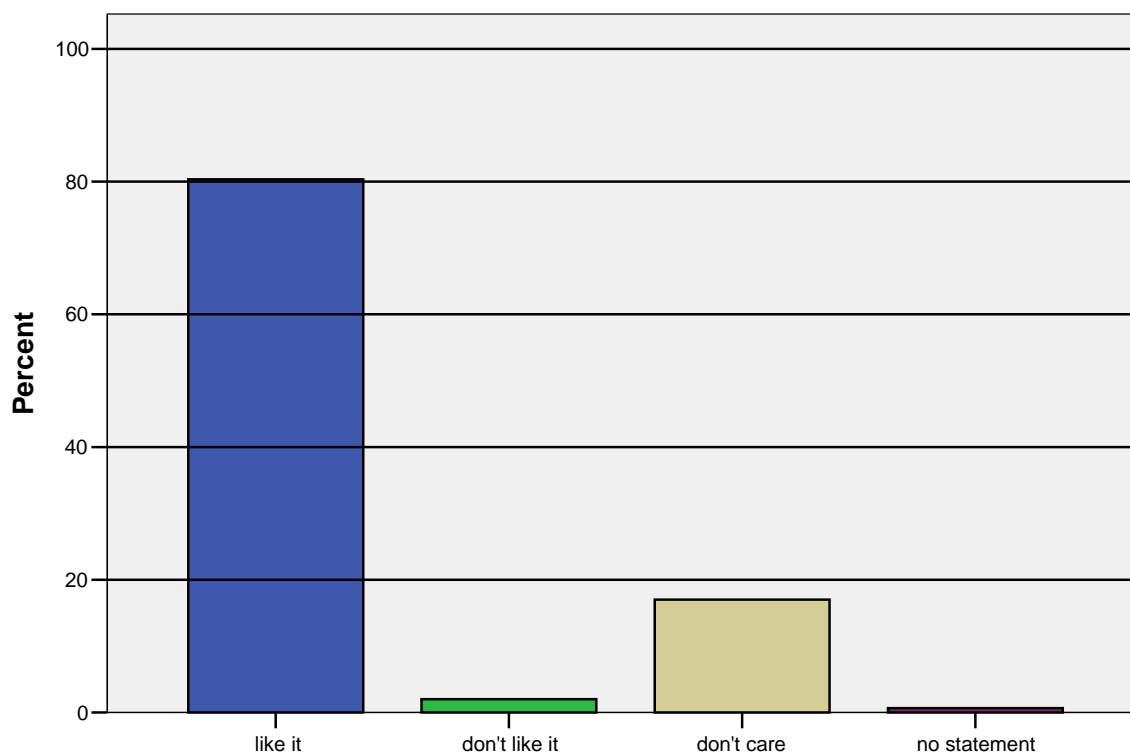
6.16	... eventuell unsichere Rechtslage	_____
6.17	... Sicherheitsbedenken	_____
6.18	... datenschutzrechtliche Bedenken	_____
Block 7 [Persönliches]		
7.1	Sind oder waren Sie politisch aktiv, etwa in einer Partei, Bürgerinitiative, o. ä.?	<input type="checkbox"/> ja <input type="checkbox"/> nein <input type="checkbox"/> <i>keine Angabe</i>
7.2	Wie schätzen Sie den Umfang bzw. die Länge dieser Befragung ein?	<input type="checkbox"/> hat mir zu lange gedauert <input type="checkbox"/> war zeitlich OK <input type="checkbox"/> <i>keine Angabe</i>
7.3	Welchen Ausbildungsabschluss haben Sie? <i>(Info: Antwortvorgaben nur wenn notwendig vorlesen)</i>	<input type="checkbox"/> ohne Schulabschluss <input type="checkbox"/> Hauptschulabschluss <input type="checkbox"/> Realschulabschluss <input type="checkbox"/> Fachabitur <input type="checkbox"/> Abitur <input type="checkbox"/> abgeschlossene Lehre <input type="checkbox"/> erfolgreiche Meisterprüfung <input type="checkbox"/> Uni- oder FH-Abschluss <input type="checkbox"/> Doktor oder Habilitation <input type="checkbox"/> sonstiger Abschluss: welcher: _____
! Freundliche Verabschiedung !		

*Kursive Antwortmöglichkeiten und mit „Info“ gekennzeichnete Zusatzinformationen werden nicht vorgelesen

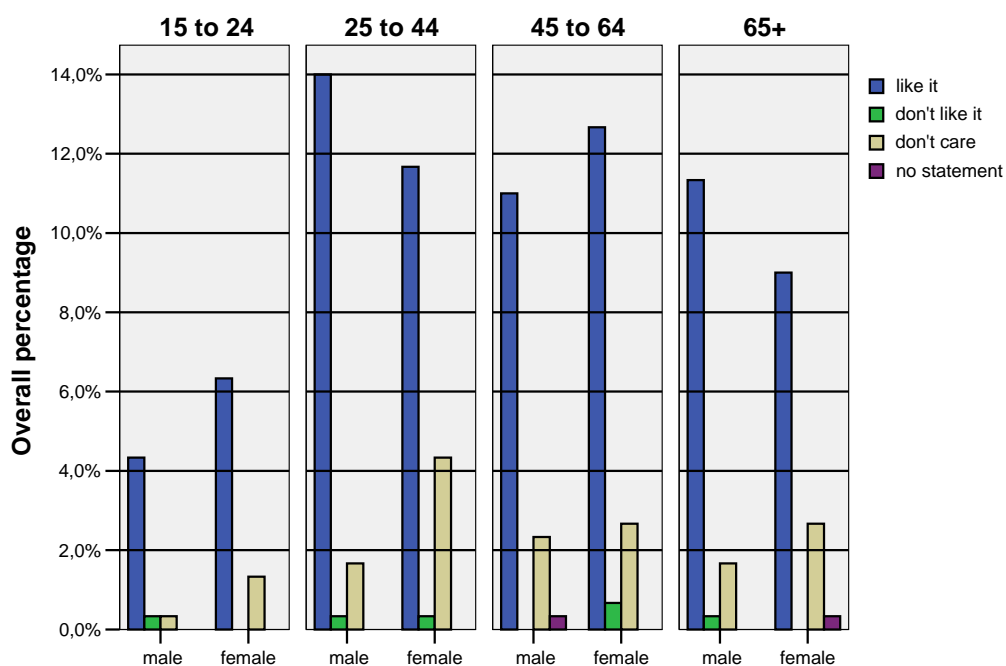
Appendix E: Results of the survey

Q1.1 – The football team of TuS Koblenz just completed its first season in the 2nd German football Bundesliga and avoided relegation against contrary expectations. What do you think of this as a citizen of Koblenz?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid like it	241	80,3	80,3	80,3
don't like it	6	2,0	2,0	82,3
don't care	51	17,0	17,0	99,3
no statement	2	,7	,7	100,0
Total	300	100,0	100,0	

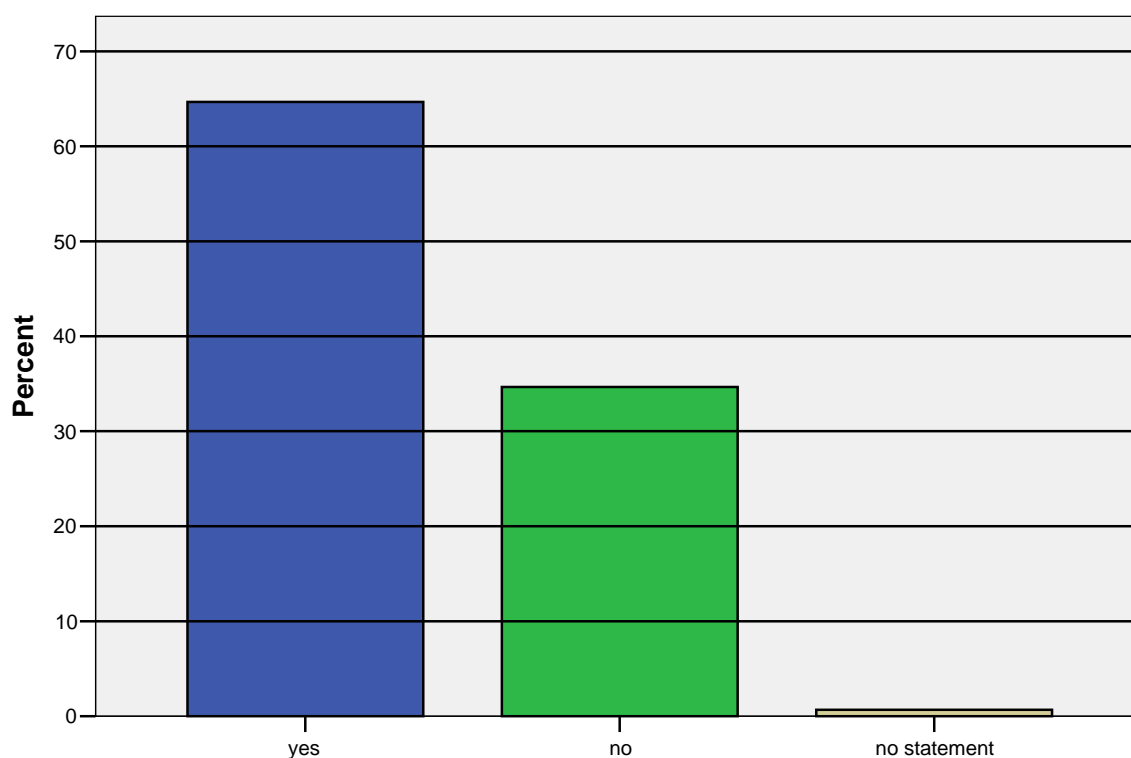


Age group				Q1.1 - The football team of TuS Koblenz just completed its first season in the 2nd German football Bundesliga and avoided relegation against contrary expectations. What do you think of this as a citizen of Koblenz?				Total
				like it	don't like it	don't care	no statement	
15 to 24	Sex	male	Quantity	13	1	1		15
			Total percentage	34,2%	2,6%	2,6%		39,5%
	female	Quantity	19		4		23	
		Total percentage	50,0%		10,5%		60,5%	
	Total	Quantity	32	1	5		38	
		Total percentage	84,2%	2,6%	13,2%		100,0%	
25 to 44	Sex	male	Quantity	42	1	5		48
			Total percentage	43,3%	1,0%	5,2%		49,5%
	female	Quantity	35	1	13		49	
		Total percentage	36,1%	1,0%	13,4%		50,5%	
	Total	Quantity	77	2	18		97	
		Total percentage	79,4%	2,1%	18,6%		100,0%	
45 to 64	Sex	male	Quantity	33		7	1	41
			Total percentage	37,1%		7,9%	1,1%	46,1%
	female	Quantity	38	2	8		48	
		Total percentage	42,7%	2,2%	9,0%		53,9%	
	Total	Quantity	71	2	15	1	89	
		Total percentage	79,8%	2,2%	16,9%	1,1%	100,0%	
65+	Sex	male	Quantity	34	1	5		40
			Total percentage	44,7%	1,3%	6,6%		52,6%
	female	Quantity	27		8	1	36	
		Total percentage	35,5%		10,5%	1,3%	47,4%	
	Total	Quantity	61	1	13	1	76	
		Total percentage	80,3%	1,3%	17,1%	1,3%	100,0%	

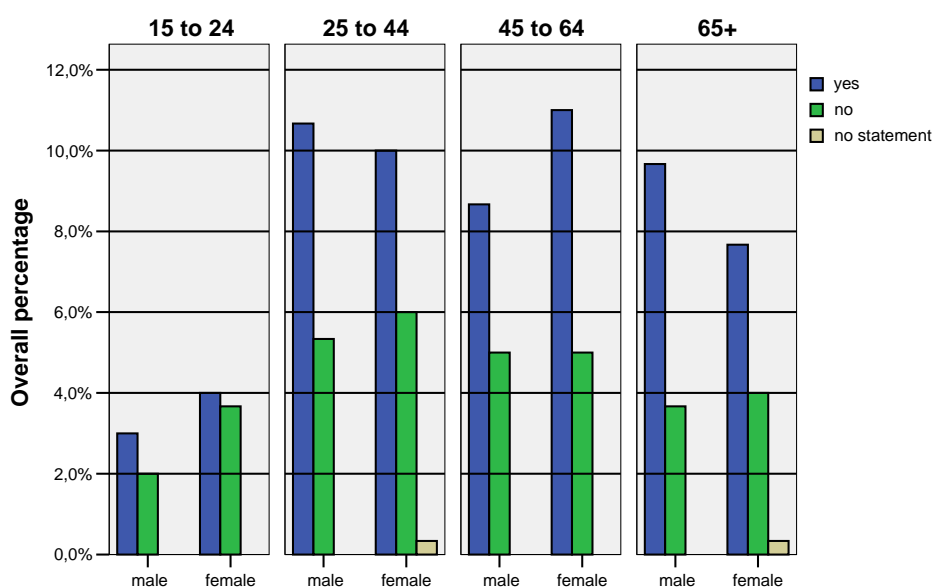


Q1.2 – In the year 2011 the Bundesgartenschau will take place in Koblenz. Do you think that the city will benefit from it?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	194	64,7	64,7	64,7
no	104	34,7	34,7	99,3
no statement	2	,7	,7	100,0
Total	300	100,0	100,0	

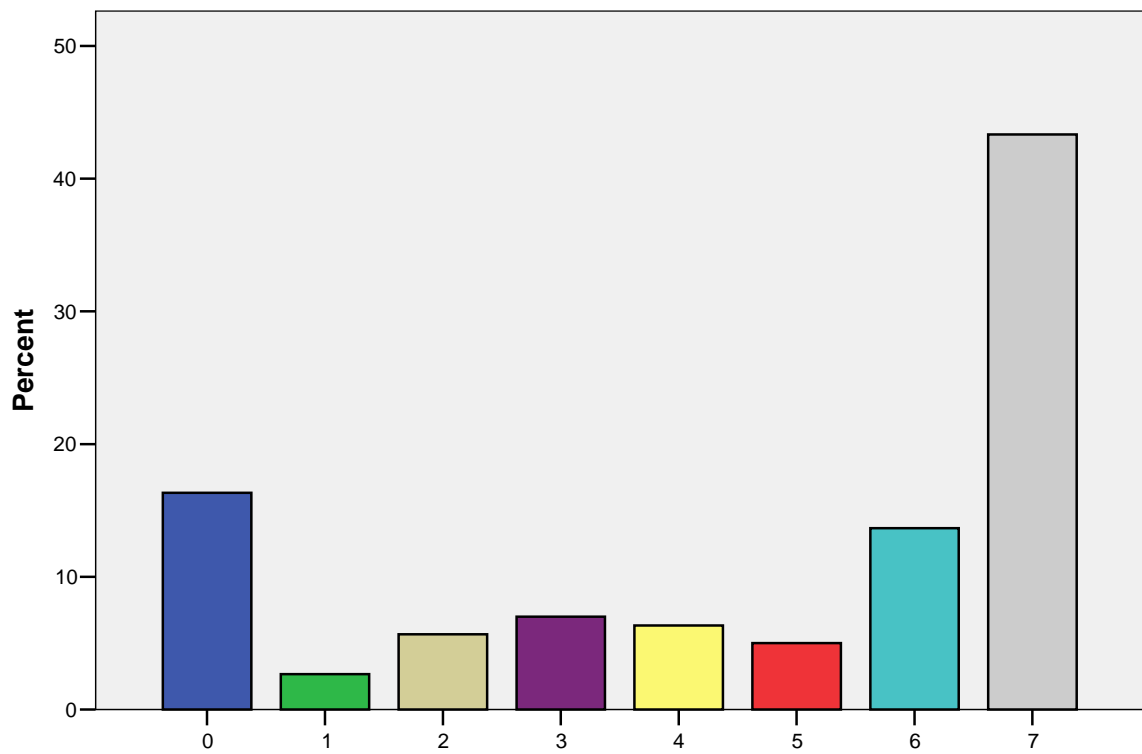


Age group				Q1.2 - In the year 2011 the Bundesgartenschau will take place in Koblenz. Do you think that the city will benefit from it?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	9	6		15
			Total percentage	23,7%	15,8%		39,5%
	female	Quantity	12	11		23	
		Total percentage	31,6%	28,9%		60,5%	
	Total	Quantity	21	17		38	
		Total percentage	55,3%	44,7%		100,0%	
25 to 44	Sex	male	Quantity	32	16		48
			Total percentage	33,0%	16,5%		49,5%
	female	Quantity	30	18	1	49	
		Total percentage	30,9%	18,6%	1,0%	50,5%	
	Total	Quantity	62	34	1	97	
		Total percentage	63,9%	35,1%	1,0%	100,0%	
45 to 64	Sex	male	Quantity	26	15		41
			Total percentage	29,2%	16,9%		46,1%
	female	Quantity	33	15		48	
		Total percentage	37,1%	16,9%		53,9%	
	Total	Quantity	59	30		89	
		Total percentage	66,3%	33,7%		100,0%	
65+	Sex	male	Quantity	29	11		40
			Total percentage	38,2%	14,5%		52,6%
	female	Quantity	23	12	1	36	
		Total percentage	30,3%	15,8%	1,3%	47,4%	
	Total	Quantity	52	23	1	76	
		Total percentage	68,4%	30,3%	1,3%	100,0%	



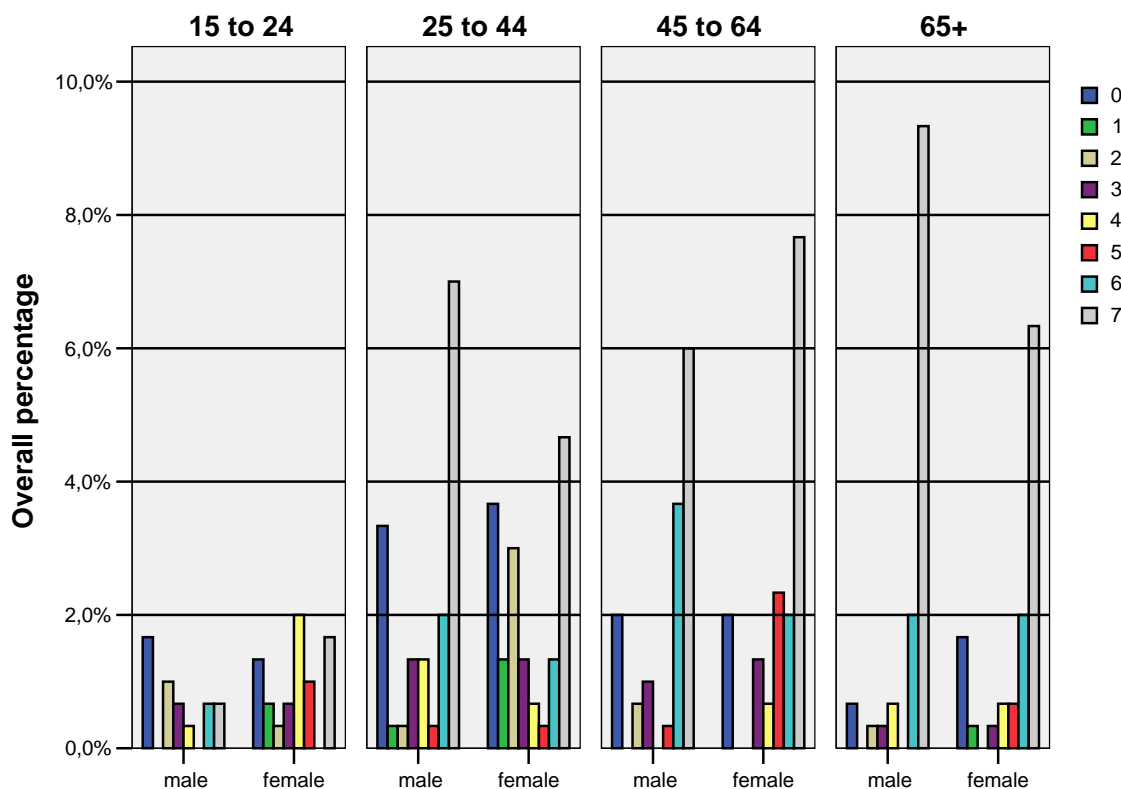
Q2.1 – On how many days a week do you read a daily newspaper?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid 0	49	16,3	16,3	16,3
1	8	2,7	2,7	19,0
2	17	5,7	5,7	24,7
3	21	7,0	7,0	31,7
4	19	6,3	6,3	38,0
5	15	5,0	5,0	43,0
6	41	13,7	13,7	56,7
7	130	43,3	43,3	100,0
Total	300	100,0	100,0	



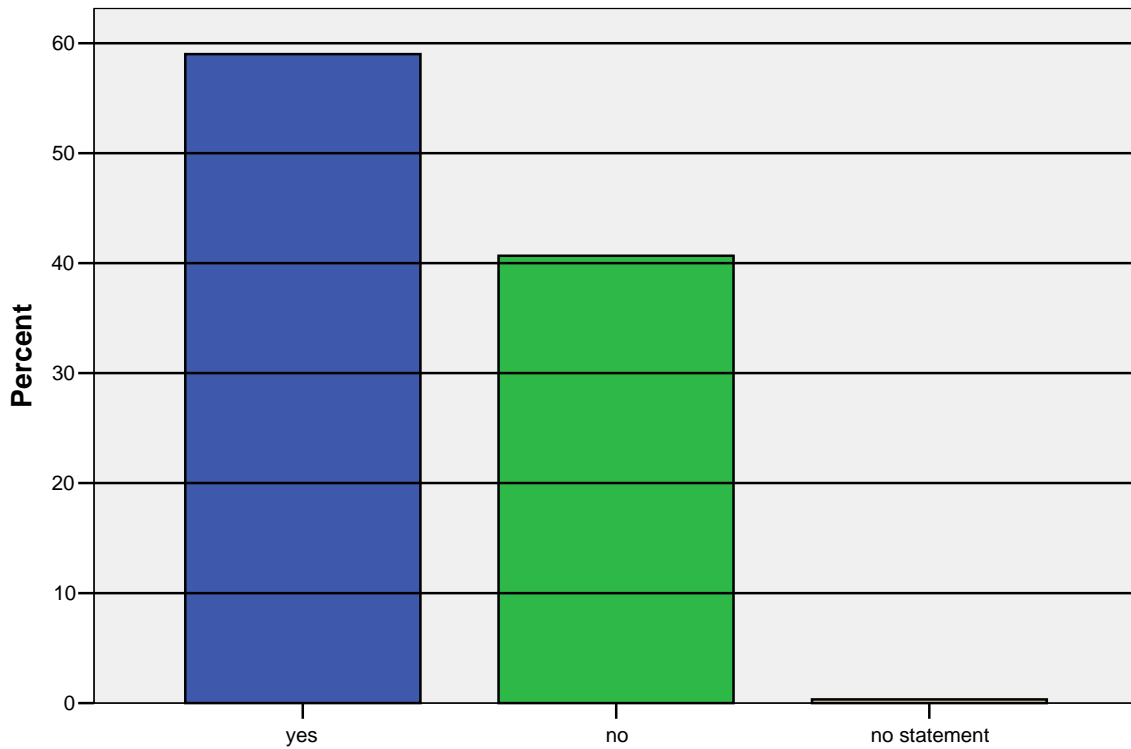
E-participation in Germany: Analysis of the status quo and survey in Koblenz

Age group				Q2.1 - On how many days a week do you read a daily newspaper?								Total
				0	1	2	3	4	5	6	7	
15 to 24	Sex	male	Quantity	5		3	2	1		2	2	15
			Total percentage	13,2%		7,9%	5,3%	2,6%		5,3%	5,3%	39,5%
	female	Quantity	4	2	1	2	6	3		5	23	
		Total percentage	10,5%	5,3%	2,6%	5,3%	15,8%	7,9%		13,2%	60,5%	
	Total	Quantity	9	2	4	4	7	3	2	7	38	
		Total percentage	23,7%	5,3%	10,5%	10,5%	18,4%	7,9%	5,3%	18,4%	100,0%	
25 to 44	Sex	male	Quantity	10	1	1	4	4	1	6	21	48
			Total percentage	10,3%	1,0%	1,0%	4,1%	4,1%	1,0%	6,2%	21,6%	49,5%
	female	Quantity	11	4	9	4	2	1	4	14	49	
		Total percentage	11,3%	4,1%	9,3%	4,1%	2,1%	1,0%	4,1%	14,4%	50,5%	
	Total	Quantity	21	5	10	8	6	2	10	35	97	
		Total percentage	21,6%	5,2%	10,3%	8,2%	6,2%	2,1%	10,3%	36,1%	100,0%	
45 to 64	Sex	male	Quantity	6		2	3		1	11	18	41
			Total percentage	6,7%		2,2%	3,4%		1,1%	12,4%	20,2%	46,1%
	female	Quantity	6			4	2	7	6	23	48	
		Total percentage	6,7%			4,5%	2,2%	7,9%	6,7%	25,8%	53,9%	
	Total	Quantity	12		2	7	2	8	17	41	89	
		Total percentage	13,5%		2,2%	7,9%	2,2%	9,0%	19,1%	46,1%	100,0%	
65+	Sex	male	Quantity	2		1	1	2		6	28	40
			Total percentage	2,6%		1,3%	1,3%	2,6%		7,9%	36,8%	52,6%
	female	Quantity	5	1		1	2	2	6	19	36	
		Total percentage	6,6%	1,3%		1,3%	2,6%	2,6%	7,9%	25,0%	47,4%	
	Total	Quantity	7	1	1	2	4	2	12	47	76	
		Total percentage	9,2%	1,3%	1,3%	2,6%	5,3%	2,6%	15,8%	61,8%	100,0%	

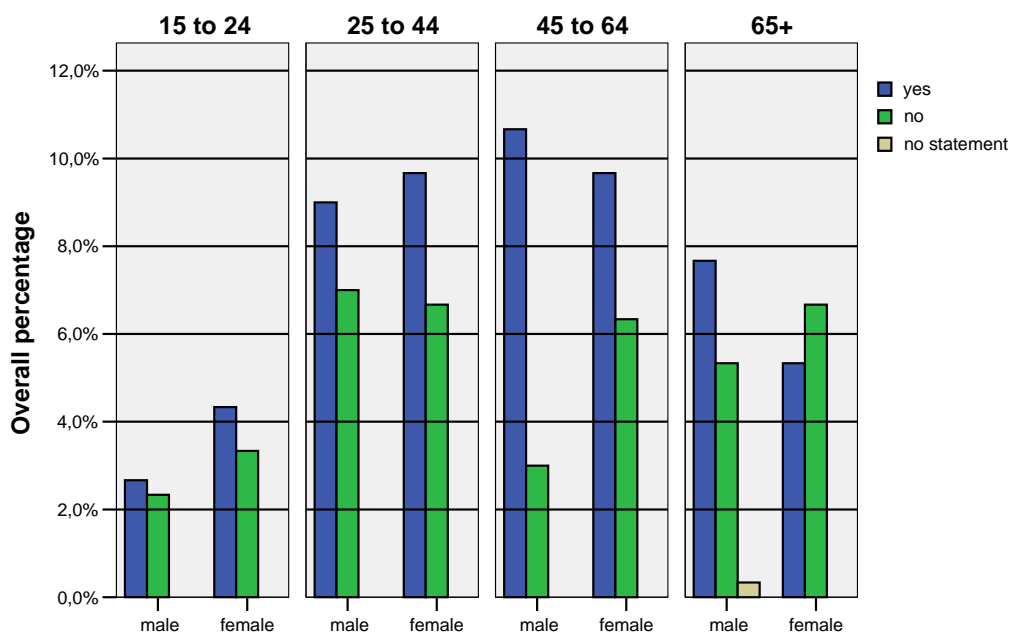


Q2.2 – Have you read a news magazine lately?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	177	59,0	59,0	59,0
no	122	40,7	40,7	99,7
no statement	1	,3	,3	100,0
Total	300	100,0	100,0	

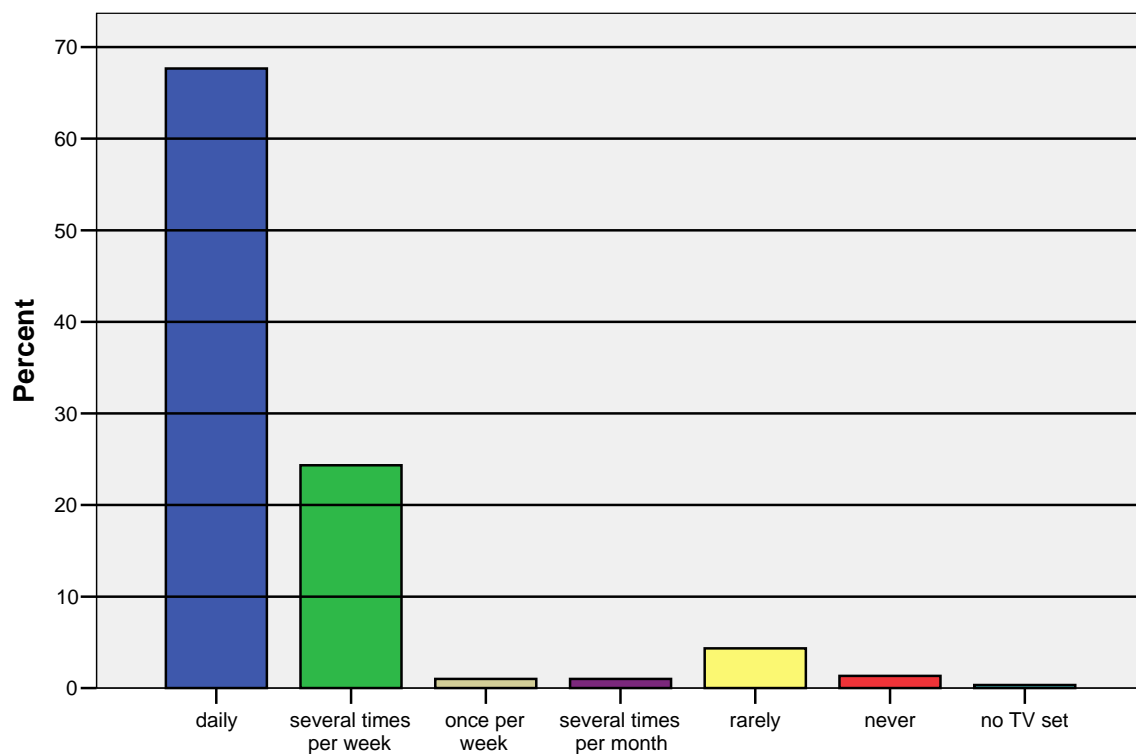


Age group				Q2.2 - Have you read a news magazine lately?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	8	7		15
			Total percentage	21,1%	18,4%		39,5%
	female	Quantity	13	10		23	
		Total percentage	34,2%	26,3%		60,5%	
	Total	Quantity	21	17		38	
		Total percentage	55,3%	44,7%		100,0%	
25 to 44	Sex	male	Quantity	27	21		48
			Total percentage	27,8%	21,6%		49,5%
	female	Quantity	29	20		49	
		Total percentage	29,9%	20,6%		50,5%	
	Total	Quantity	56	41		97	
		Total percentage	57,7%	42,3%		100,0%	
45 to 64	Sex	male	Quantity	32	9		41
			Total percentage	36,0%	10,1%		46,1%
	female	Quantity	29	19		48	
		Total percentage	32,6%	21,3%		53,9%	
	Total	Quantity	61	28		89	
		Total percentage	68,5%	31,5%		100,0%	
65+	Sex	male	Quantity	23	16	1	40
			Total percentage	30,3%	21,1%	1,3%	52,6%
	female	Quantity	16	20		36	
		Total percentage	21,1%	26,3%		47,4%	
	Total	Quantity	39	36	1	76	
		Total percentage	51,3%	47,4%	1,3%	100,0%	

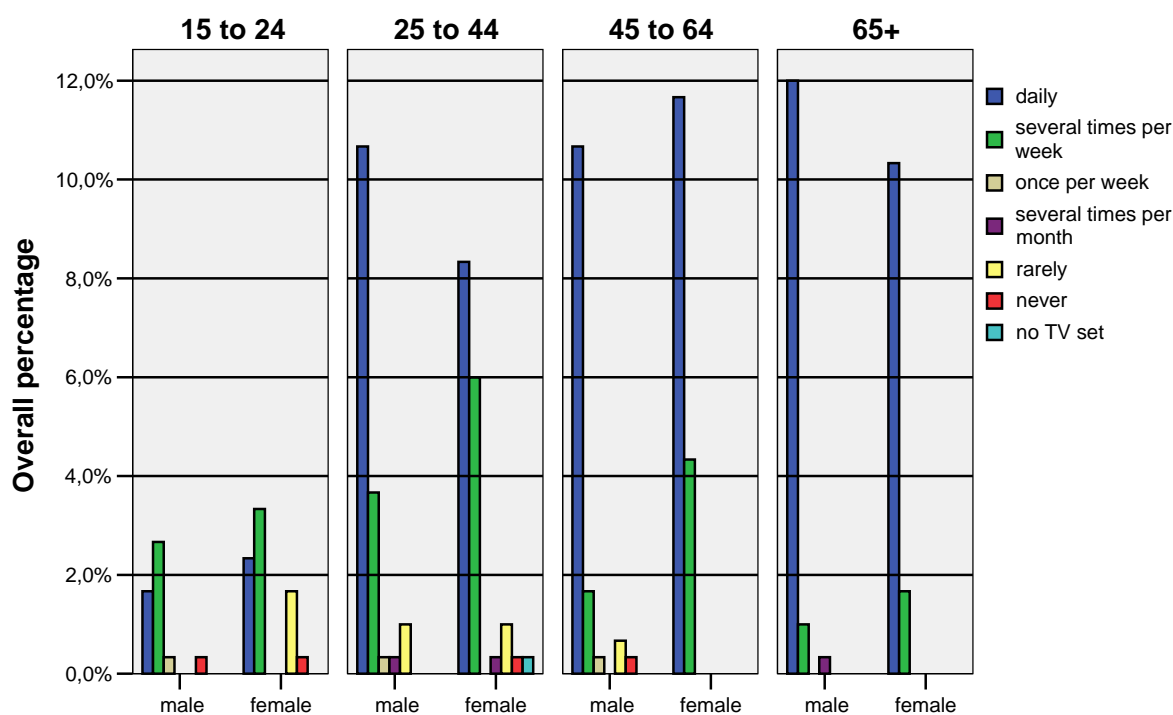


Q2.3 – How often do you watch news broadcasts on TV?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid daily	203	67,7	67,7	67,7
several times per week	73	24,3	24,3	92,0
once per week	3	1,0	1,0	93,0
several times per month	3	1,0	1,0	94,0
rarely	13	4,3	4,3	98,3
never	4	1,3	1,3	99,7
no TV set	1	,3	,3	100,0
Total	300	100,0	100,0	

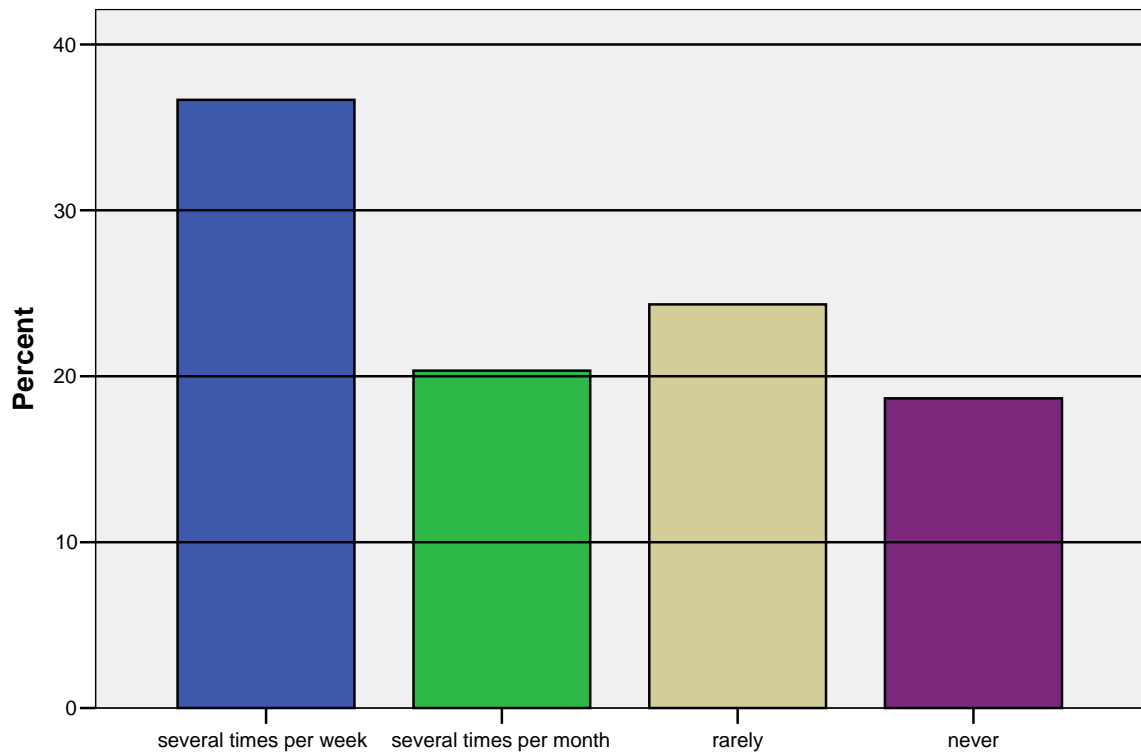


Age group				Q2.3 - How often do you watch news broadcasts on TV?							Total
				daily	several times per week	once per week	several times per month	rarely	never	no TV set	
15 to 24	Sex male	Quantity	5	8	1			1		15	
		Total percentage	13,2%	21,1%	2,6%			2,6%		39,5%	
	female	Quantity	7	10			5	1		23	
		Total percentage	18,4%	26,3%			13,2%	2,6%		60,5%	
	Total	Quantity	12	18	1		5	2		38	
		Total percentage	31,6%	47,4%	2,6%		13,2%	5,3%		100,0%	
25 to 44	Sex male	Quantity	32	11	1	1	3			48	
		Total percentage	33,0%	11,3%	1,0%	1,0%	3,1%			49,5%	
	female	Quantity	25	18		1	3	1	1	49	
		Total percentage	25,8%	18,6%		1,0%	3,1%	1,0%	1,0%	50,5%	
	Total	Quantity	57	29	1	2	6	1	1	97	
		Total percentage	58,8%	29,9%	1,0%	2,1%	6,2%	1,0%	1,0%	100,0%	
45 to 64	Sex male	Quantity	32	5	1		2	1		41	
		Total percentage	36,0%	5,6%	1,1%		2,2%	1,1%		46,1%	
	female	Quantity	35	13						48	
		Total percentage	39,3%	14,6%						53,9%	
	Total	Quantity	67	18	1		2	1		89	
		Total percentage	75,3%	20,2%	1,1%		2,2%	1,1%		100,0%	
65+	Sex male	Quantity	36	3		1				40	
		Total percentage	47,4%	3,9%		1,3%				52,6%	
	female	Quantity	31	5						36	
		Total percentage	40,8%	6,6%						47,4%	
	Total	Quantity	67	8		1				76	
		Total percentage	88,2%	10,5%		1,3%				100,0%	

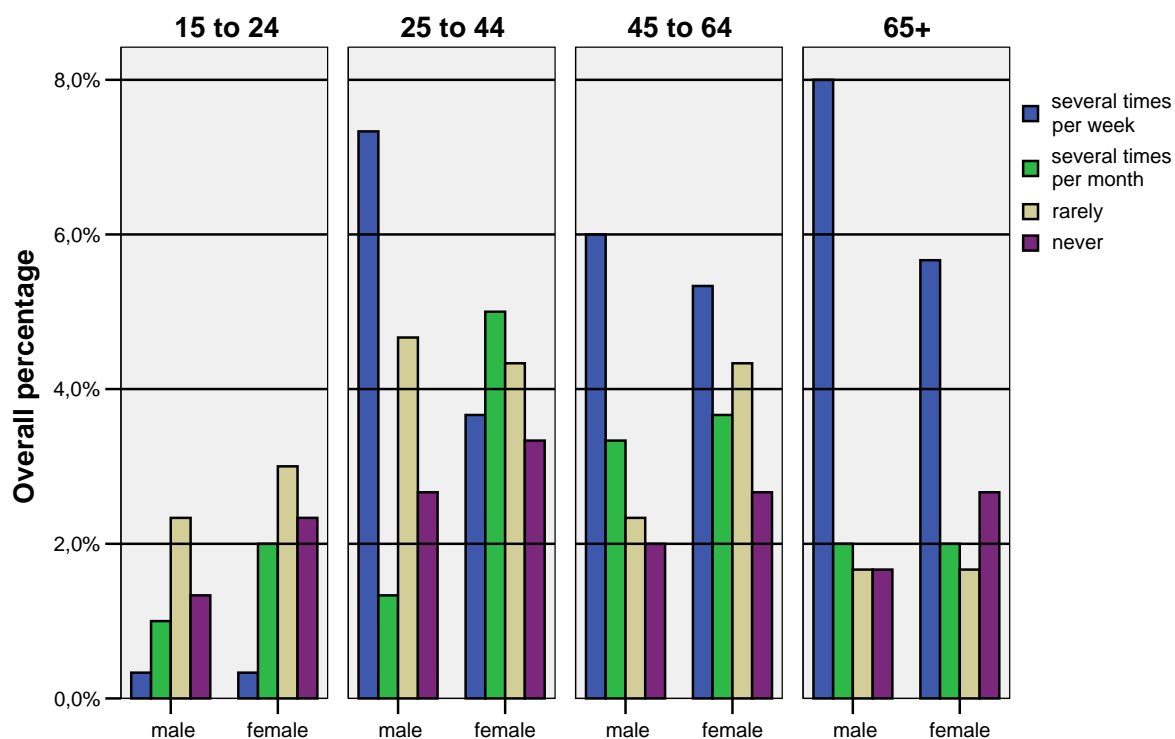


Q2.4 – How often do you watch politically oriented broadcasts on TV?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	several times per week	110	36,7	36,7	36,7
	several times per month	61	20,3	20,3	57,0
	rarely	73	24,3	24,3	81,3
	never	56	18,7	18,7	100,0
	Total	300	100,0	100,0	

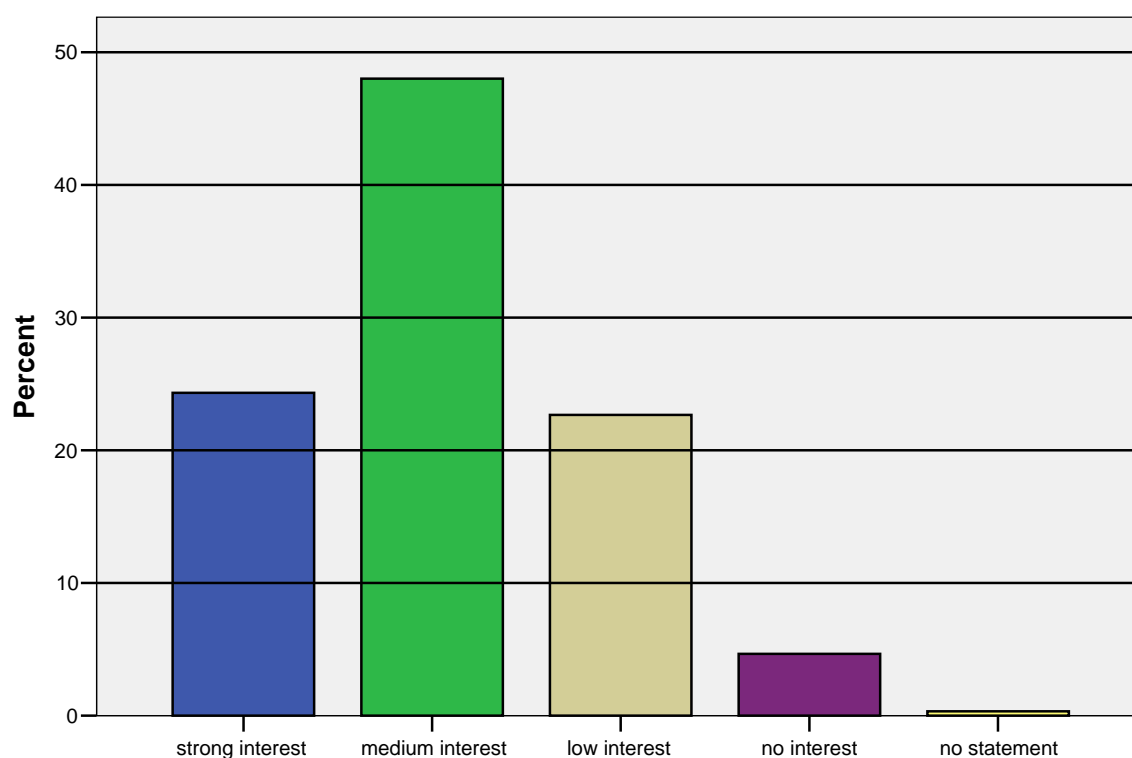


Age group				Q2.4 - How often do you watch politically oriented broadcasts on TV?				Total
				several times per week	several times per month	rarely	never	
15 to 24	Sex	male	Quantity	1	3	7	4	15
			Total percentage	2,6%	7,9%	18,4%	10,5%	39,5%
	female	Quantity	1	6	9	7	23	
		Total percentage	2,6%	15,8%	23,7%	18,4%	60,5%	
	Total	Quantity	2	9	16	11	38	
		Total percentage	5,3%	23,7%	42,1%	28,9%	100,0%	
25 to 44	Sex	male	Quantity	22	4	14	8	48
			Total percentage	22,7%	4,1%	14,4%	8,2%	49,5%
	female	Quantity	11	15	13	10	49	
		Total percentage	11,3%	15,5%	13,4%	10,3%	50,5%	
	Total	Quantity	33	19	27	18	97	
		Total percentage	34,0%	19,6%	27,8%	18,6%	100,0%	
45 to 64	Sex	male	Quantity	18	10	7	6	41
			Total percentage	20,2%	11,2%	7,9%	6,7%	46,1%
	female	Quantity	16	11	13	8	48	
		Total percentage	18,0%	12,4%	14,6%	9,0%	53,9%	
	Total	Quantity	34	21	20	14	89	
		Total percentage	38,2%	23,6%	22,5%	15,7%	100,0%	
65+	Sex	male	Quantity	24	6	5	5	40
			Total percentage	31,6%	7,9%	6,6%	6,6%	52,6%
	female	Quantity	17	6	5	8	36	
		Total percentage	22,4%	7,9%	6,6%	10,5%	47,4%	
	Total	Quantity	41	12	10	13	76	
		Total percentage	53,9%	15,8%	13,2%	17,1%	100,0%	

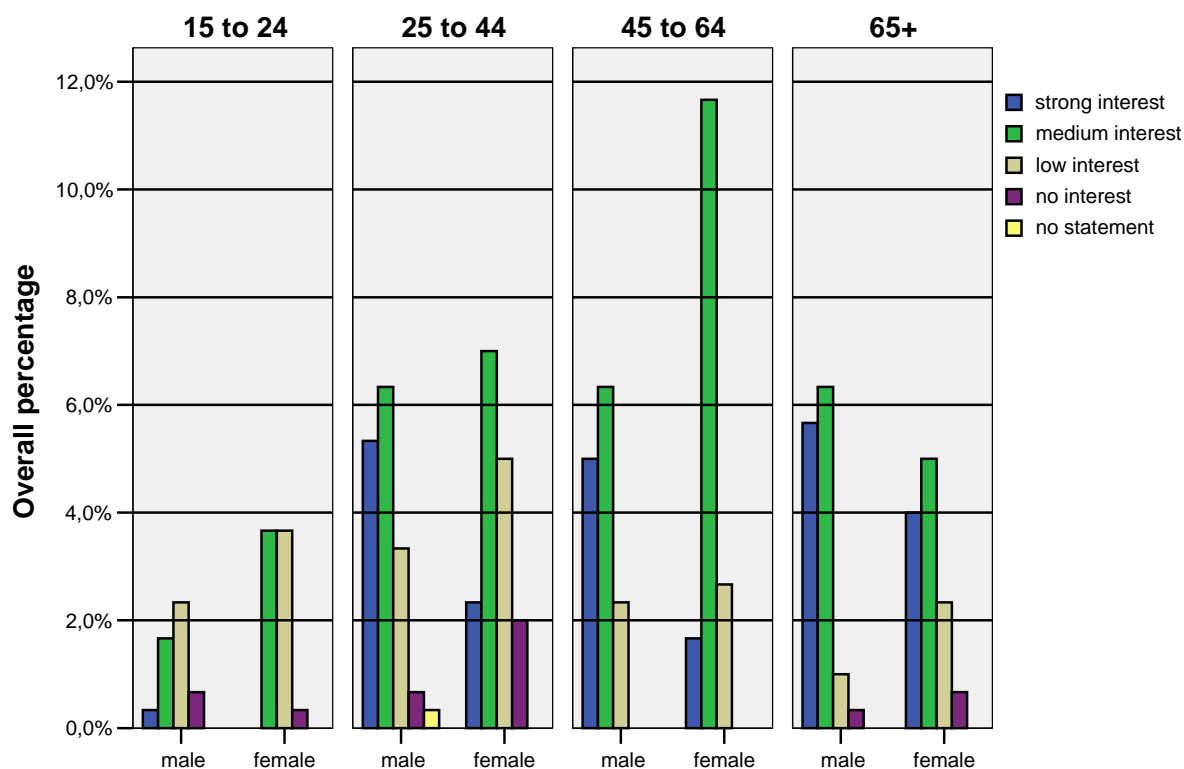


Q2.5 – How much are you interested in policy/politics?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	73	24,3	24,3	24,3
	medium interest	144	48,0	48,0	72,3
	low interest	68	22,7	22,7	95,0
	no interest	14	4,7	4,7	99,7
	no statement	1	,3	,3	100,0
	Total	300	100,0	100,0	

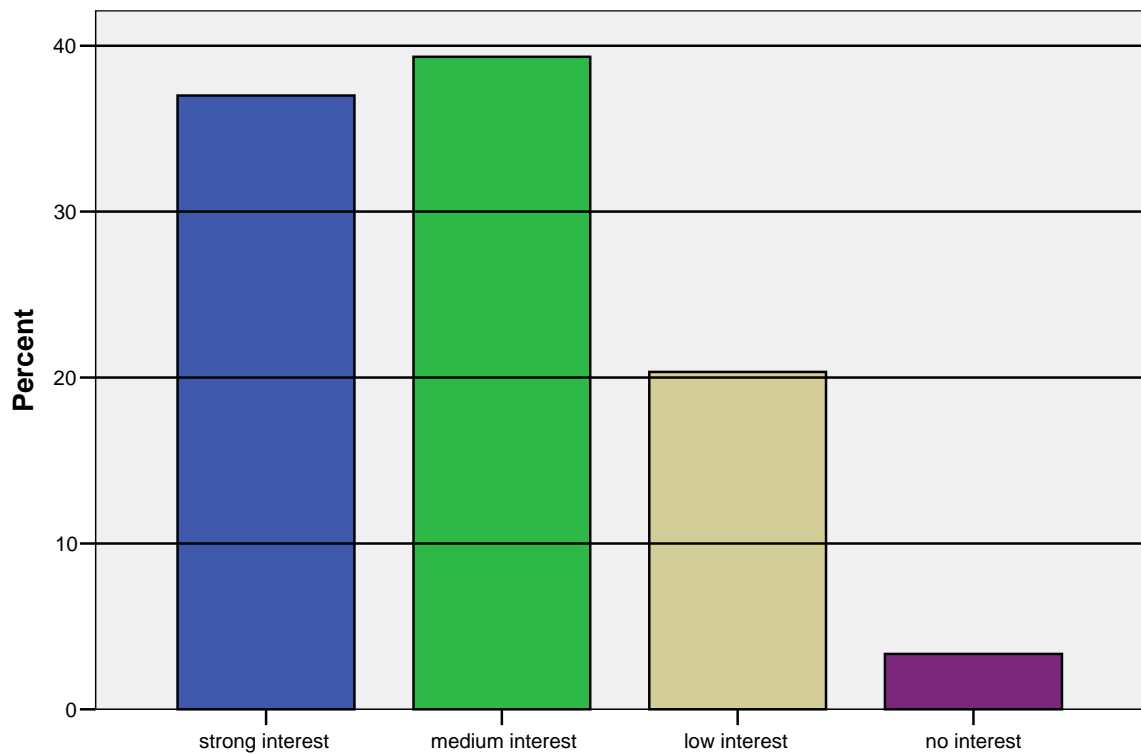


Age group				Q2.5 - How much are you interested in policy/politics?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	1	5	7	2		15
			Total percentage	2,6%	13,2%	18,4%	5,3%		39,5%
	female	Quantity		11	11	1		23	
		Total percentage		28,9%	28,9%	2,6%		60,5%	
	Total	Quantity	1	16	18	3		38	
		Total percentage	2,6%	42,1%	47,4%	7,9%		100,0%	
25 to 44	Sex	male	Quantity	16	19	10	2	1	48
			Total percentage	16,5%	19,6%	10,3%	2,1%	1,0%	49,5%
	female	Quantity	7	21	15	6		49	
		Total percentage	7,2%	21,6%	15,5%	6,2%		50,5%	
	Total	Quantity	23	40	25	8	1	97	
		Total percentage	23,7%	41,2%	25,8%	8,2%	1,0%	100,0%	
45 to 64	Sex	male	Quantity	15	19	7			41
			Total percentage	16,9%	21,3%	7,9%			46,1%
	female	Quantity	5	35	8			48	
		Total percentage	5,6%	39,3%	9,0%			53,9%	
	Total	Quantity	20	54	15			89	
		Total percentage	22,5%	60,7%	16,9%			100,0%	
65+	Sex	male	Quantity	17	19	3	1		40
			Total percentage	22,4%	25,0%	3,9%	1,3%		52,6%
	female	Quantity	12	15	7	2		36	
		Total percentage	15,8%	19,7%	9,2%	2,6%		47,4%	
	Total	Quantity	29	34	10	3		76	
		Total percentage	38,2%	44,7%	13,2%	3,9%		100,0%	

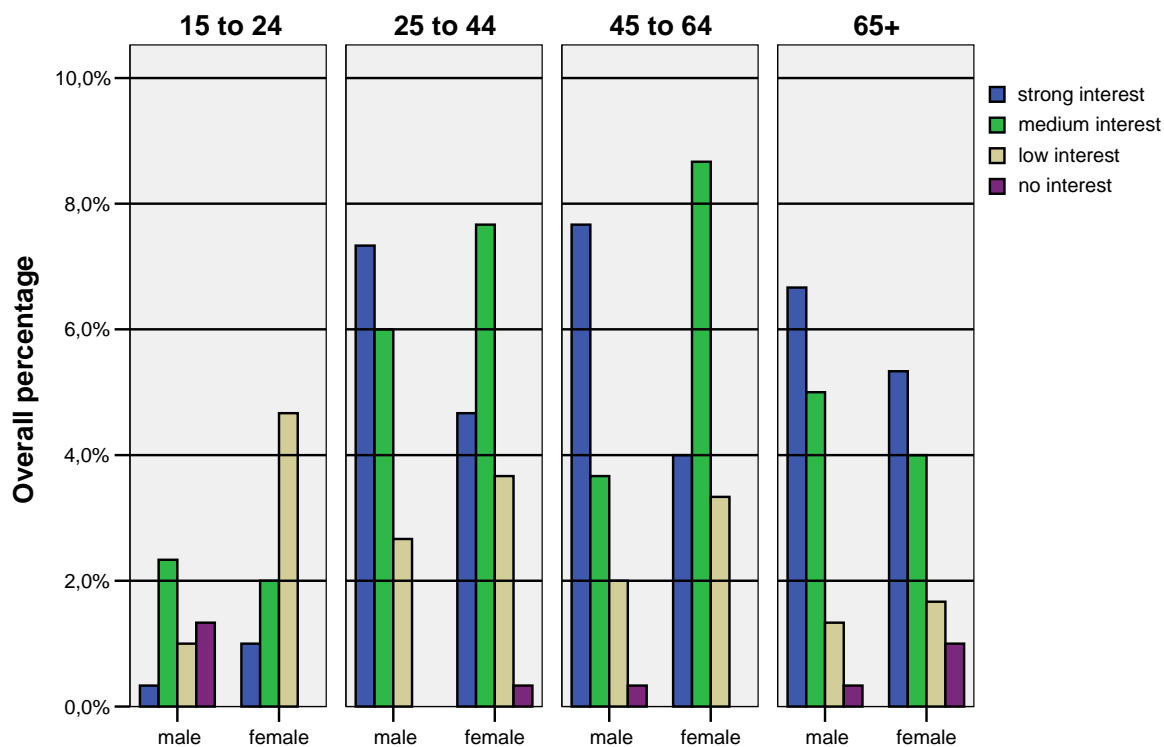


Q2.6 – How much are you interested in economy?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	111	37,0	37,0	37,0
	medium interest	118	39,3	39,3	76,3
	low interest	61	20,3	20,3	96,7
	no interest	10	3,3	3,3	100,0
	Total	300	100,0	100,0	

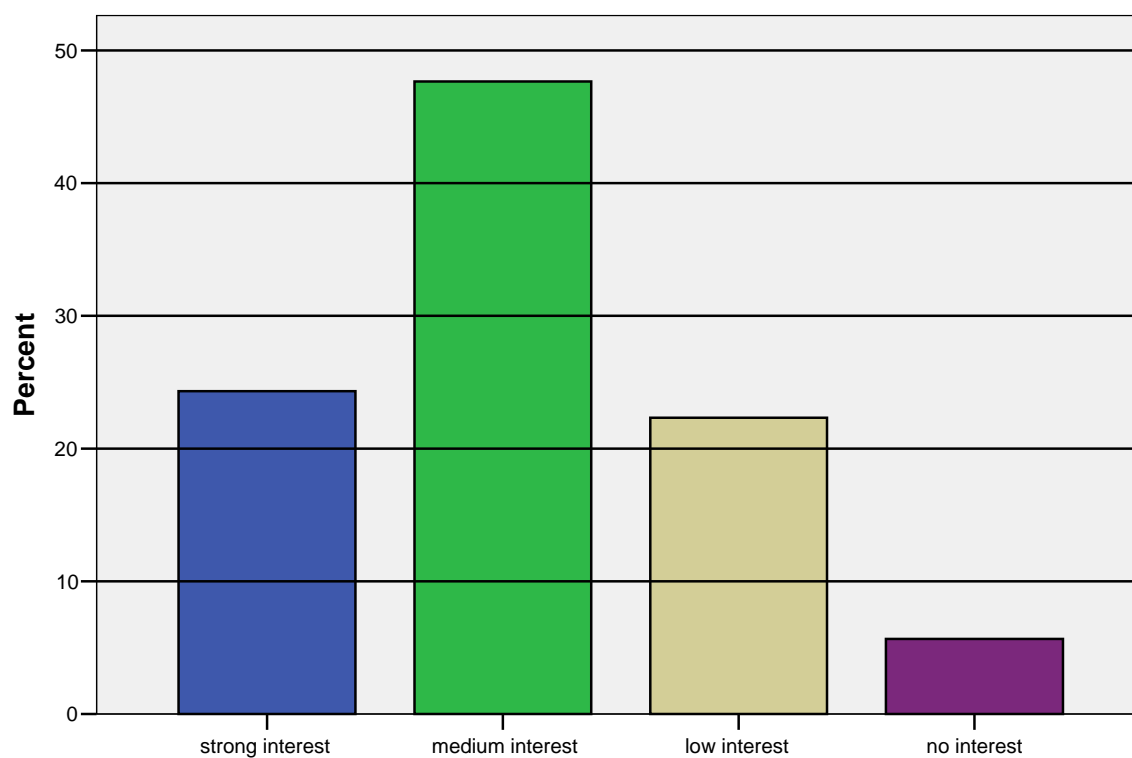


Age group				Q2.6 - How much are you interested in economy?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex	male	Quantity	1	7	3	4	15
			Total percentage	2,6%	18,4%	7,9%	10,5%	39,5%
	female	Quantity	3	6	14		23	
		Total percentage	7,9%	15,8%	36,8%		60,5%	
	Total	Quantity	4	13	17	4	38	
		Total percentage	10,5%	34,2%	44,7%	10,5%	100,0%	
25 to 44	Sex	male	Quantity	22	18	8		48
			Total percentage	22,7%	18,6%	8,2%		49,5%
	female	Quantity	14	23	11	1	49	
		Total percentage	14,4%	23,7%	11,3%	1,0%	50,5%	
	Total	Quantity	36	41	19	1	97	
		Total percentage	37,1%	42,3%	19,6%	1,0%	100,0%	
45 to 64	Sex	male	Quantity	23	11	6	1	41
			Total percentage	25,8%	12,4%	6,7%	1,1%	46,1%
	female	Quantity	12	26	10		48	
		Total percentage	13,5%	29,2%	11,2%		53,9%	
	Total	Quantity	35	37	16	1	89	
		Total percentage	39,3%	41,6%	18,0%	1,1%	100,0%	
65+	Sex	male	Quantity	20	15	4	1	40
			Total percentage	26,3%	19,7%	5,3%	1,3%	52,6%
	female	Quantity	16	12	5	3	36	
		Total percentage	21,1%	15,8%	6,6%	3,9%	47,4%	
	Total	Quantity	36	27	9	4	76	
		Total percentage	47,4%	35,5%	11,8%	5,3%	100,0%	

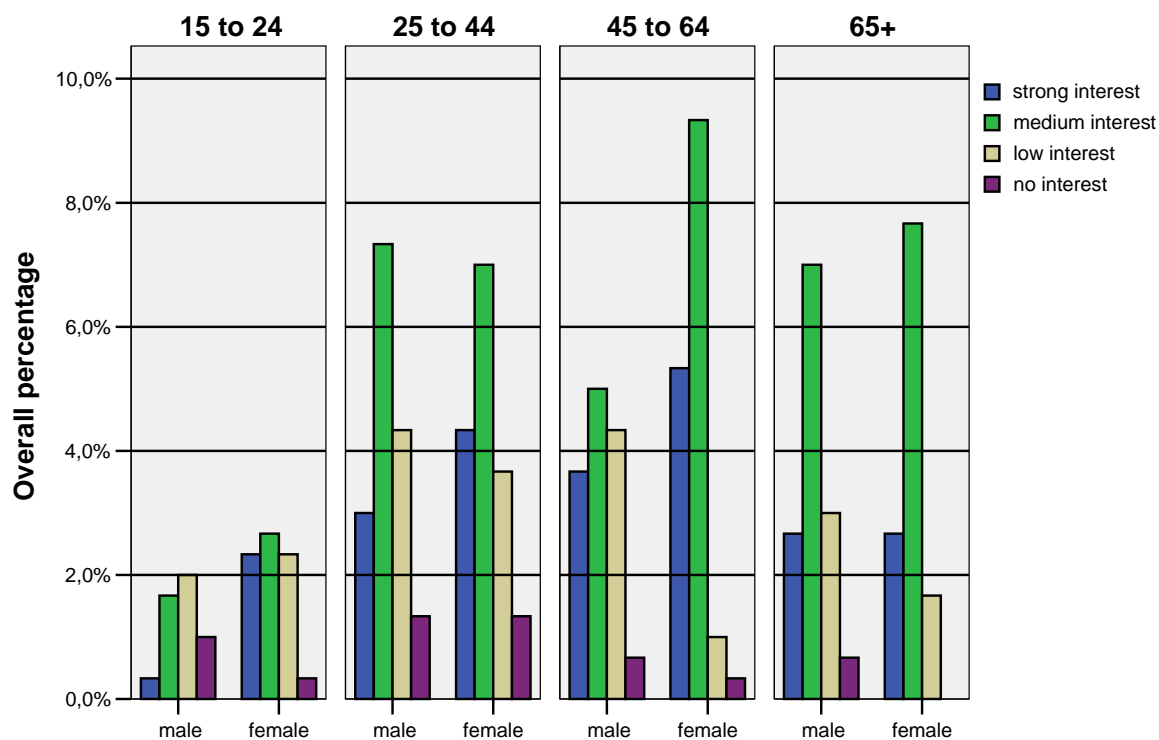


Q2.7 – How much are you interested in culture?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	73	24,3	24,3	24,3
	medium interest	143	47,7	47,7	72,0
	low interest	67	22,3	22,3	94,3
	no interest	17	5,7	5,7	100,0
	Total	300	100,0	100,0	

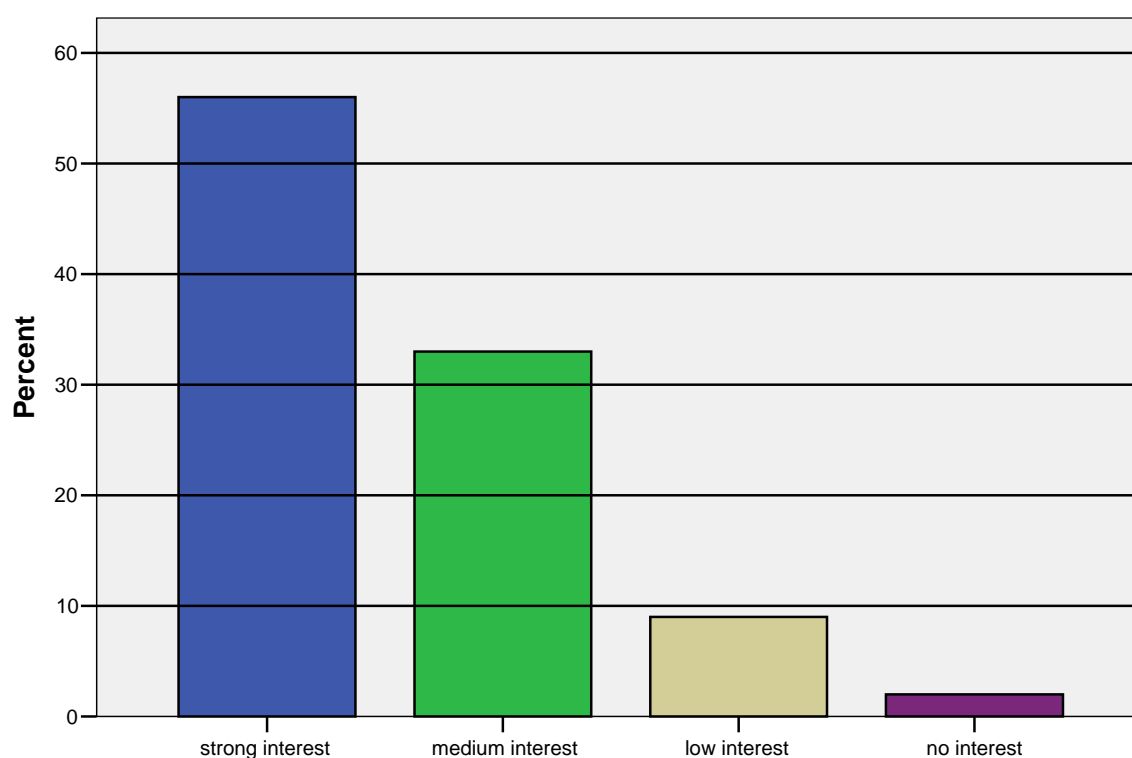


Age group				Q2.7 - How much are you interested in culture?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex	male	Quantity	1	5	6	3	15
			Total percentage	2,6%	13,2%	15,8%	7,9%	39,5%
	female	Quantity	7	8	7	1	23	
		Total percentage	18,4%	21,1%	18,4%	2,6%	60,5%	
	Total	Quantity	8	13	13	4	38	
		Total percentage	21,1%	34,2%	34,2%	10,5%	100,0%	
25 to 44	Sex	male	Quantity	9	22	13	4	48
			Total percentage	9,3%	22,7%	13,4%	4,1%	49,5%
	female	Quantity	13	21	11	4	49	
		Total percentage	13,4%	21,6%	11,3%	4,1%	50,5%	
	Total	Quantity	22	43	24	8	97	
		Total percentage	22,7%	44,3%	24,7%	8,2%	100,0%	
45 to 64	Sex	male	Quantity	11	15	13	2	41
			Total percentage	12,4%	16,9%	14,6%	2,2%	46,1%
	female	Quantity	16	28	3	1	48	
		Total percentage	18,0%	31,5%	3,4%	1,1%	53,9%	
	Total	Quantity	27	43	16	3	89	
		Total percentage	30,3%	48,3%	18,0%	3,4%	100,0%	
65+	Sex	male	Quantity	8	21	9	2	40
			Total percentage	10,5%	27,6%	11,8%	2,6%	52,6%
	female	Quantity	8	23	5		36	
		Total percentage	10,5%	30,3%	6,6%		47,4%	
	Total	Quantity	16	44	14	2	76	
		Total percentage	21,1%	57,9%	18,4%	2,6%	100,0%	

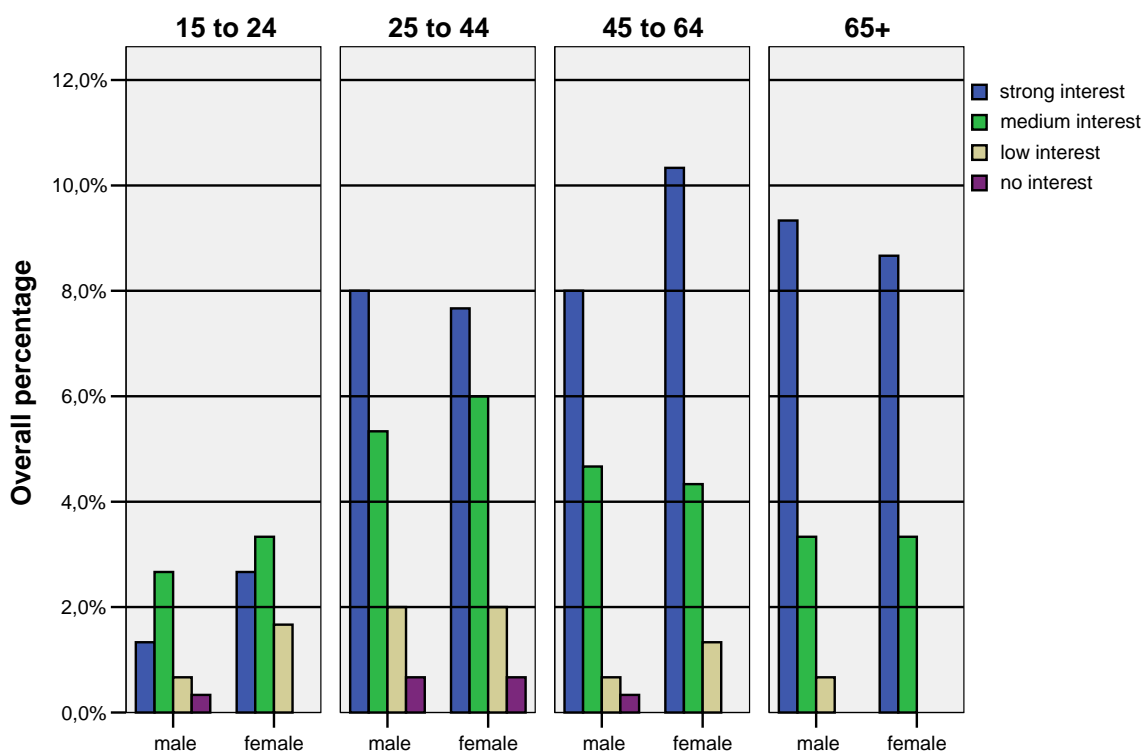


Q2.8 – How much are you interested in local news?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	168	56,0	56,0	56,0
	medium interest	99	33,0	33,0	89,0
	low interest	27	9,0	9,0	98,0
	no interest	6	2,0	2,0	100,0
	Total	300	100,0	100,0	

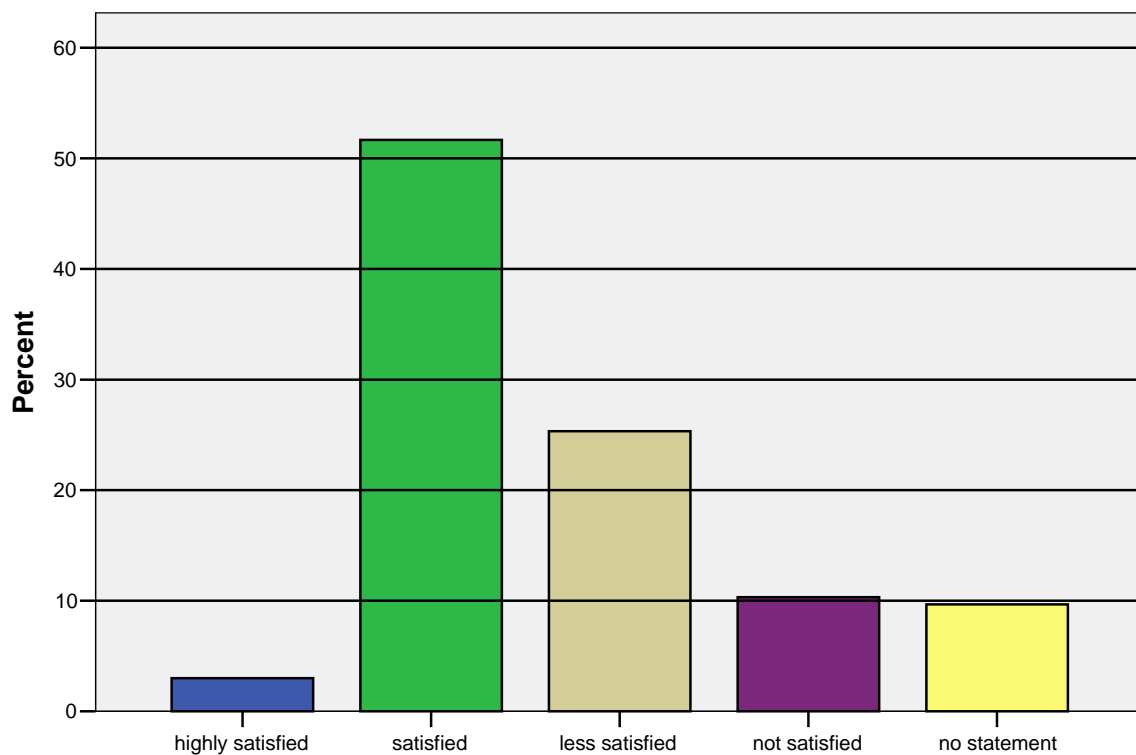


Age group				Q2.8 - How much are you interested in local news?				Total
				strong interest	medium interest	low interest	no interest	
15 to 24	Sex	male	Quantity	4	8	2	1	15
			Total percentage	10,5%	21,1%	5,3%	2,6%	39,5%
	female	Quantity	8	10	5		23	
		Total percentage	21,1%	26,3%	13,2%		60,5%	
	Total	Quantity	12	18	7	1	38	
		Total percentage	31,6%	47,4%	18,4%	2,6%	100,0%	
25 to 44	Sex	male	Quantity	24	16	6	2	48
			Total percentage	24,7%	16,5%	6,2%	2,1%	49,5%
	female	Quantity	23	18	6	2	49	
		Total percentage	23,7%	18,6%	6,2%	2,1%	50,5%	
	Total	Quantity	47	34	12	4	97	
		Total percentage	48,5%	35,1%	12,4%	4,1%	100,0%	
45 to 64	Sex	male	Quantity	24	14	2	1	41
			Total percentage	27,0%	15,7%	2,2%	1,1%	46,1%
	female	Quantity	31	13	4		48	
		Total percentage	34,8%	14,6%	4,5%		53,9%	
	Total	Quantity	55	27	6	1	89	
		Total percentage	61,8%	30,3%	6,7%	1,1%	100,0%	
65+	Sex	male	Quantity	28	10	2		40
			Total percentage	36,8%	13,2%	2,6%		52,6%
	female	Quantity	26	10			36	
		Total percentage	34,2%	13,2%			47,4%	
	Total	Quantity	54	20	2		76	
		Total percentage	71,1%	26,3%	2,6%		100,0%	

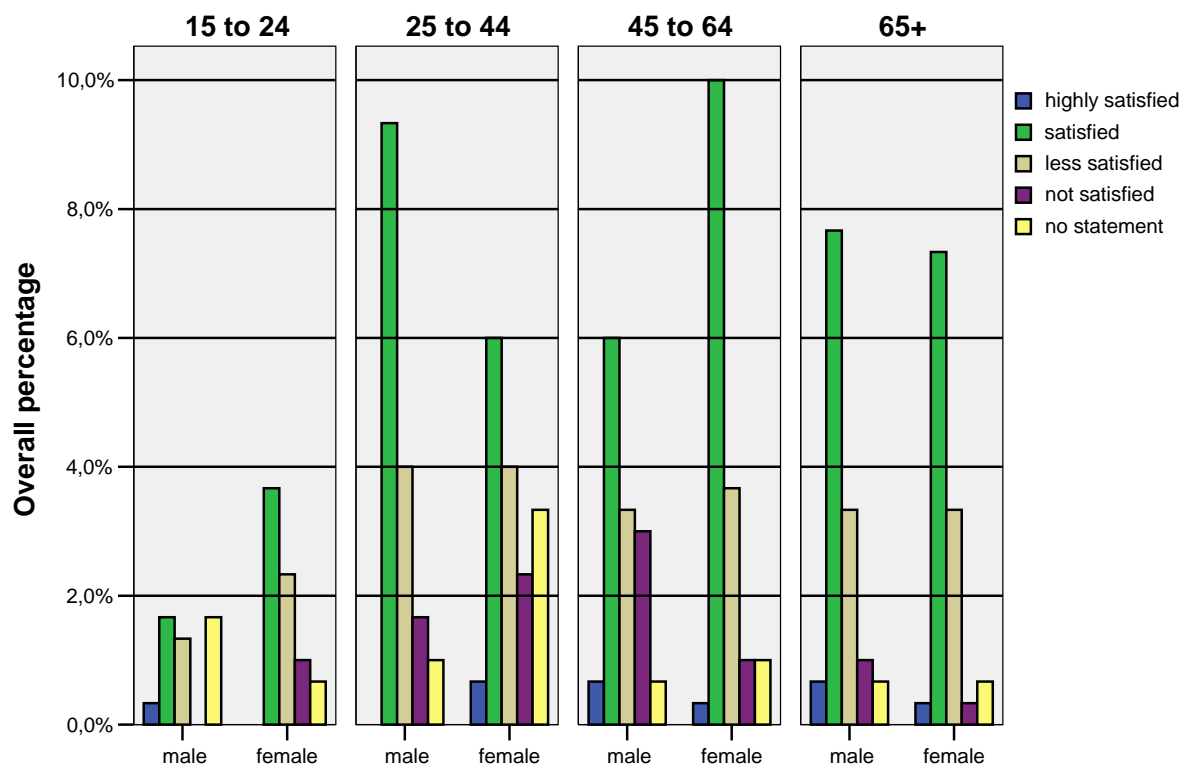


Q2.9 – How satisfied are you with the possibilities to participate in the political process in Koblenz?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid highly satisfied	9	3,0	3,0	3,0
satisfied	155	51,7	51,7	54,7
less satisfied	76	25,3	25,3	80,0
not satisfied	31	10,3	10,3	90,3
no statement	29	9,7	9,7	100,0
Total	300	100,0	100,0	

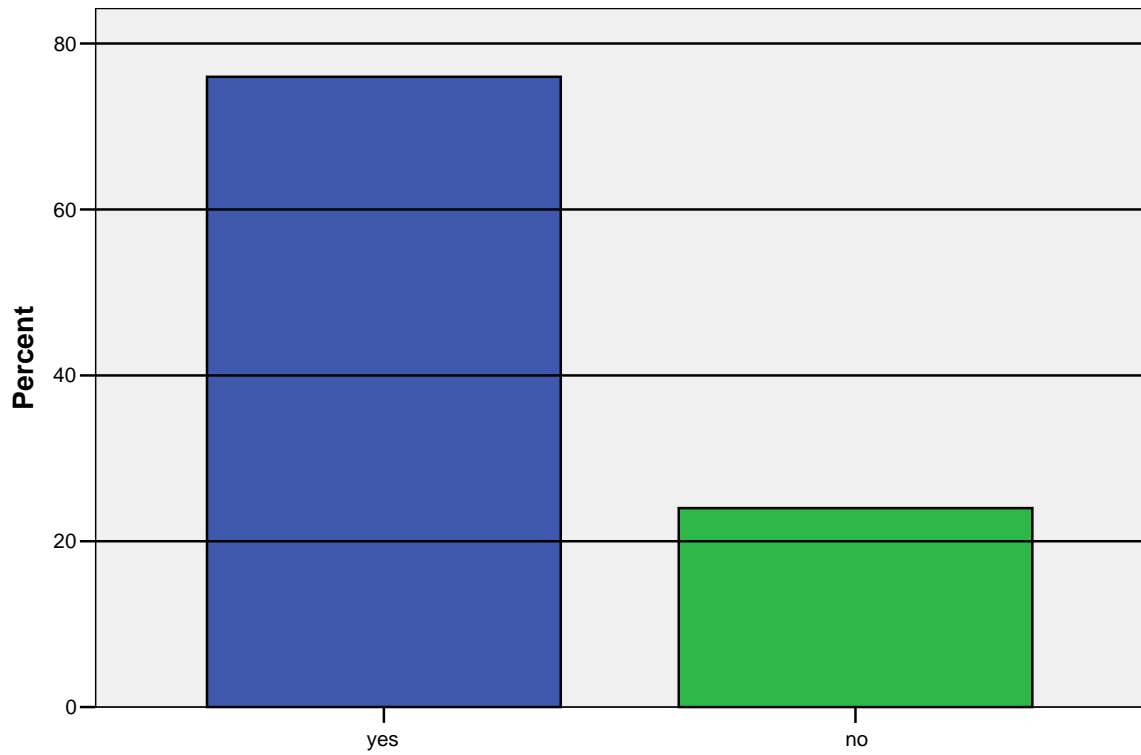


				Q2.9 - How satisfied are you with the possibilities to participate in the political process in Koblenz?					Total
				highly satisfied	satisfied	less satisfied	not satisfied	no statement	
15 to 24	Sex	male	Quantity	1	5	4		5	15
			Total percentage	2,6%	13,2%	10,5%		13,2%	39,5%
	female	Quantity		11	7	3	2	23	
		Total percentage		28,9%	18,4%	7,9%	5,3%	60,5%	
	Total	Quantity	1	16	11	3	7	38	
		Total percentage	2,6%	42,1%	28,9%	7,9%	18,4%	100,0%	
25 to 44	Sex	male	Quantity		28	12	5	3	48
			Total percentage		28,9%	12,4%	5,2%	3,1%	49,5%
	female	Quantity	2	18	12	7	10	49	
		Total percentage	2,1%	18,6%	12,4%	7,2%	10,3%	50,5%	
	Total	Quantity	2	46	24	12	13	97	
		Total percentage	2,1%	47,4%	24,7%	12,4%	13,4%	100,0%	
45 to 64	Sex	male	Quantity	2	18	10	9	2	41
			Total percentage	2,2%	20,2%	11,2%	10,1%	2,2%	46,1%
	female	Quantity	1	30	11	3	3	48	
		Total percentage	1,1%	33,7%	12,4%	3,4%	3,4%	53,9%	
	Total	Quantity	3	48	21	12	5	89	
		Total percentage	3,4%	53,9%	23,6%	13,5%	5,6%	100,0%	
65+	Sex	male	Quantity	2	23	10	3	2	40
			Total percentage	2,6%	30,3%	13,2%	3,9%	2,6%	52,6%
	female	Quantity	1	22	10	1	2	36	
		Total percentage	1,3%	28,9%	13,2%	1,3%	2,6%	47,4%	
	Total	Quantity	3	45	20	4	4	76	
		Total percentage	3,9%	59,2%	26,3%	5,3%	5,3%	100,0%	

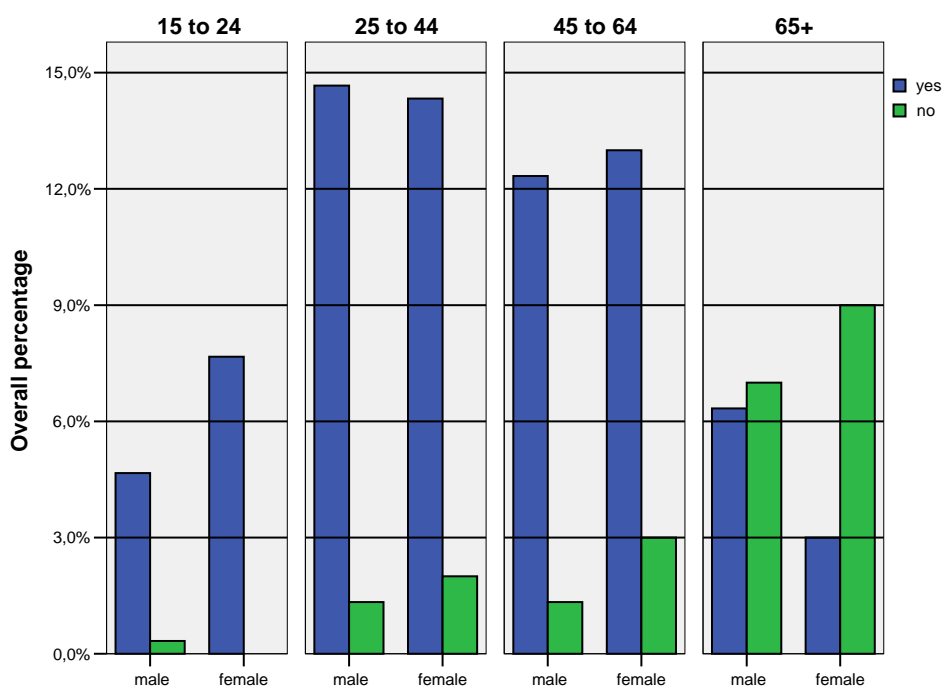


Q3.1 – Do you have a personal possibility to access the internet?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	228	76,0	76,0	76,0
	no	72	24,0	24,0	100,0
Total		300	100,0	100,0	



Age group				Q3.1 - Do you have a personal possibility to access the internet?		Total
				yes	no	
15 to 24	Sex	male	Quantity	14	1	15
			Total percentage	36,8%	2,6%	39,5%
	female	Quantity	23		23	
		Total percentage	60,5%		60,5%	
	Total	Quantity	37	1	38	
		Total percentage	97,4%	2,6%	100,0%	
25 to 44	Sex	male	Quantity	44	4	48
			Total percentage	45,4%	4,1%	49,5%
	female	Quantity	43	6	49	
		Total percentage	44,3%	6,2%	50,5%	
	Total	Quantity	87	10	97	
		Total percentage	89,7%	10,3%	100,0%	
45 to 64	Sex	male	Quantity	37	4	41
			Total percentage	41,6%	4,5%	46,1%
	female	Quantity	39	9	48	
		Total percentage	43,8%	10,1%	53,9%	
	Total	Quantity	76	13	89	
		Total percentage	85,4%	14,6%	100,0%	
65+	Sex	male	Quantity	19	21	40
			Total percentage	25,0%	27,6%	52,6%
	female	Quantity	9	27	36	
		Total percentage	11,8%	35,5%	47,4%	
	Total	Quantity	28	48	76	
		Total percentage	36,8%	63,2%	100,0%	



Q3.2 – Where do you have this possibility?

Case comprehension

	Cases					
	Valid		Defined missing		Total	
	N	Percent	N	Percent	N	Percent
\$InternetAccess	228	76,0%	72	24,0%	300	100,0%

\$InternetAccess Frequencies

	Answers		Percent of cases
	N	Percent	
\$InternetAccess ^a at home	220	60,6%	96,5%
at work	107	29,5%	46,9%
at school/university	26	7,2%	11,4%
public access points	9	2,5%	3,9%
somewhere else	1	,3%	,4%
Total	363	100,0%	159,2%

a. Group

			\$InternetAccess					Total
			at home	at work	at school / university	public access points	somewhere else	
Age group	15 to 24	Quantity	37	13	15	3		37
		Total percentage	16,2%	5,7%	6,6%	1,3%		16,2%
	25 to 44	Quantity	81	50	11	4	1	87
		Total percentage	35,5%	21,9%	4,8%	1,8%	,4%	38,2%
	45 to 64	Quantity	74	42		2		76
		Total percentage	32,5%	18,4%		,9%		33,3%
	65+	Quantity	28	2				28
		Total percentage	12,3%	,9%				12,3%
Total		Quantity	220	107	26	9	1	228
		Total percentage	96,5%	46,9%	11,4%	3,9%	,4%	100,0%

Percentages and total values are based on all relevant questioned persons.

Valid cases N=228:

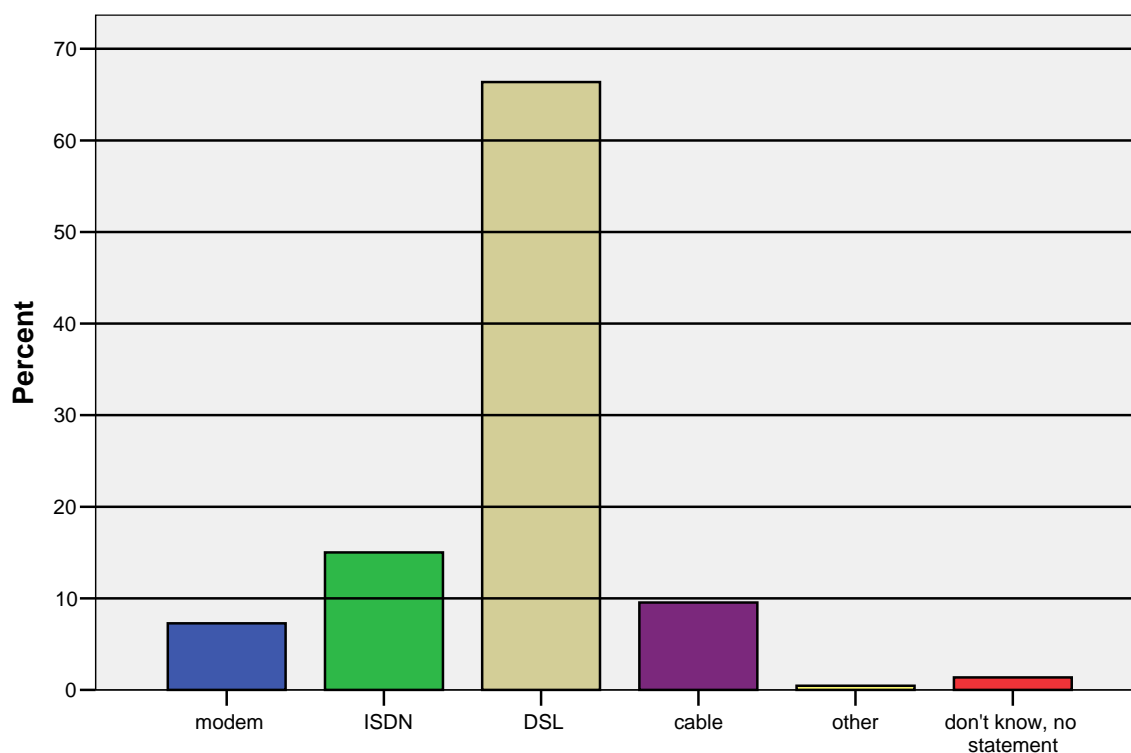
Interviewees, who have the possibility to access the internet (from Q3.1)

Defined missing cases N=72:

Interviewees, who have no possibility to access the internet (from Q3.1)

Q3.3 – What kind of internet connection do you have at home?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	modem	16	5,3	7,3	7,3
	ISDN	33	11,0	15,0	22,3
	DSL	146	48,7	66,4	88,6
	cable	21	7,0	9,5	98,2
	other	1	,3	,5	98,6
	don't know, no statement	3	1,0	1,4	100,0
	Total	220	73,3	100,0	
Missing	System	80	26,7		
Total		300	100,0		

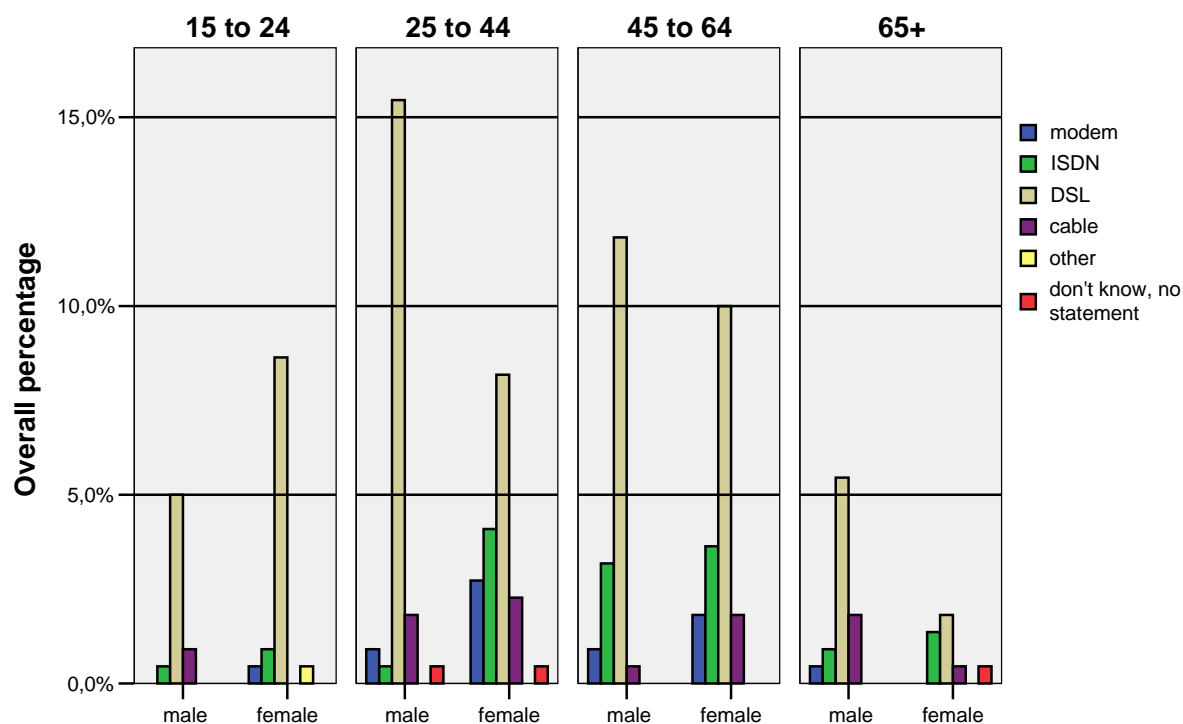


The other access form mentioned here is:

- TD1

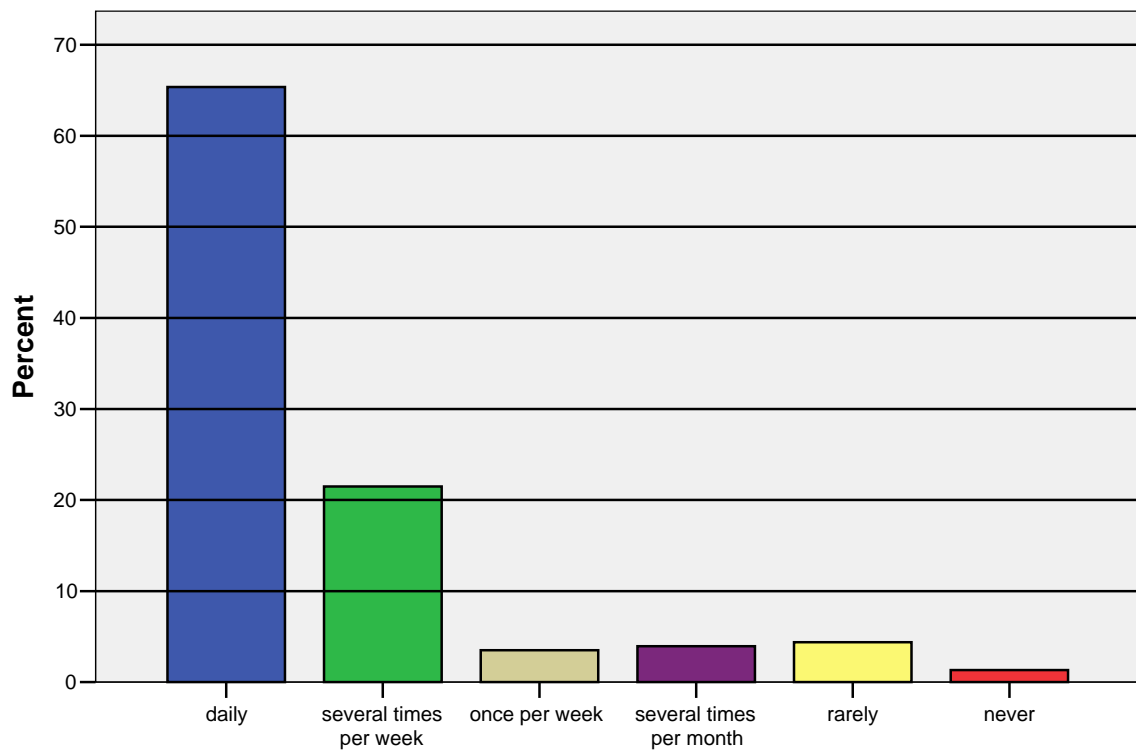
Missing system cases (N=80) are the non-internet users (N=72 from Q3.1) and the internet users, who have no internet access at home (N=8 from Q3.2)

Age group				Q3.3 - What kind of internet connection do you have at home?						Total
				modem	ISDN	DSL	cable	other	don't know, no statement	
15 to 24	Sex	male	Quantity		1	11	2			14
			Total percentage		2,7%	29,7%	5,4%			37,8%
	female	Quantity	1	2	19		1		23	
		Total percentage	2,7%	5,4%	51,4%		2,7%		62,2%	
	Total	Quantity	1	3	30	2	1		37	
		Total percentage	2,7%	8,1%	81,1%	5,4%	2,7%		100,0%	
25 to 44	Sex	male	Quantity	2	1	34	4		1	42
			Total percentage	2,5%	1,2%	42,0%	4,9%		1,2%	51,9%
	female	Quantity	6	9	18	5		1	39	
		Total percentage	7,4%	11,1%	22,2%	6,2%		1,2%	48,1%	
	Total	Quantity	8	10	52	9		2	81	
		Total percentage	9,9%	12,3%	64,2%	11,1%		2,5%	100,0%	
45 to 64	Sex	male	Quantity	2	7	26	1			36
			Total percentage	2,7%	9,5%	35,1%	1,4%			48,6%
	female	Quantity	4	8	22	4			38	
		Total percentage	5,4%	10,8%	29,7%	5,4%			51,4%	
	Total	Quantity	6	15	48	5			74	
		Total percentage	8,1%	20,3%	64,9%	6,8%			100,0%	
65+	Sex	male	Quantity	1	2	12	4			19
			Total percentage	3,6%	7,1%	42,9%	14,3%			67,9%
	female	Quantity		3	4	1		1	9	
		Total percentage		10,7%	14,3%	3,6%		3,6%	32,1%	
	Total	Quantity	1	5	16	5		1	28	
		Total percentage	3,6%	17,9%	57,1%	17,9%		3,6%	100,0%	

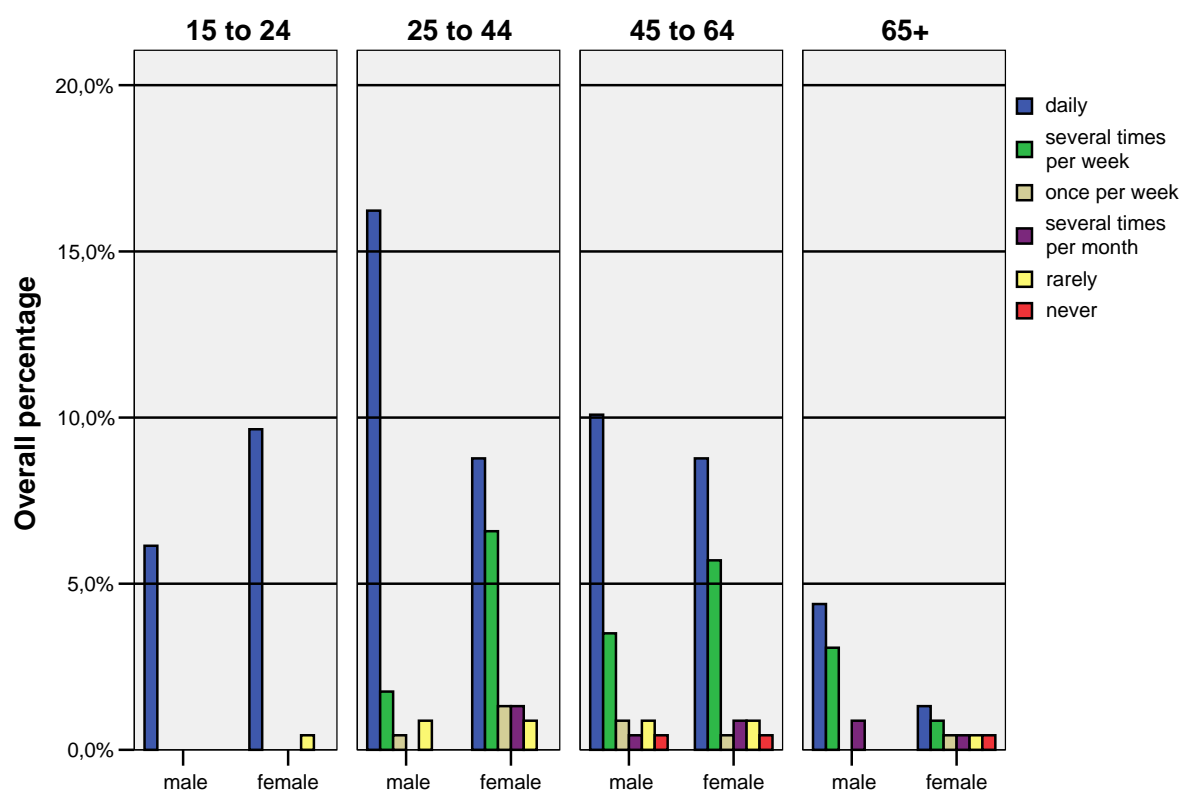


Q3.4 – How often do you use the internet?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	daily	149	49,7	65,4	65,4
	several times per week	49	16,3	21,5	86,8
	once per week	8	2,7	3,5	90,4
	several times per month	9	3,0	3,9	94,3
	rarely	10	3,3	4,4	98,7
	never	3	1,0	1,3	100,0
	Total		228	76,0	100,0
Missing	System	72	24,0		
Total		300	100,0		

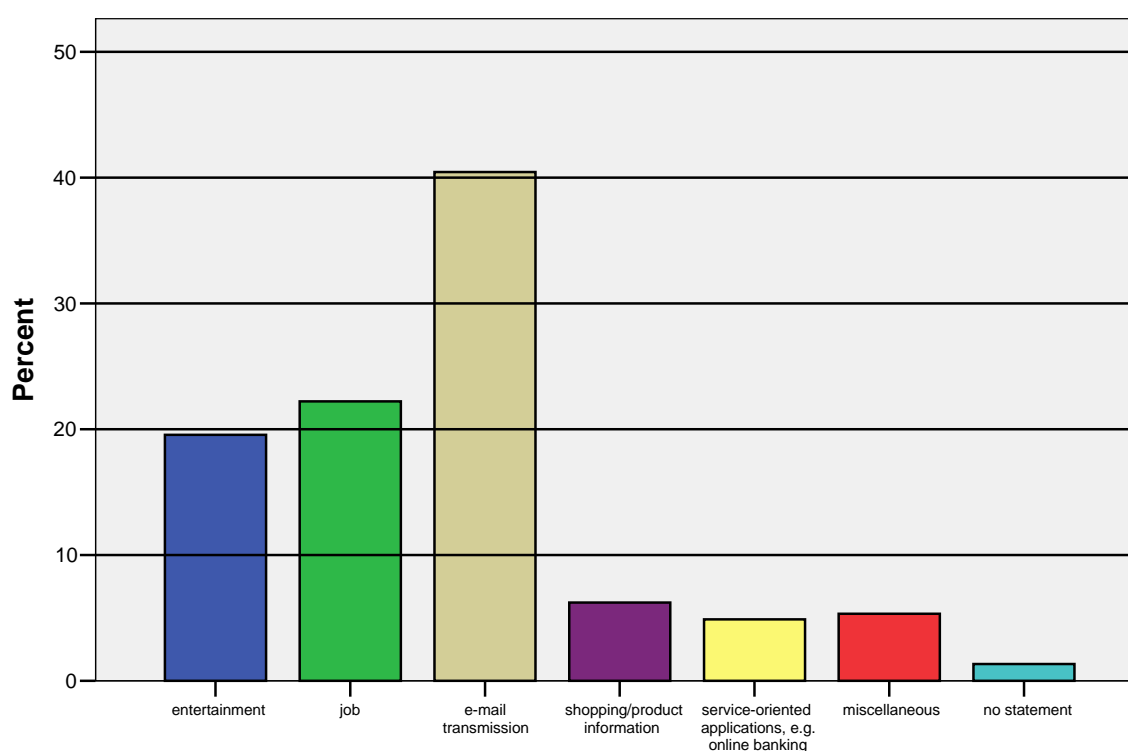


Age group				Q3.4 - How often do you use the internet?						Total
				daily	several times per week	once per week	several times per month	rarely	never	
15 to 24	Sex	male	Quantity	14						14
			Total percentage	37,8%						
	female	Quantity	22				1			23
		Total percentage	59,5%				2,7%			62,2%
	Total	Quantity	36				1			37
		Total percentage	97,3%				2,7%			100,0%
25 to 44	Sex	male	Quantity	37	4	1		2		44
			Total percentage	42,5%	4,6%	1,1%		2,3%		50,6%
	female	Quantity	20	15	3	3	2		43	
		Total percentage	23,0%	17,2%	3,4%	3,4%	2,3%		49,4%	
	Total	Quantity	57	19	4	3	4		87	
		Total percentage	65,5%	21,8%	4,6%	3,4%	4,6%		100,0%	
45 to 64	Sex	male	Quantity	23	8	2	1	2	1	37
			Total percentage	30,3%	10,5%	2,6%	1,3%	2,6%	1,3%	48,7%
	female	Quantity	20	13	1	2	2	1	39	
		Total percentage	26,3%	17,1%	1,3%	2,6%	2,6%	1,3%	51,3%	
	Total	Quantity	43	21	3	3	4	2	76	
		Total percentage	56,6%	27,6%	3,9%	3,9%	5,3%	2,6%	100,0%	
65+	Sex	male	Quantity	10	7		2			19
			Total percentage	35,7%	25,0%		7,1%			67,9%
	female	Quantity	3	2	1	1	1	1	9	
		Total percentage	10,7%	7,1%	3,6%	3,6%	3,6%	3,6%	32,1%	
	Total	Quantity	13	9	1	3	1	1	28	
		Total percentage	46,4%	32,1%	3,6%	10,7%	3,6%	3,6%	100,0%	



Q3.5 – For what purpose do you use the internet mainly?

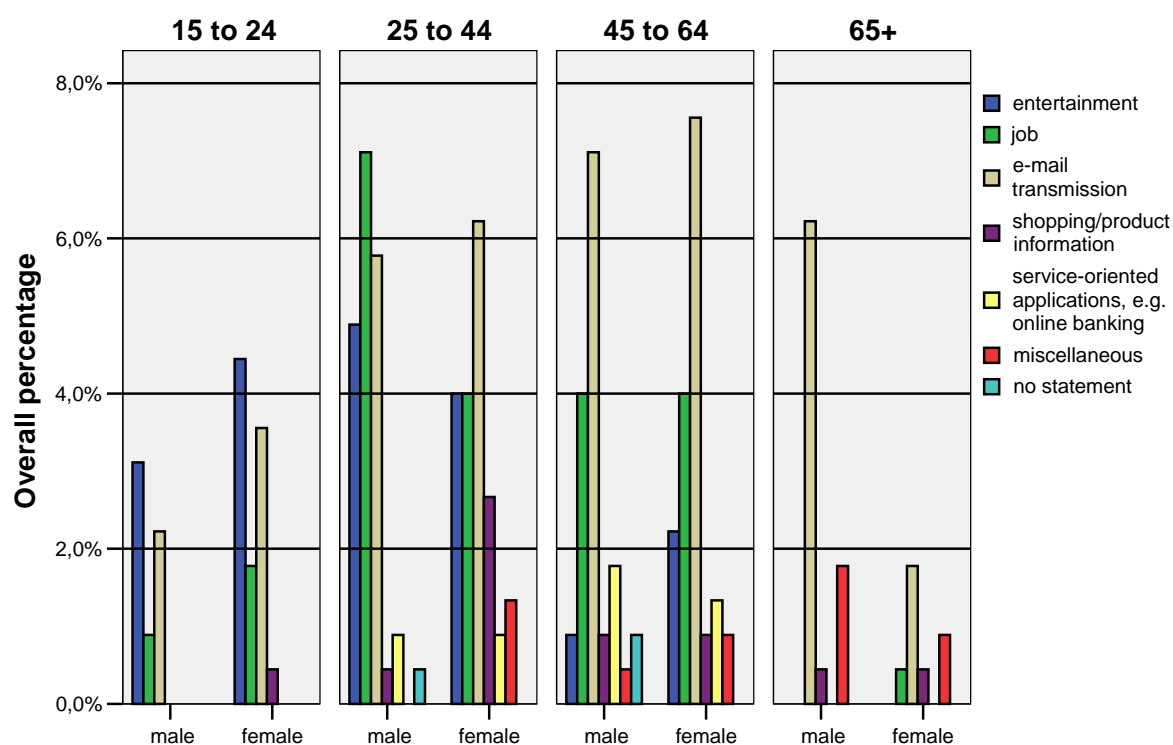
		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	entertainment	44	14,7	19,6	19,6
	job	50	16,7	22,2	41,8
	e-mail transmission	91	30,3	40,4	82,2
	shopping/product information	14	4,7	6,2	88,4
	service-oriented applications, e.g. online banking	11	3,7	4,9	93,3
	miscellaneous	12	4,0	5,3	98,7
	no statement	3	1,0	1,3	100,0
	Total	225	75,0	100,0	
Missing	System*	75	25,0		
Total		300	100,0		



The mismatch between the total valid cases here (N=225) and the amount of persons who have internet access (N=228 from Q3.1) is because three persons answered that they never use or have used the internet (Q3.2).

* 75 → 72 non-internet users + 3 who have internet access, but do not use it

				Q3.5 - For what purpose do you use the internet mainly?							Total
				entertainment	job	e-mail transmission	shopping/pr oduct information	service-orient ed applications, e.g. online banking	miscellan eous	no statement	
15 to 24	Sex	male	Quantity	7	2	5					14
			Total percentage	18,9%	5,4%	13,5%					37,8%
	female	Quantity	10	4	8	1				23	
		Total percentage	27,0%	10,8%	21,6%	2,7%				62,2%	
	Total	Quantity	17	6	13	1				37	
		Total percentage	45,9%	16,2%	35,1%	2,7%				100,0%	
25 to 44	Sex	male	Quantity	11	16	13	1	2		1	44
			Total percentage	12,6%	18,4%	14,9%	1,1%	2,3%		1,1%	50,6%
	female	Quantity	9	9	14	6	2	3		43	
		Total percentage	10,3%	10,3%	16,1%	6,9%	2,3%	3,4%		49,4%	
	Total	Quantity	20	25	27	7	4	3	1	87	
		Total percentage	23,0%	28,7%	31,0%	8,0%	4,6%	3,4%	1,1%	100,0%	
45 to 64	Sex	male	Quantity	2	9	16	2	4	1	2	36
			Total percentage	2,7%	12,2%	21,6%	2,7%	5,4%	1,4%	2,7%	48,6%
	female	Quantity	5	9	17	2	3	2		38	
		Total percentage	6,8%	12,2%	23,0%	2,7%	4,1%	2,7%		51,4%	
	Total	Quantity	7	18	33	4	7	3	2	74	
		Total percentage	9,5%	24,3%	44,6%	5,4%	9,5%	4,1%	2,7%	100,0%	
65+	Sex	male	Quantity			14	1		4		19
			Total percentage			51,9%	3,7%		14,8%		70,4%
	female	Quantity		1	4	1		2		8	
		Total percentage		3,7%	14,8%	3,7%		7,4%		29,6%	
	Total	Quantity		1	18	2		6		27	
		Total percentage		3,7%	66,7%	7,4%		22,2%		100,0%	



Q3.6 – What have you already done in the internet?

Case comprehension

	Cases					
	Valid		Defined missing		Total	
	N	Percent	N	Percent	N	Percent
\$InternetDone	225	75,0%	75	25,0%	300	100,0%

\$InternetDone Frequencies

	Answers	Percent of cases	
			N
\$InternetDone ^a e-mail transmission	204	17,0%	90,7%
newsgroup or web forum participation	79	6,6%	35,1%
file download	150	12,5%	66,7%
searching for specific information	199	16,6%	88,4%
online banking	114	9,5%	50,7%
online survey participation	44	3,7%	19,6%
shopping/online auction participation	163	13,6%	72,4%
online gaming	53	4,4%	23,6%
watching internet TV	27	2,2%	12,0%
surfing without purpose	167	13,9%	74,2%
no statement	1	,1%	,4%
Total	1201	100,0%	533,8%

a. Group

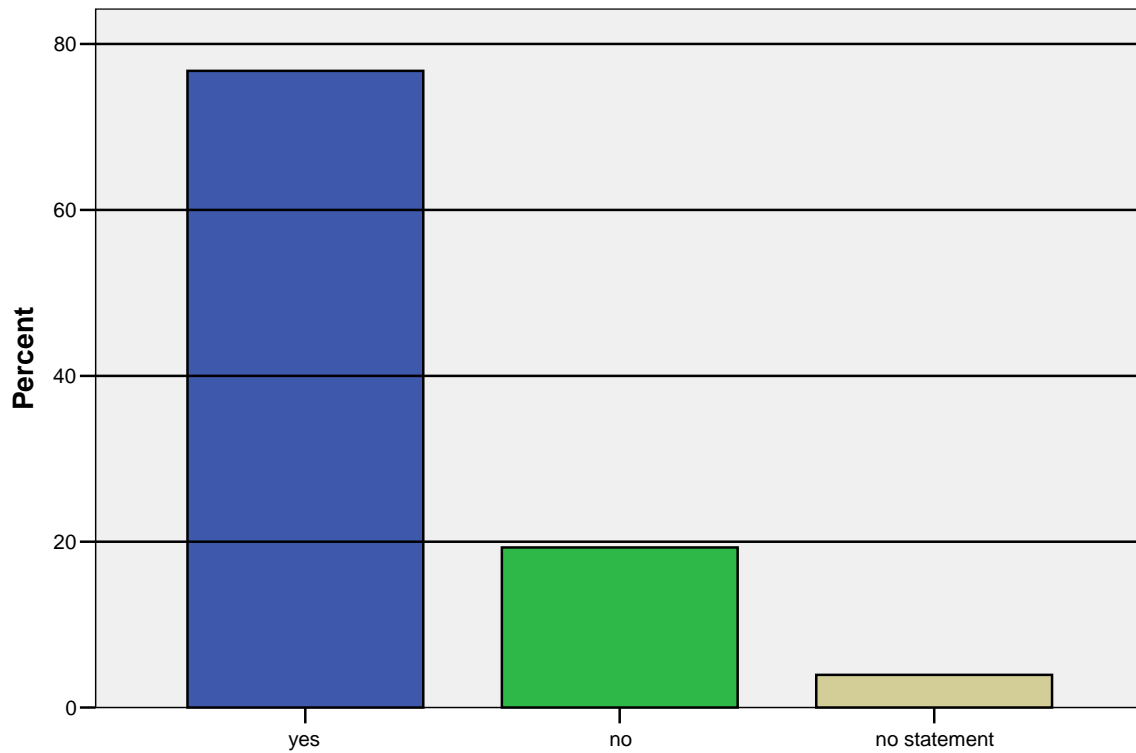
		\$InternetDone												
		e-mail transmission	newsgroup or web forum participation	file download	searching for specific information	online banking	online survey participation	shopping / online auction participation	online gaming	watching internet TV	surfing without purpose	no statement		
Age group	15 to 24	Quantity	35	19	31	33	18	9	28	21	10	34		37
		Total percentage	15,6%	8,4%	13,8%	14,7%	8,0%	4,0%	12,4%	9,3%	4,4%	15,1%		16,4%
25 to 44	Quantity	81	42	62	79	48	27	73	22	12	60		87	
	Total percentage	36,0%	18,7%	27,6%	35,1%	21,3%	12,0%	32,4%	9,8%	5,3%	26,7%		38,7%	
45 to 64	Quantity	64	13	46	62	33	8	48	8	5	51	1	74	
	Total percentage	28,4%	5,8%	20,4%	27,6%	14,7%	3,6%	21,3%	3,6%	2,2%	22,7%	,4%	32,9%	
65+	Quantity	24	5	11	25	15		14	2		22		27	
	Total percentage	10,7%	2,2%	4,9%	11,1%	6,7%		6,2%	,9%		9,8%		12,0%	
Total	Quantity	204	79	150	199	114	44	163	53	27	167	1	225	
	Total percentage	90,7%	35,1%	66,7%	88,4%	50,7%	19,6%	72,4%	23,6%	12,0%	74,2%	,4%	100,0%	

Percentages and total values are based on all relevant questioned persons.

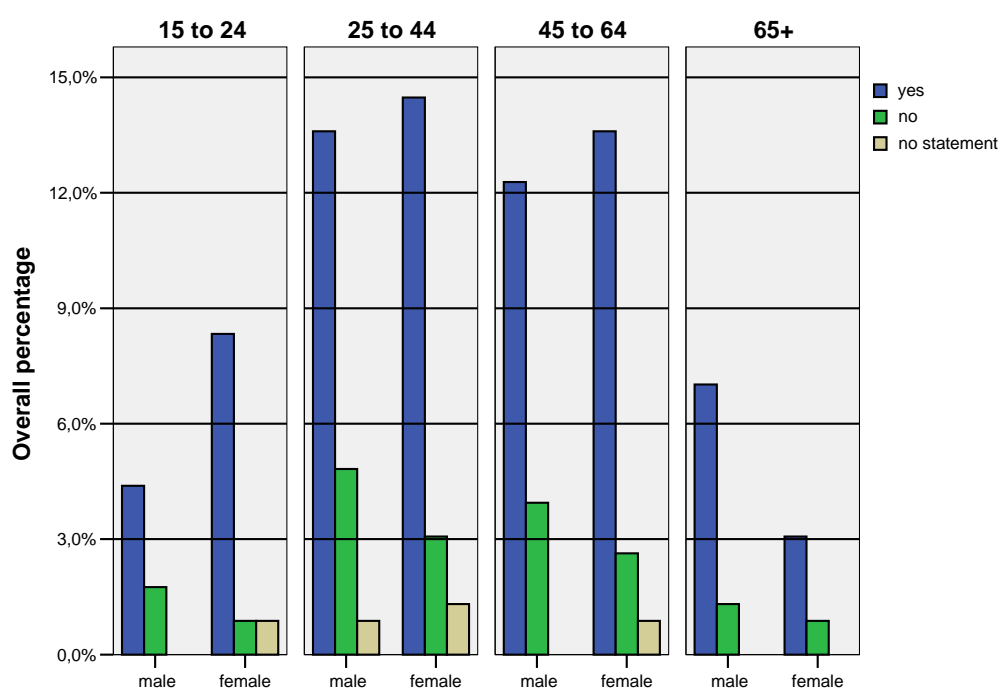
The mismatch between the total valid cases here (N=225) and the amount of persons who have internet access (N=228 from Q3.1) is because three persons answered that they in spite of having an internet connection at home never use or have used the internet (Q3.2).

Q3.7 – Shall the internet in Koblenz be aided for older or financially weaker people?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	175	58,3	76,8	76,8
	no	44	14,7	19,3	96,1
	no statement	9	3,0	3,9	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

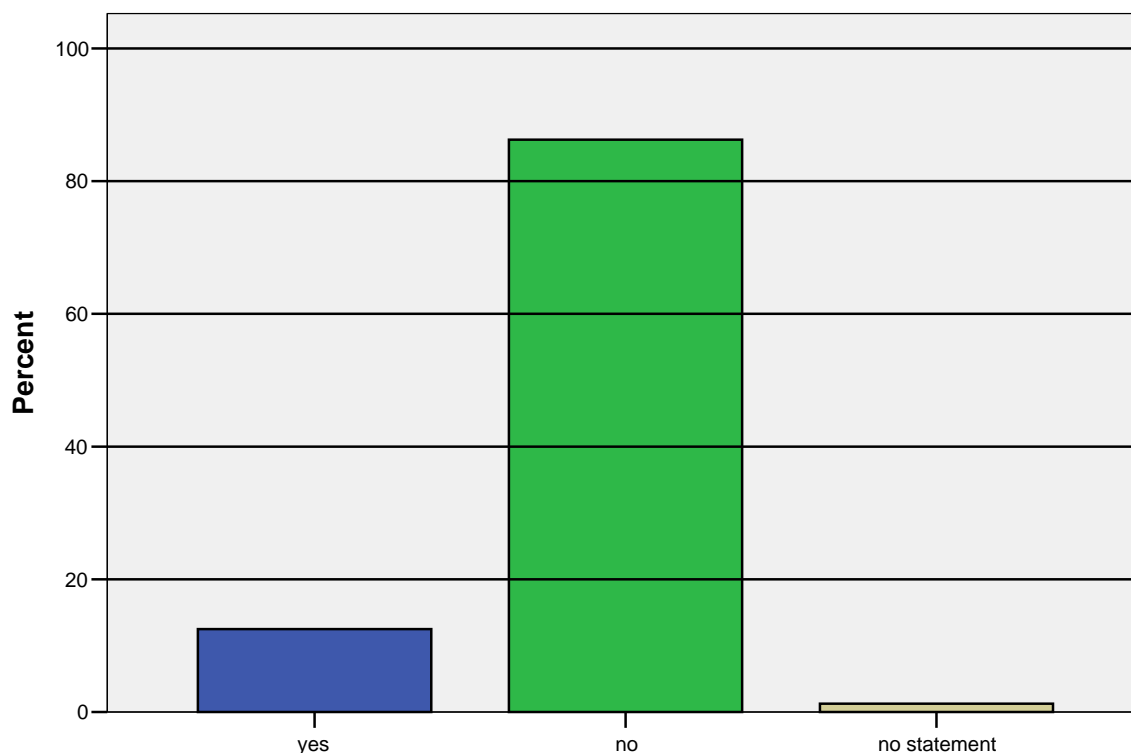


Age group				Q3.7 - Shall the internet in Koblenz be aided for older or financially weaker people?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	10	4		14
			Total percentage	27,0%	10,8%		37,8%
	female	Quantity	19	2	2	23	
		Total percentage	51,4%	5,4%	5,4%	62,2%	
	Total	Quantity	29	6	2	37	
		Total percentage	78,4%	16,2%	5,4%	100,0%	
25 to 44	Sex	male	Quantity	31	11	2	44
			Total percentage	35,6%	12,6%	2,3%	50,6%
	female	Quantity	33	7	3	43	
		Total percentage	37,9%	8,0%	3,4%	49,4%	
	Total	Quantity	64	18	5	87	
		Total percentage	73,6%	20,7%	5,7%	100,0%	
45 to 64	Sex	male	Quantity	28	9		37
			Total percentage	36,8%	11,8%		48,7%
	female	Quantity	31	6	2	39	
		Total percentage	40,8%	7,9%	2,6%	51,3%	
	Total	Quantity	59	15	2	76	
		Total percentage	77,6%	19,7%	2,6%	100,0%	
65+	Sex	male	Quantity	16	3		19
			Total percentage	57,1%	10,7%		67,9%
	female	Quantity	7	2		9	
		Total percentage	25,0%	7,1%		32,1%	
	Total	Quantity	23	5		28	
		Total percentage	82,1%	17,9%		100,0%	



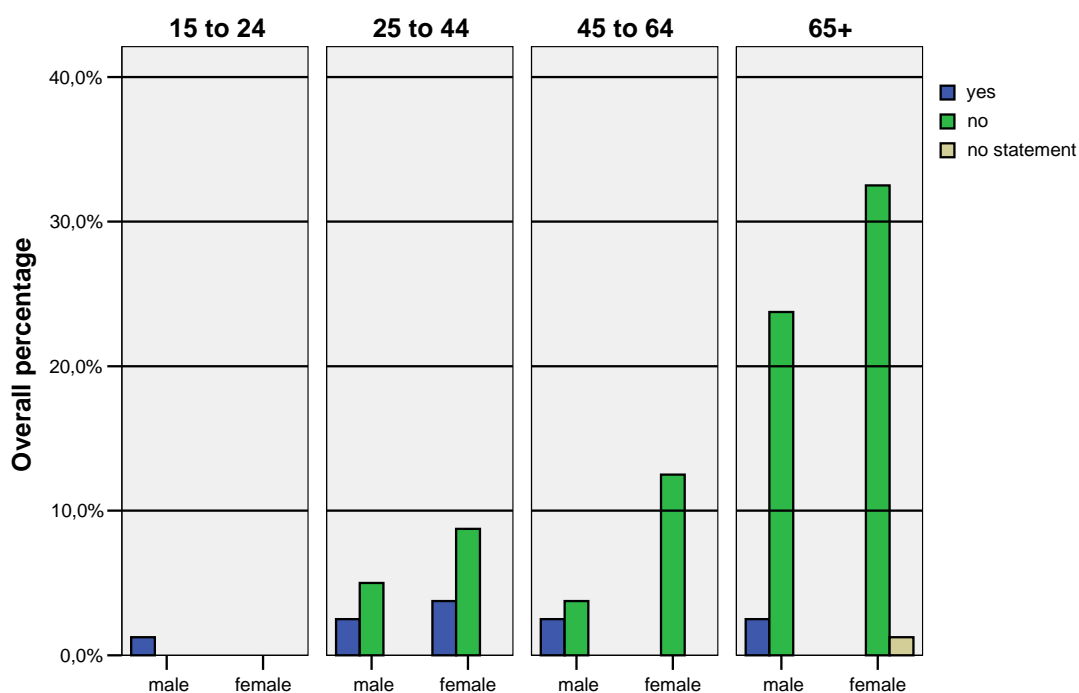
Q3.8 – Do you plan to get yourself an internet access in the foreseeable future?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	10	3,3	12,5	12,5
	no	69	23,0	86,3	98,8
	no statement	1	,3	1,3	100,0
	Total	80	26,7	100,0	
Missing	System	220	73,3		
Total		300	100,0		



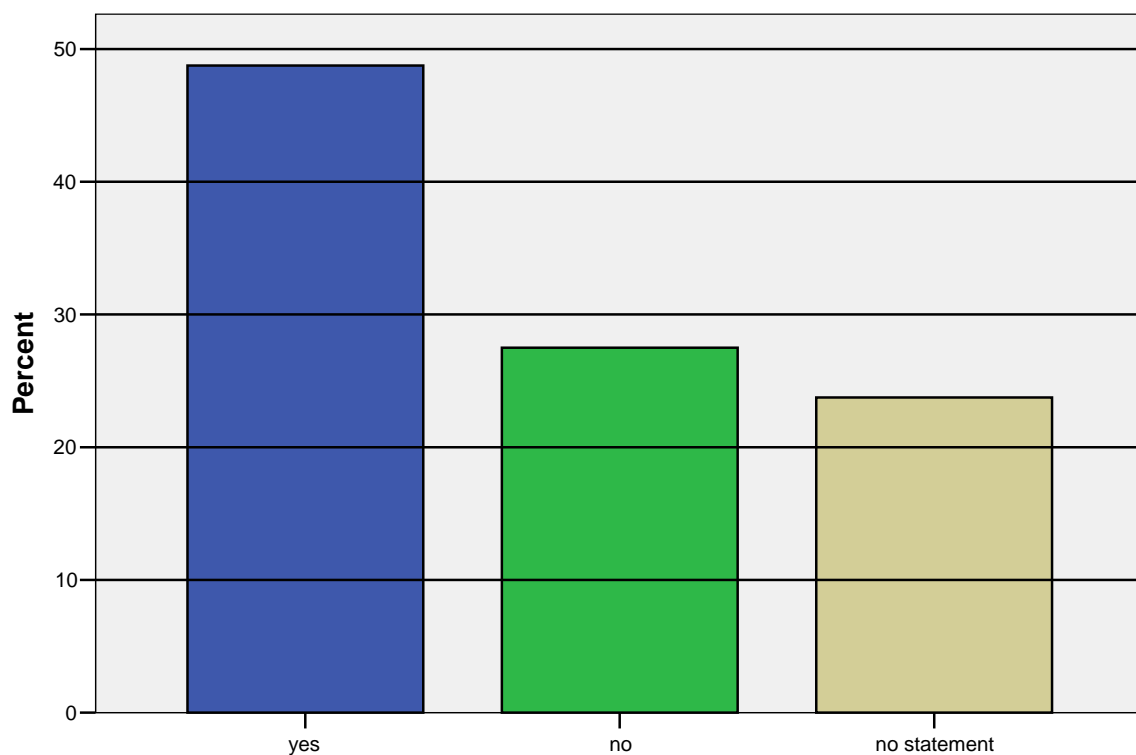
Valid total cases (N=80) are the non-internet users (N=72 from Q3.1) and the internet users, who have no internet access at home (N=8 from Q3.2)

Age group				Q3.8 - Do you plan to get yourself an internet access in the foreseeable future?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	1			1
			Total percentage	100,0%			100,0%
	Total	Quantity	1			1	
		Total percentage	100,0%			100,0%	
25 to 44	Sex	male	Quantity	2	4		6
			Total percentage	12,5%	25,0%		37,5%
	female	Quantity	3	7		10	
		Total percentage	18,8%	43,8%		62,5%	
	Total	Quantity	5	11		16	
		Total percentage	31,3%	68,8%		100,0%	
45 to 64	Sex	male	Quantity	2	3		5
			Total percentage	13,3%	20,0%		33,3%
	female	Quantity		10		10	
		Total percentage		66,7%		66,7%	
	Total	Quantity	2	13		15	
		Total percentage	13,3%	86,7%		100,0%	
65+	Sex	male	Quantity	2	19		21
			Total percentage	4,2%	39,6%		43,8%
	female	Quantity		26	1	27	
		Total percentage		54,2%	2,1%	56,3%	
	Total	Quantity	2	45	1	48	
		Total percentage	4,2%	93,8%	2,1%	100,0%	

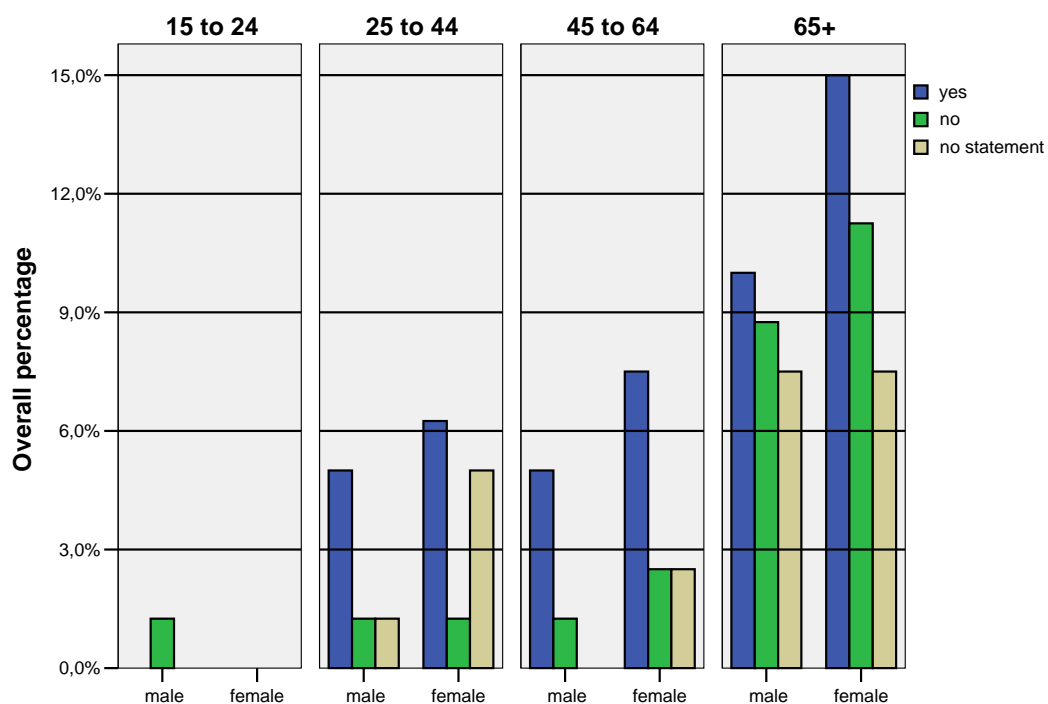


Q3.9 – Imagine the city of Koblenz aides people who don't have an internet access, e.g. financially or by gratuitous courses. Would you welcome this?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	39	13,0	48,8	48,8
	no	22	7,3	27,5	76,3
	no statement	19	6,3	23,8	100,0
	Total	80	26,7	100,0	
Missing	System	220	73,3		
Total		300	100,0		



Age group				Q3.9 - Imagine the city of Koblenz aides people who don't have an internet access, e.g. financially or by gratuitous courses. Would you welcome this?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity		1		1
			Total percentage		100,0%		100,0%
	Total	Quantity		1		1	
			Total percentage		100,0%		100,0%
25 to 44	Sex	male	Quantity	4	1	1	6
			Total percentage	25,0%	6,3%	6,3%	37,5%
	female	Quantity	5	1	4	10	
		Total percentage	31,3%	6,3%	25,0%	62,5%	
	Total	Quantity	9	2	5	16	
		Total percentage	56,3%	12,5%	31,3%	100,0%	
45 to 64	Sex	male	Quantity	4	1		5
			Total percentage	26,7%	6,7%		33,3%
	female	Quantity	6	2	2	10	
		Total percentage	40,0%	13,3%	13,3%	66,7%	
	Total	Quantity	10	3	2	15	
		Total percentage	66,7%	20,0%	13,3%	100,0%	
65+	Sex	male	Quantity	8	7	6	21
			Total percentage	16,7%	14,6%	12,5%	43,8%
	female	Quantity	12	9	6	27	
		Total percentage	25,0%	18,8%	12,5%	56,3%	
	Total	Quantity	20	16	12	48	
		Total percentage	41,7%	33,3%	25,0%	100,0%	



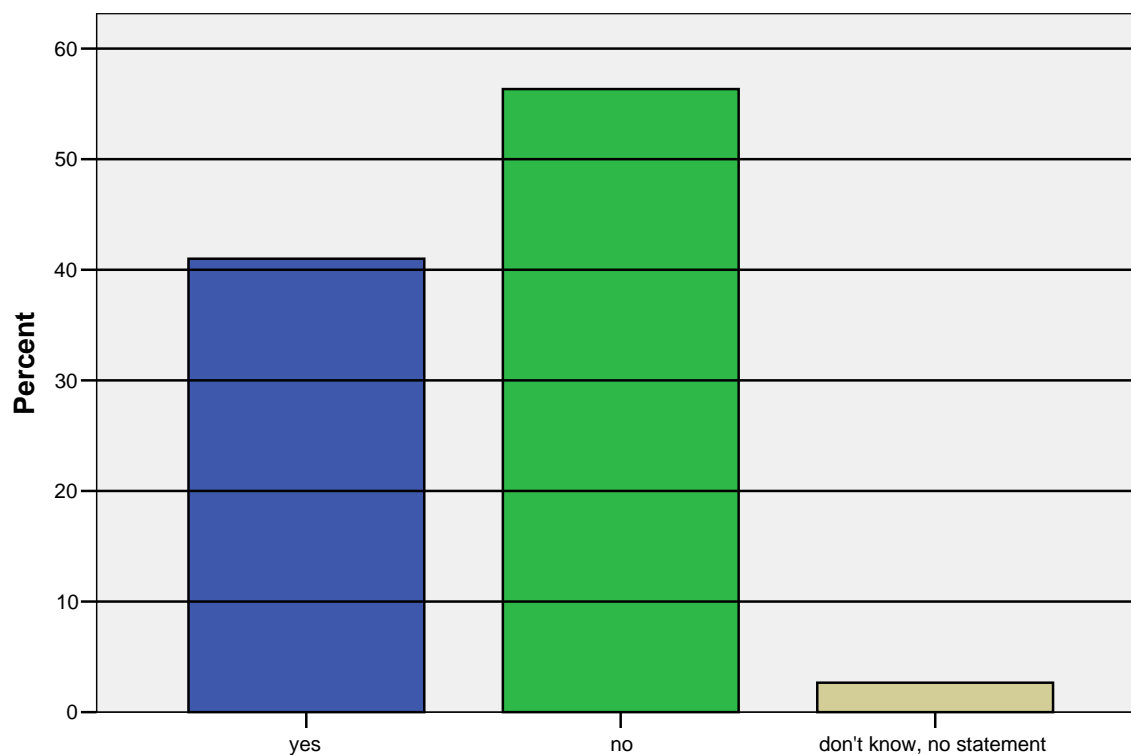
Q3.10 – Why?

Here are the generalized answers of the 39 persons who answered Q3.9 with “yes”:

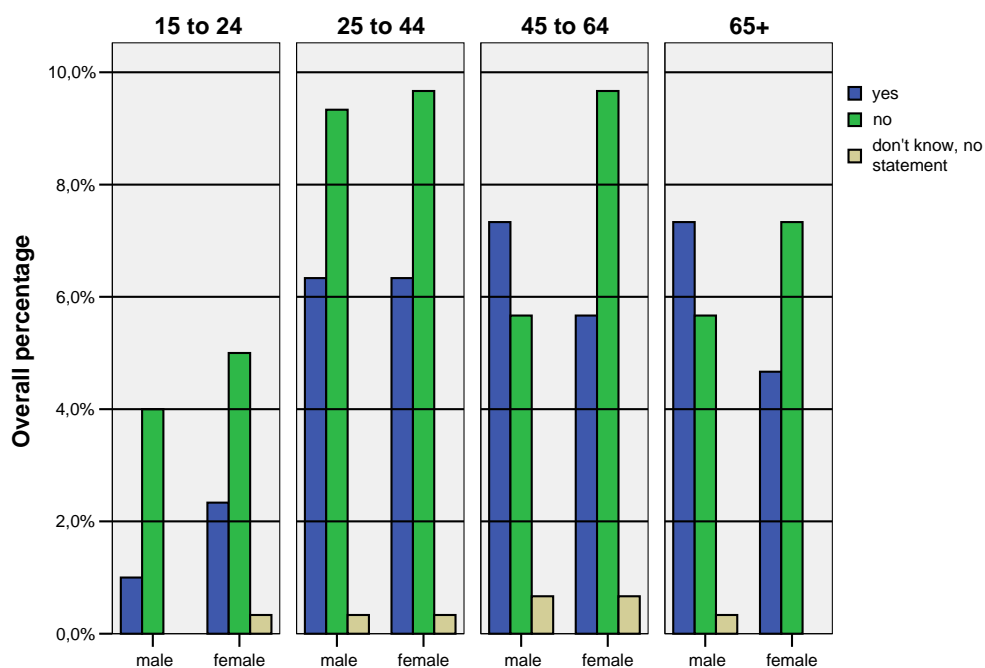
Given answer:	Frequency:	Percentage:
no answer	15	38.5%
financial support	10	25.6%
financial incentive	6	15.3%
good for older, socially weaker people, pensioners	2	5.1%
personal interest / support	2	5.1%
should be generally aided more	1	2.6%
I would welcome the aide	1	2.6%
interested parties would benefit	1	2.6%
qualification for the job	1	2.6%

Q4.1 – Have you already participated in a political survey?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	123	41,0	41,0	41,0
no	169	56,3	56,3	97,3
don't know, no statement	8	2,7	2,7	100,0
Total	300	100,0	100,0	

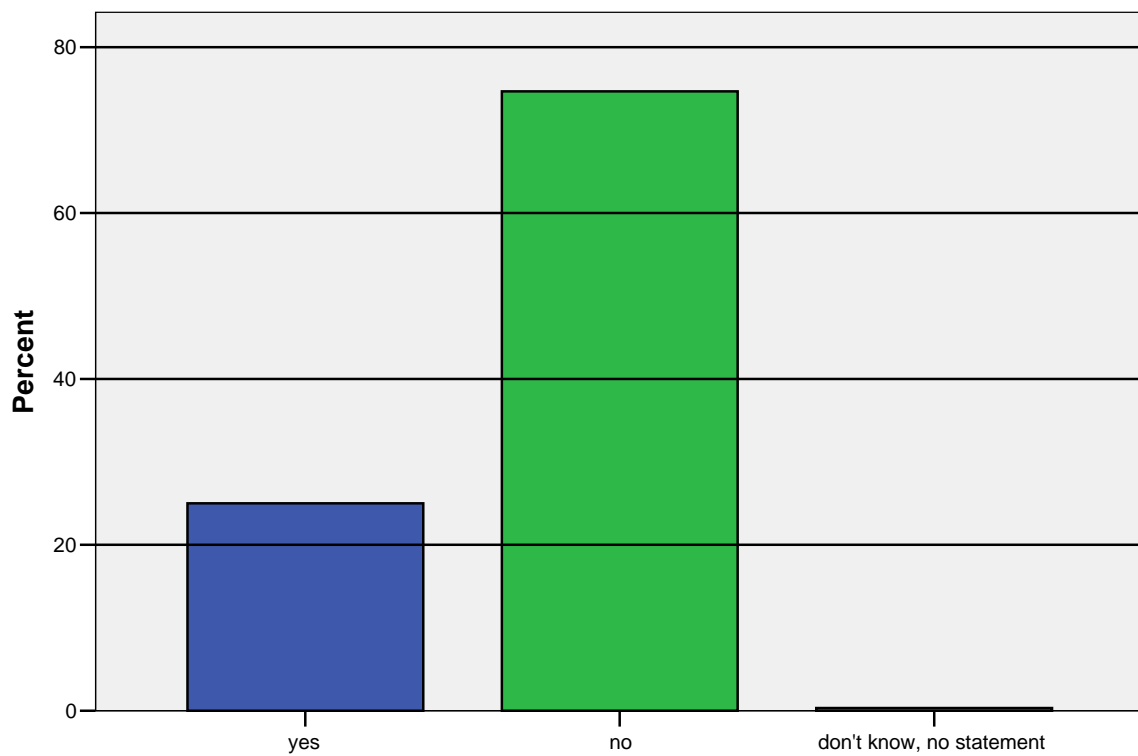


Age group				Q4.1 - Have you already participated in a political survey?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	3	12		15
			Total percentage	7,9%	31,6%		39,5%
	female	Quantity	7	15	1	23	
		Total percentage	18,4%	39,5%	2,6%	60,5%	
	Total	Quantity	10	27	1	38	
		Total percentage	26,3%	71,1%	2,6%	100,0%	
25 to 44	Sex	male	Quantity	19	28	1	48
			Total percentage	19,6%	28,9%	1,0%	49,5%
	female	Quantity	19	29	1	49	
		Total percentage	19,6%	29,9%	1,0%	50,5%	
	Total	Quantity	38	57	2	97	
		Total percentage	39,2%	58,8%	2,1%	100,0%	
45 to 64	Sex	male	Quantity	22	17	2	41
			Total percentage	24,7%	19,1%	2,2%	46,1%
	female	Quantity	17	29	2	48	
		Total percentage	19,1%	32,6%	2,2%	53,9%	
	Total	Quantity	39	46	4	89	
		Total percentage	43,8%	51,7%	4,5%	100,0%	
65+	Sex	male	Quantity	22	17	1	40
			Total percentage	28,9%	22,4%	1,3%	52,6%
	female	Quantity	14	22		36	
		Total percentage	18,4%	28,9%		47,4%	
	Total	Quantity	36	39	1	76	
		Total percentage	47,4%	51,3%	1,3%	100,0%	

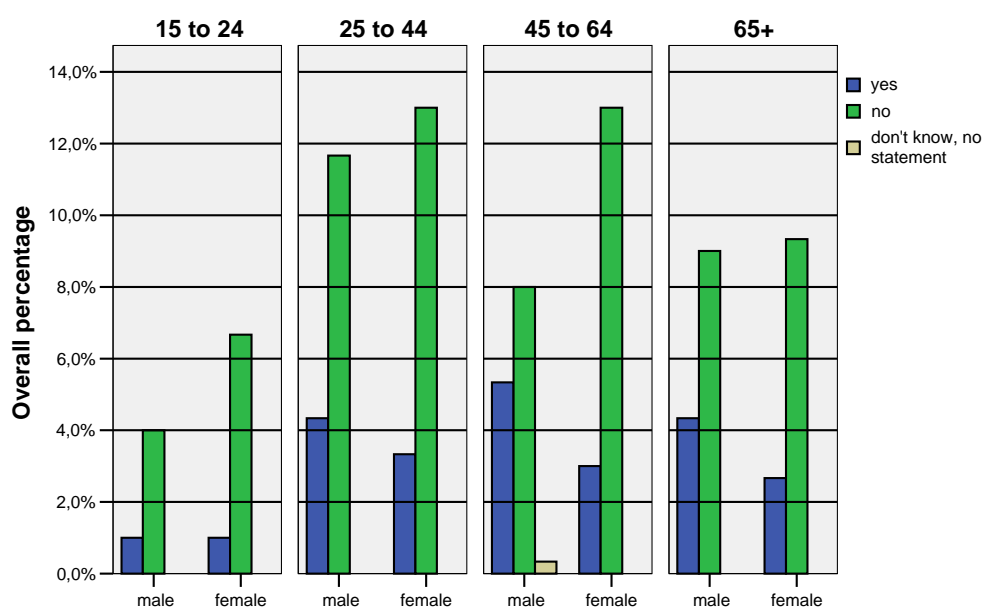


Q4.2 – Have you already written a letter to a politician or a party?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	75	25,0	25,0	25,0
no	224	74,7	74,7	99,7
don't know, no statement	1	,3	,3	100,0
Total	300	100,0	100,0	

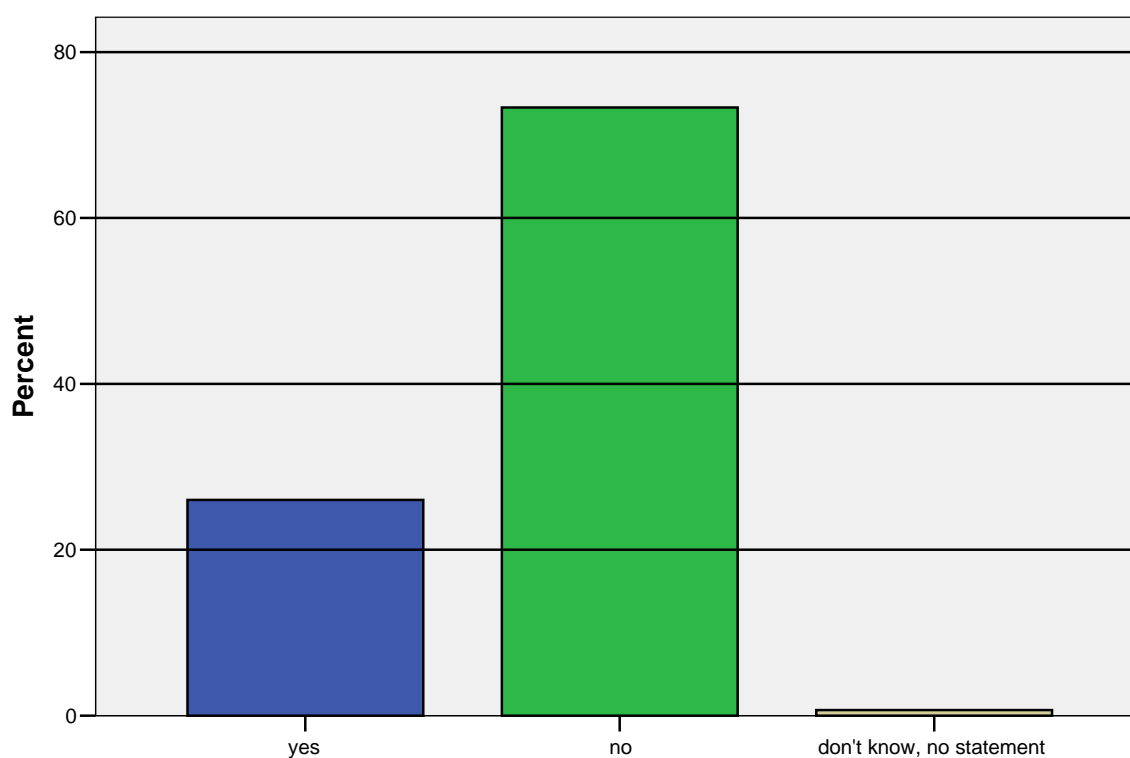


Age group				Q4.2 - Have you already written a letter to a politician or a party?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	3	12		15
			Total percentage	7,9%	31,6%		39,5%
	female	Quantity	3	20		23	
		Total percentage	7,9%	52,6%		60,5%	
	Total	Quantity	6	32		38	
		Total percentage	15,8%	84,2%		100,0%	
25 to 44	Sex	male	Quantity	13	35		48
			Total percentage	13,4%	36,1%		49,5%
	female	Quantity	10	39		49	
		Total percentage	10,3%	40,2%		50,5%	
	Total	Quantity	23	74		97	
		Total percentage	23,7%	76,3%		100,0%	
45 to 64	Sex	male	Quantity	16	24	1	41
			Total percentage	18,0%	27,0%	1,1%	46,1%
	female	Quantity	9	39		48	
		Total percentage	10,1%	43,8%		53,9%	
	Total	Quantity	25	63	1	89	
		Total percentage	28,1%	70,8%	1,1%	100,0%	
65+	Sex	male	Quantity	13	27		40
			Total percentage	17,1%	35,5%		52,6%
	female	Quantity	8	28		36	
		Total percentage	10,5%	36,8%		47,4%	
	Total	Quantity	21	55		76	
		Total percentage	27,6%	72,4%		100,0%	

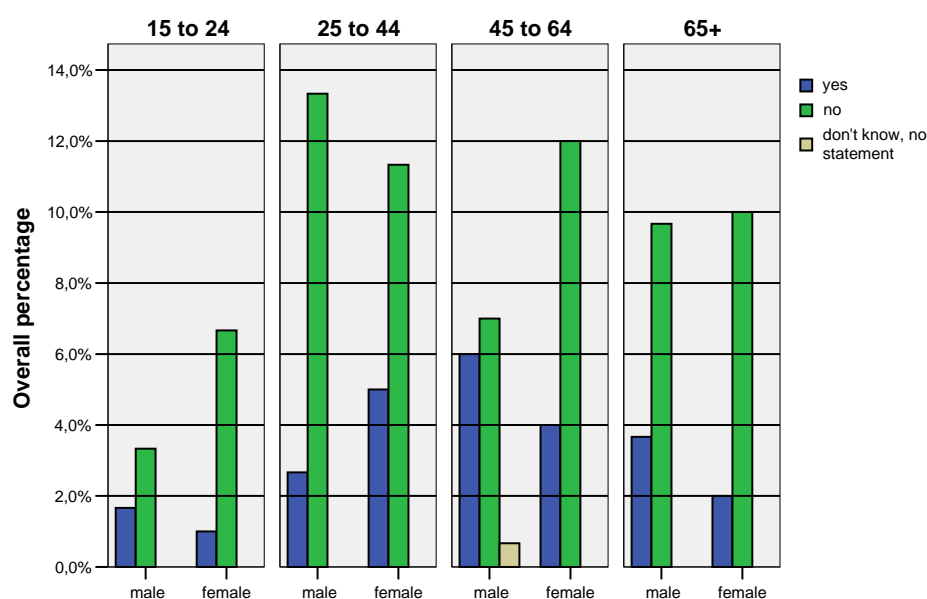


Q4.3 – Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by phone or by mail?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	78	26,0	26,0	26,0
no	220	73,3	73,3	99,3
don't know, no statement	2	,7	,7	100,0
Total	300	100,0	100,0	

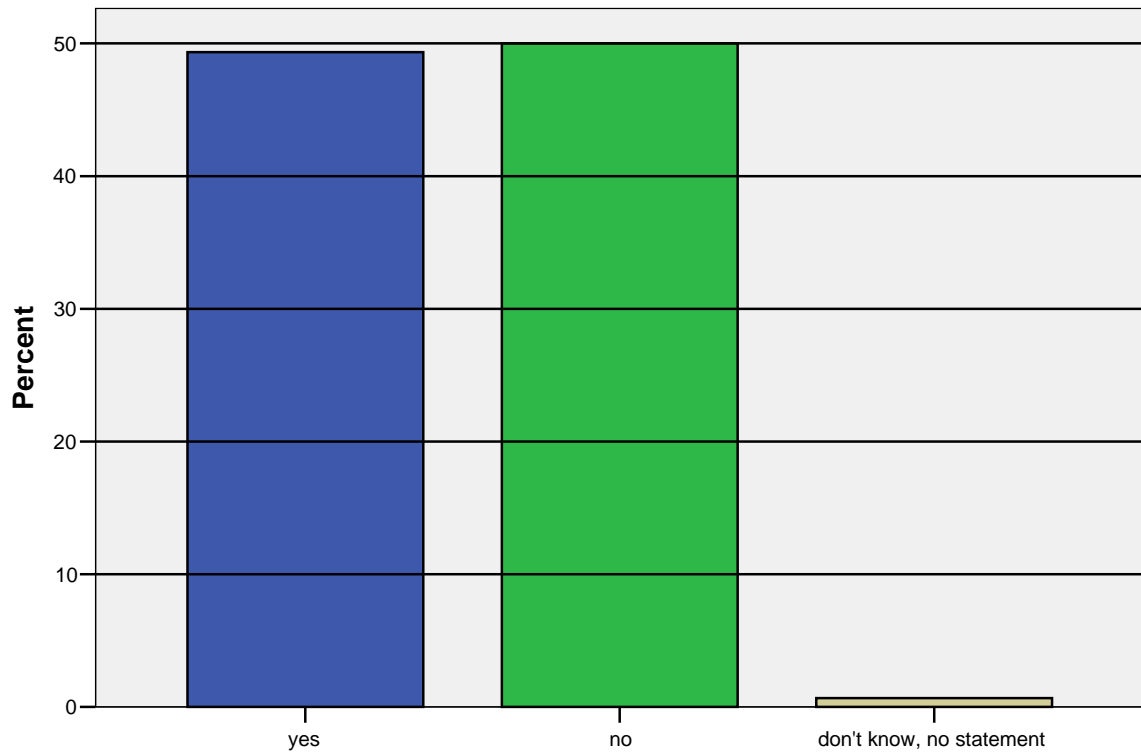


Age group				Q4.3 - Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by phone or by mail?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	5	10		15
			Total percentage	13,2%	26,3%		39,5%
	female	Quantity	3	20		23	
		Total percentage	7,9%	52,6%		60,5%	
	Total	Quantity	8	30		38	
		Total percentage	21,1%	78,9%		100,0%	
25 to 44	Sex	male	Quantity	8	40		48
			Total percentage	8,2%	41,2%		49,5%
	female	Quantity	15	34		49	
		Total percentage	15,5%	35,1%		50,5%	
	Total	Quantity	23	74		97	
		Total percentage	23,7%	76,3%		100,0%	
45 to 64	Sex	male	Quantity	18	21	2	41
			Total percentage	20,2%	23,6%	2,2%	46,1%
	female	Quantity	12	36		48	
		Total percentage	13,5%	40,4%		53,9%	
	Total	Quantity	30	57	2	89	
		Total percentage	33,7%	64,0%	2,2%	100,0%	
65+	Sex	male	Quantity	11	29		40
			Total percentage	14,5%	38,2%		52,6%
	female	Quantity	6	30		36	
		Total percentage	7,9%	39,5%		47,4%	
	Total	Quantity	17	59		76	
		Total percentage	22,4%	77,6%		100,0%	

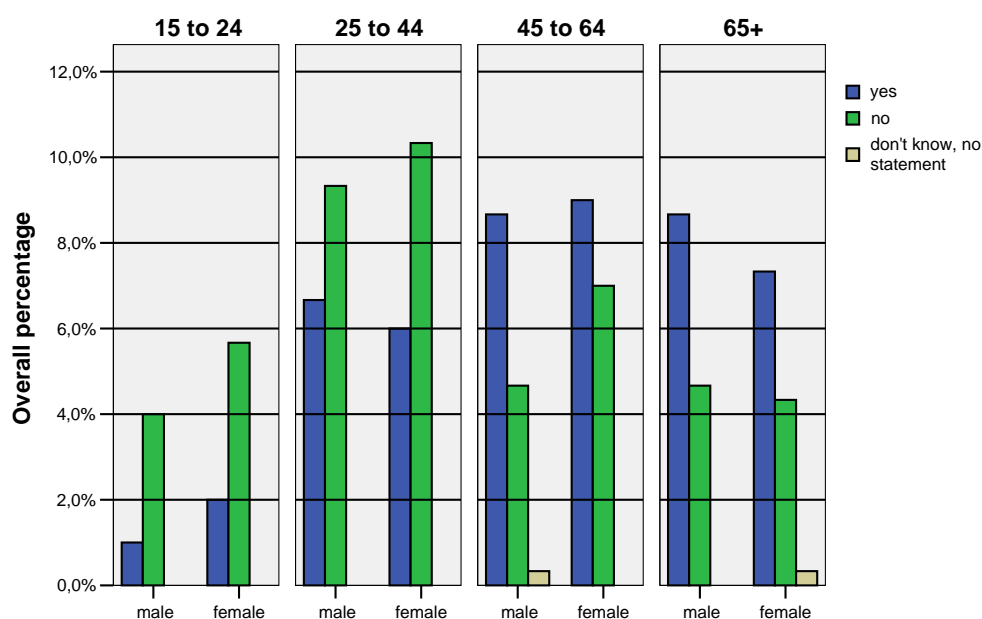


Q4.4 – Have you already participated in an open council?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	148	49,3	49,3	49,3
no	150	50,0	50,0	99,3
don't know, no statement	2	,7	,7	100,0
Total	300	100,0	100,0	

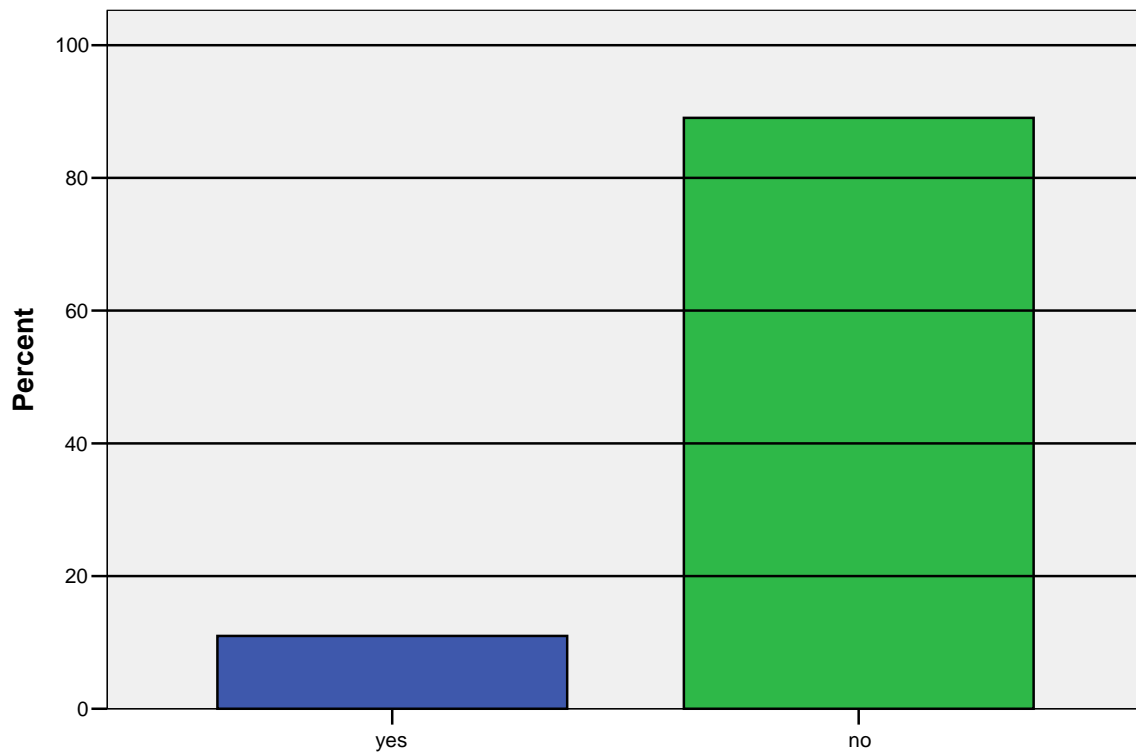


Age group				Q4.4 - Have you already participated in an open council?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	3	12		15
			Total percentage	7,9%	31,6%		39,5%
	female	Quantity	6	17		23	
		Total percentage	15,8%	44,7%		60,5%	
	Total	Quantity	9	29		38	
		Total percentage	23,7%	76,3%		100,0%	
25 to 44	Sex	male	Quantity	20	28		48
			Total percentage	20,6%	28,9%		49,5%
	female	Quantity	18	31		49	
		Total percentage	18,6%	32,0%		50,5%	
	Total	Quantity	38	59		97	
		Total percentage	39,2%	60,8%		100,0%	
45 to 64	Sex	male	Quantity	26	14	1	41
			Total percentage	29,2%	15,7%	1,1%	46,1%
	female	Quantity	27	21		48	
		Total percentage	30,3%	23,6%		53,9%	
	Total	Quantity	53	35	1	89	
		Total percentage	59,6%	39,3%	1,1%	100,0%	
65+	Sex	male	Quantity	26	14		40
			Total percentage	34,2%	18,4%		52,6%
	female	Quantity	22	13	1	36	
		Total percentage	28,9%	17,1%	1,3%	47,4%	
	Total	Quantity	48	27	1	76	
		Total percentage	63,2%	35,5%	1,3%	100,0%	

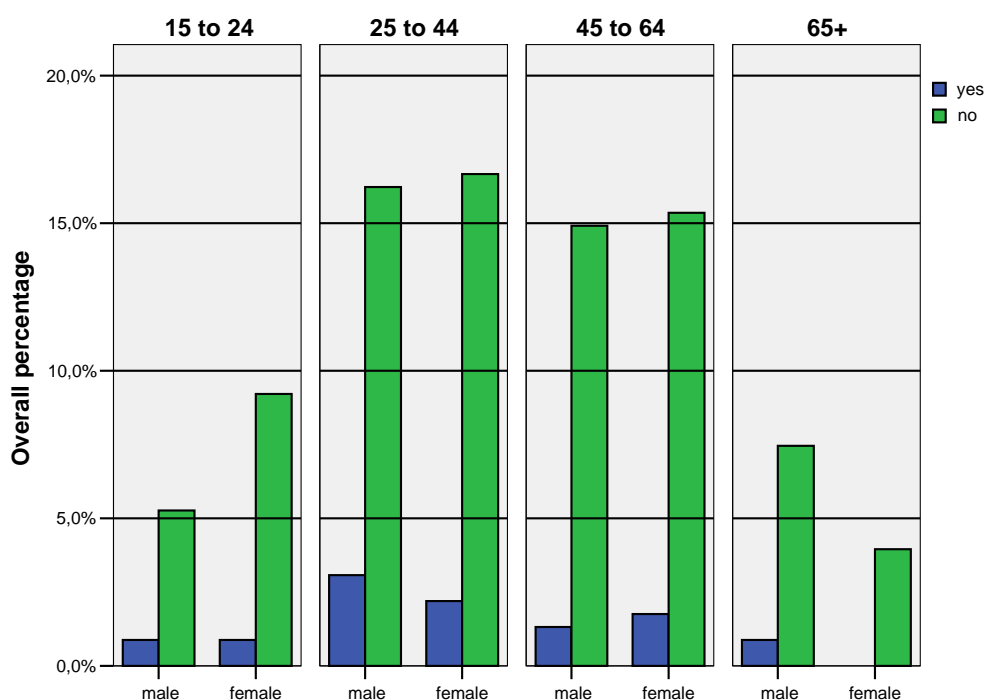


Q5.1 – Have you already participated in a political online survey?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	25	8,3	11,0	11,0
	no	203	67,7	89,0	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

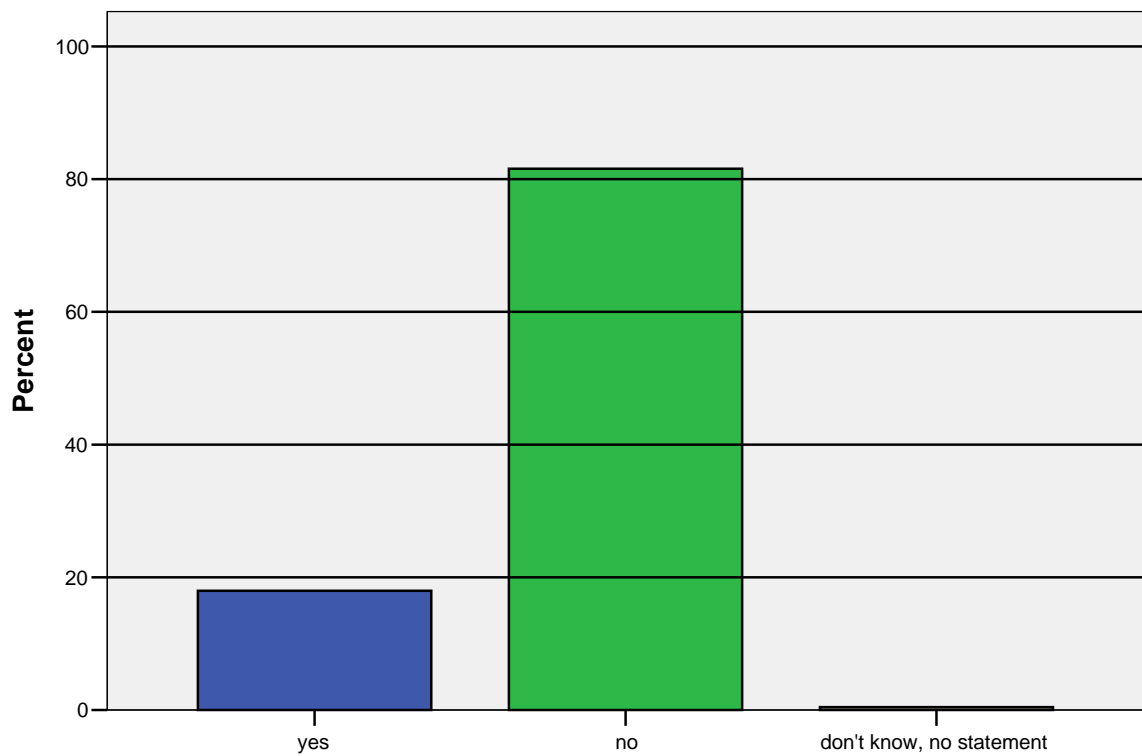


Age group				Q5.1 - Have you already participated in a political online survey?		Total
				yes	no	
15 to 24	Sex	male	Quantity	2	12	14
			Total percentage	5,4%	32,4%	37,8%
	female	Quantity	2	21	23	
		Total percentage	5,4%	56,8%	62,2%	
	Total	Quantity	4	33	37	
		Total percentage	10,8%	89,2%	100,0%	
25 to 44	Sex	male	Quantity	7	37	44
			Total percentage	8,0%	42,5%	50,6%
	female	Quantity	5	38	43	
		Total percentage	5,7%	43,7%	49,4%	
	Total	Quantity	12	75	87	
		Total percentage	13,8%	86,2%	100,0%	
45 to 64	Sex	male	Quantity	3	34	37
			Total percentage	3,9%	44,7%	48,7%
	female	Quantity	4	35	39	
		Total percentage	5,3%	46,1%	51,3%	
	Total	Quantity	7	69	76	
		Total percentage	9,2%	90,8%	100,0%	
65+	Sex	male	Quantity	2	17	19
			Total percentage	7,1%	60,7%	67,9%
	female	Quantity		9	9	
		Total percentage		32,1%	32,1%	
	Total	Quantity	2	26	28	
		Total percentage	7,1%	92,9%	100,0%	

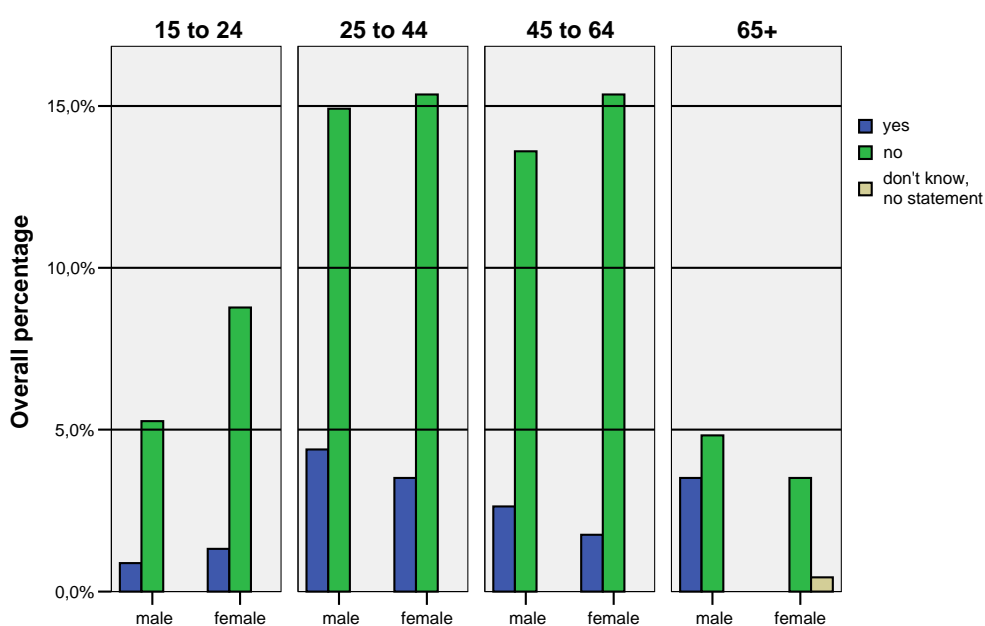


Q5.2 – Have you already written an e-mail to a politician or a party?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	41	13,7	18,0	18,0
	no	186	62,0	81,6	99,6
	don't know, no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

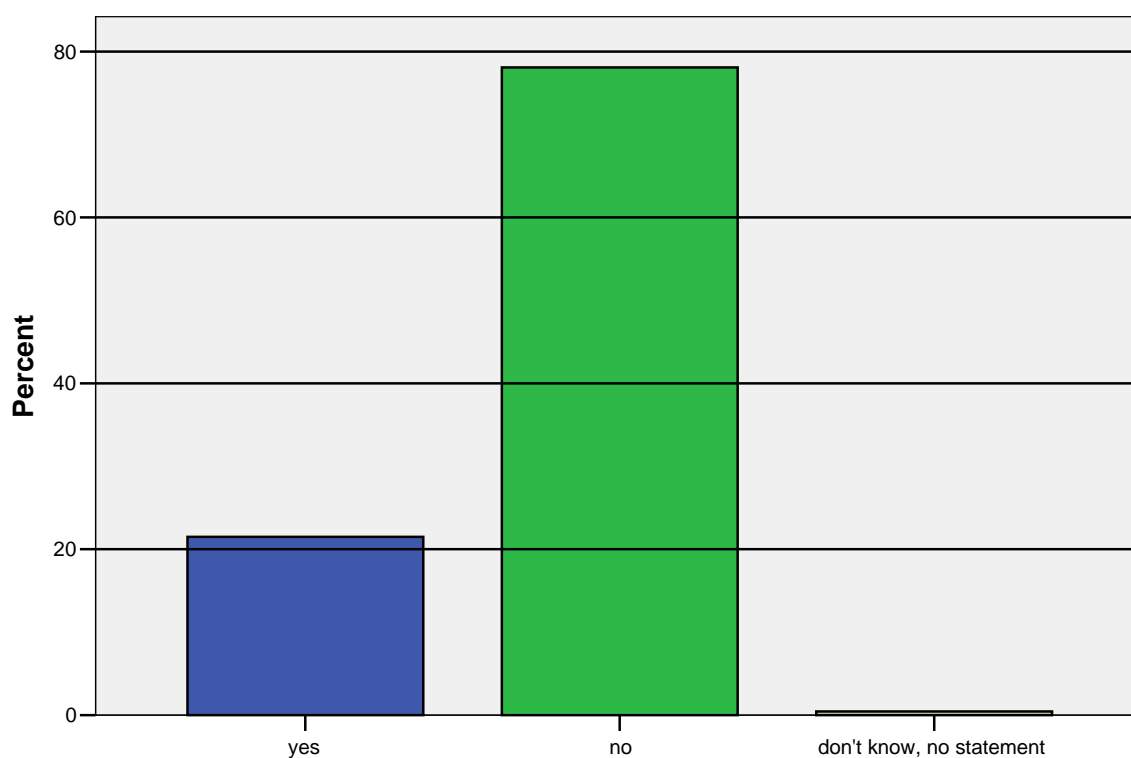


Age group				Q5.2 - Have you already written an e-mail to a politician or a party?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	2	12		14
			Total percentage	5,4%	32,4%		37,8%
	female	Quantity	3	20		23	
		Total percentage	8,1%	54,1%		62,2%	
	Total	Quantity	5	32		37	
		Total percentage	13,5%	86,5%		100,0%	
25 to 44	Sex	male	Quantity	10	34		44
			Total percentage	11,5%	39,1%		50,6%
	female	Quantity	8	35		43	
		Total percentage	9,2%	40,2%		49,4%	
	Total	Quantity	18	69		87	
		Total percentage	20,7%	79,3%		100,0%	
45 to 64	Sex	male	Quantity	6	31		37
			Total percentage	7,9%	40,8%		48,7%
	female	Quantity	4	35		39	
		Total percentage	5,3%	46,1%		51,3%	
	Total	Quantity	10	66		76	
		Total percentage	13,2%	86,8%		100,0%	
65+	Sex	male	Quantity	8	11		19
			Total percentage	28,6%	39,3%		67,9%
	female	Quantity		8	1	9	
		Total percentage		28,6%	3,6%	32,1%	
	Total	Quantity	8	19	1	28	
		Total percentage	28,6%	67,9%	3,6%	100,0%	

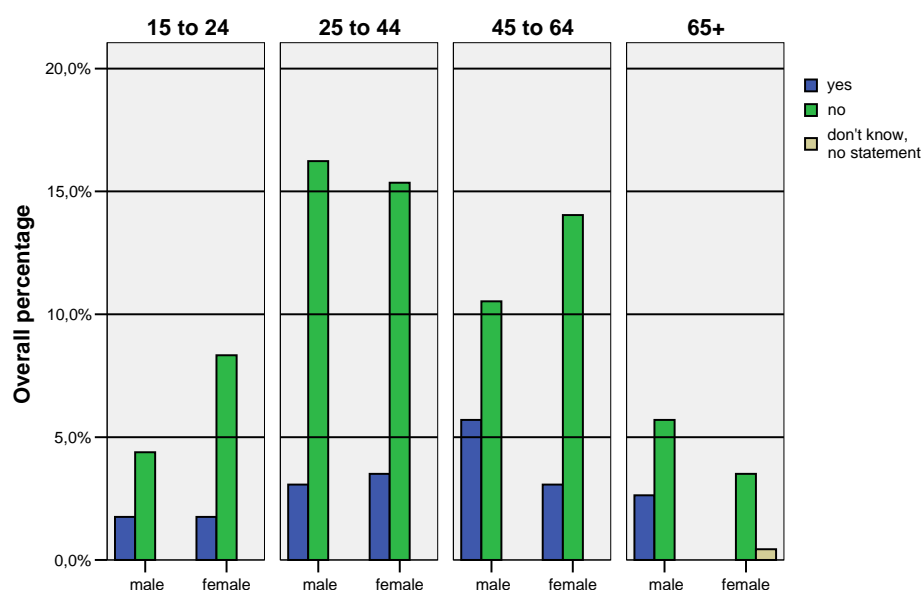


Q5.3 – Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by e-mail?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	49	16,3	21,5	21,5
	no	178	59,3	78,1	99,6
	don't know, no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

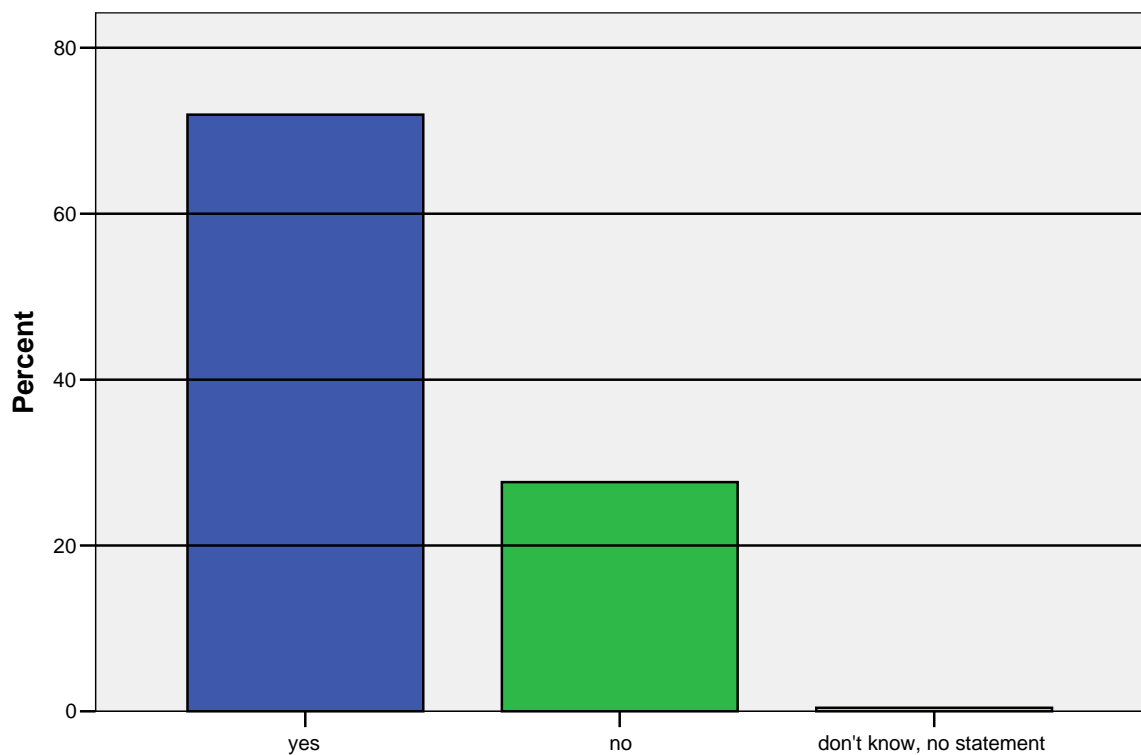


Age group				Q5.3 - Have you already requested political information or brochures, e.g. from parties, public authorities or citizens' initiatives, by e-mail?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	4	10		14
			Total percentage	10,8%	27,0%		37,8%
	female	Quantity	4	19		23	
		Total percentage	10,8%	51,4%		62,2%	
	Total	Quantity	8	29		37	
		Total percentage	21,6%	78,4%		100,0%	
25 to 44	Sex	male	Quantity	7	37		44
			Total percentage	8,0%	42,5%		50,6%
	female	Quantity	8	35		43	
		Total percentage	9,2%	40,2%		49,4%	
	Total	Quantity	15	72		87	
		Total percentage	17,2%	82,8%		100,0%	
45 to 64	Sex	male	Quantity	13	24		37
			Total percentage	17,1%	31,6%		48,7%
	female	Quantity	7	32		39	
		Total percentage	9,2%	42,1%		51,3%	
	Total	Quantity	20	56		76	
		Total percentage	26,3%	73,7%		100,0%	
65+	Sex	male	Quantity	6	13		19
			Total percentage	21,4%	46,4%		67,9%
	female	Quantity		8	1	9	
		Total percentage		28,6%	3,6%	32,1%	
	Total	Quantity	6	21	1	28	
		Total percentage	21,4%	75,0%	3,6%	100,0%	

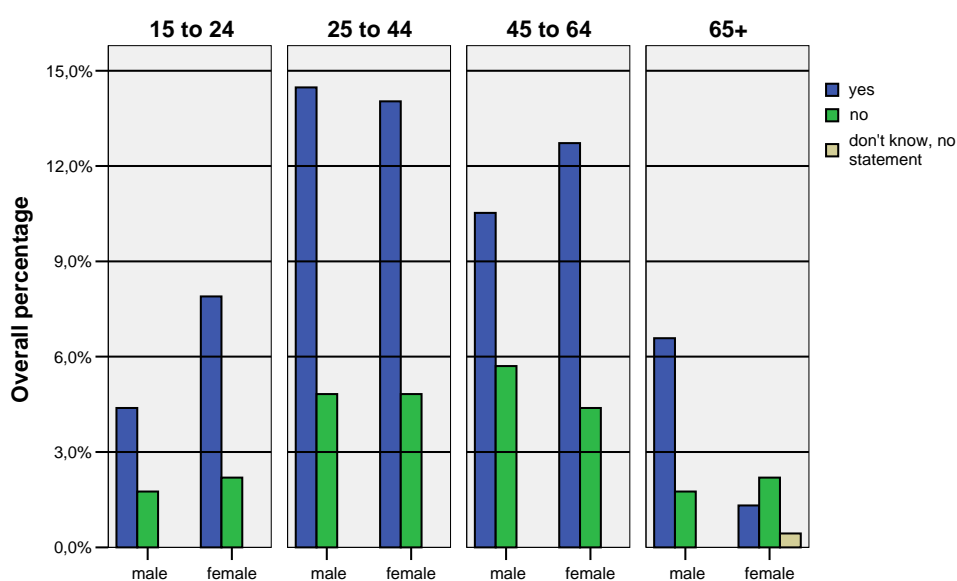


Q5.4 – Have you already visited the website of the city of Koblenz, www.koblenz.de?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	164	54,7	71,9	71,9
	no	63	21,0	27,6	99,6
	don't know, no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

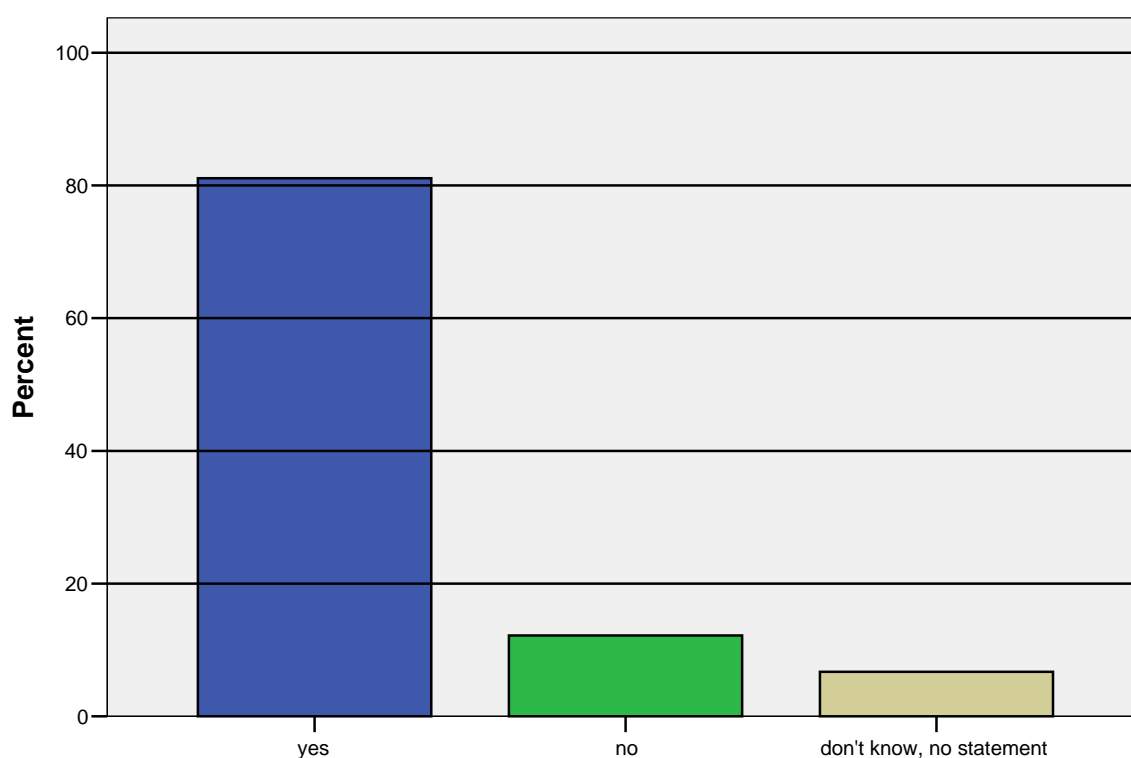


Age group				Q5.4 - Have you already visited the website of the city of Koblenz, www.koblenz.de?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	10	4		14
			Total percentage	27,0%	10,8%		37,8%
	female	Quantity	18	5		23	
		Total percentage	48,6%	13,5%		62,2%	
	Total	Quantity	28	9		37	
		Total percentage	75,7%	24,3%		100,0%	
25 to 44	Sex	male	Quantity	33	11		44
			Total percentage	37,9%	12,6%		50,6%
	female	Quantity	32	11		43	
		Total percentage	36,8%	12,6%		49,4%	
	Total	Quantity	65	22		87	
		Total percentage	74,7%	25,3%		100,0%	
45 to 64	Sex	male	Quantity	24	13		37
			Total percentage	31,6%	17,1%		48,7%
	female	Quantity	29	10		39	
		Total percentage	38,2%	13,2%		51,3%	
	Total	Quantity	53	23		76	
		Total percentage	69,7%	30,3%		100,0%	
65+	Sex	male	Quantity	15	4		19
			Total percentage	53,6%	14,3%		67,9%
	female	Quantity	3	5	1	9	
		Total percentage	10,7%	17,9%	3,6%	32,1%	
	Total	Quantity	18	9	1	28	
		Total percentage	64,3%	32,1%	3,6%	100,0%	



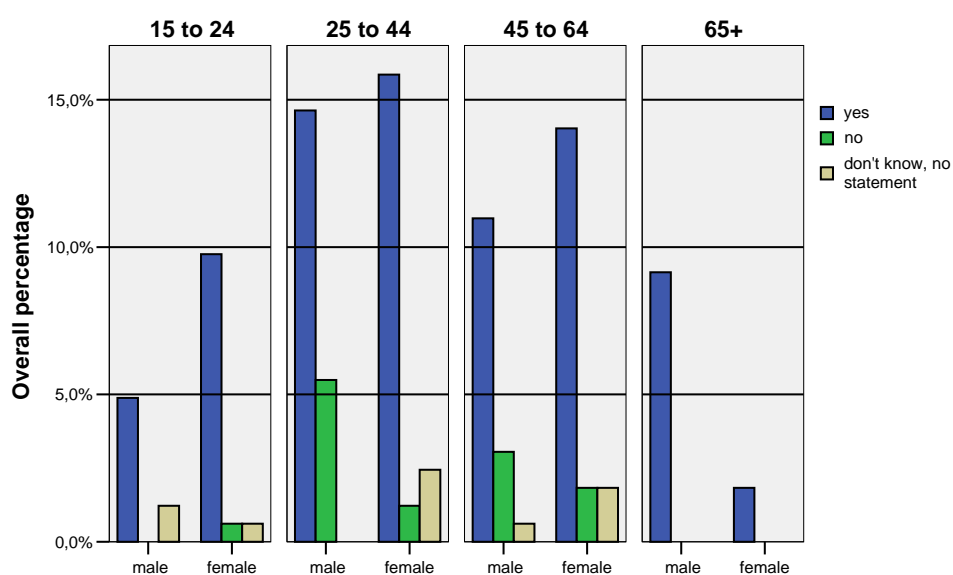
Q5.5 – Do you think this website is well-arranged respectively did you find your way on it?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	133	44,3	81,1	81,1
	no	20	6,7	12,2	93,3
	don't know, no statement	11	3,7	6,7	100,0
	Total	164	54,7	100,0	
Missing	System	136	45,3		
Total		300	100,0		



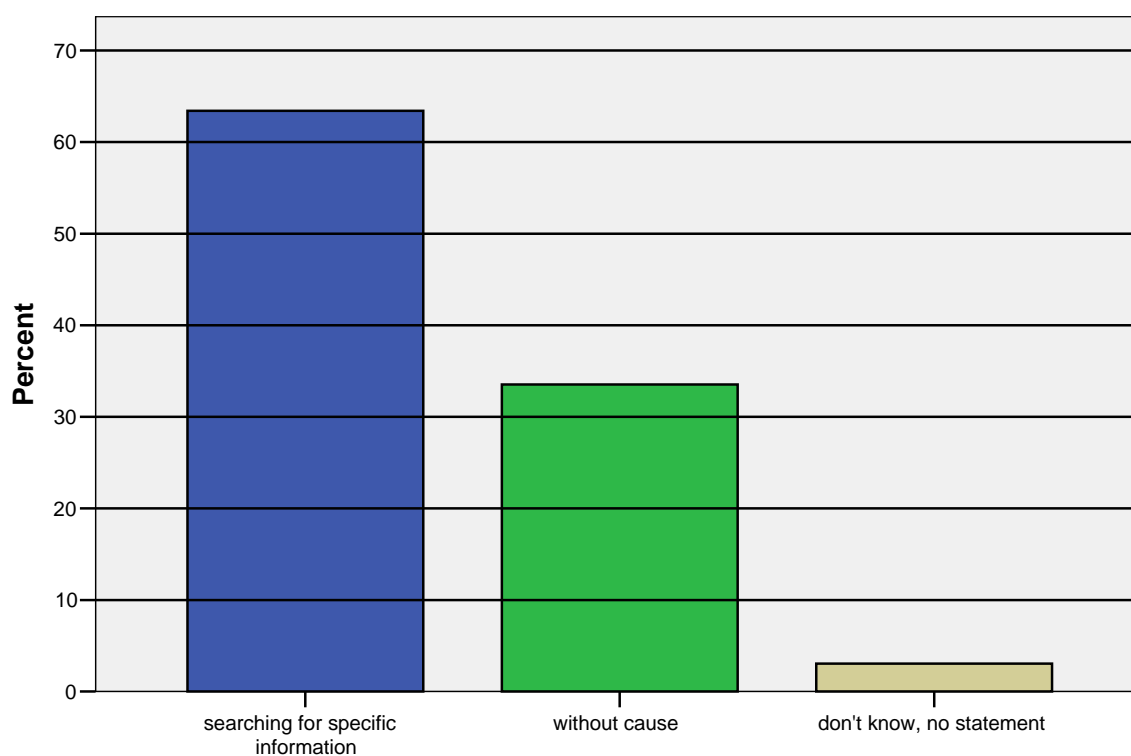
The total valid cases (N=164) are the interviewees with internet access (from Q3.1), who have already visited the website of Koblenz (from Q5.4). The missing system cases (N=136) are the sum of the interviewees, who have no internet access (N=72 from Q3.1) and who have not yet visited www.koblenz.de (N=63 from Q5.4) and who have given no statement (N=1 from Q5.4).

Age group				Q5.5 - Do you think this website is well-arranged respectively did you find your way on it?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	8		2	10
			Total percentage	28,6%		7,1%	35,7%
	female	Quantity	16	1	1	18	
		Total percentage	57,1%	3,6%	3,6%	64,3%	
	Total	Quantity	24	1	3	28	
		Total percentage	85,7%	3,6%	10,7%	100,0%	
25 to 44	Sex	male	Quantity	24	9		33
			Total percentage	36,9%	13,8%		50,8%
	female	Quantity	26	2	4	32	
		Total percentage	40,0%	3,1%	6,2%	49,2%	
	Total	Quantity	50	11	4	65	
		Total percentage	76,9%	16,9%	6,2%	100,0%	
45 to 64	Sex	male	Quantity	18	5	1	24
			Total percentage	34,0%	9,4%	1,9%	45,3%
	female	Quantity	23	3	3	29	
		Total percentage	43,4%	5,7%	5,7%	54,7%	
	Total	Quantity	41	8	4	53	
		Total percentage	77,4%	15,1%	7,5%	100,0%	
65+	Sex	male	Quantity	15			15
			Total percentage	83,3%			83,3%
	female	Quantity	3			3	
		Total percentage	16,7%			16,7%	
	Total	Quantity	18			18	
		Total percentage	100,0%			100,0%	

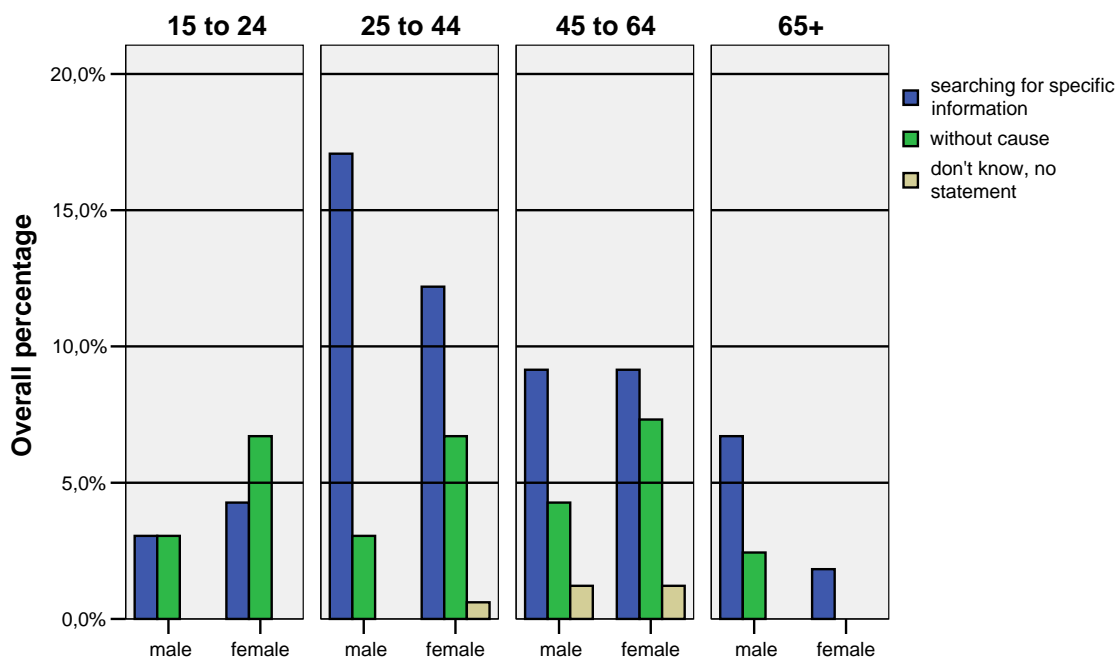


Q5.6 – Have you searched there for specific information or have you visited this site without a cause?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	searching for specific information	104	34,7	63,4	63,4
	without cause	55	18,3	33,5	97,0
	don't know, no statement	5	1,7	3,0	100,0
	Total	164	54,7	100,0	
Missing	System	136	45,3		
Total		300	100,0		

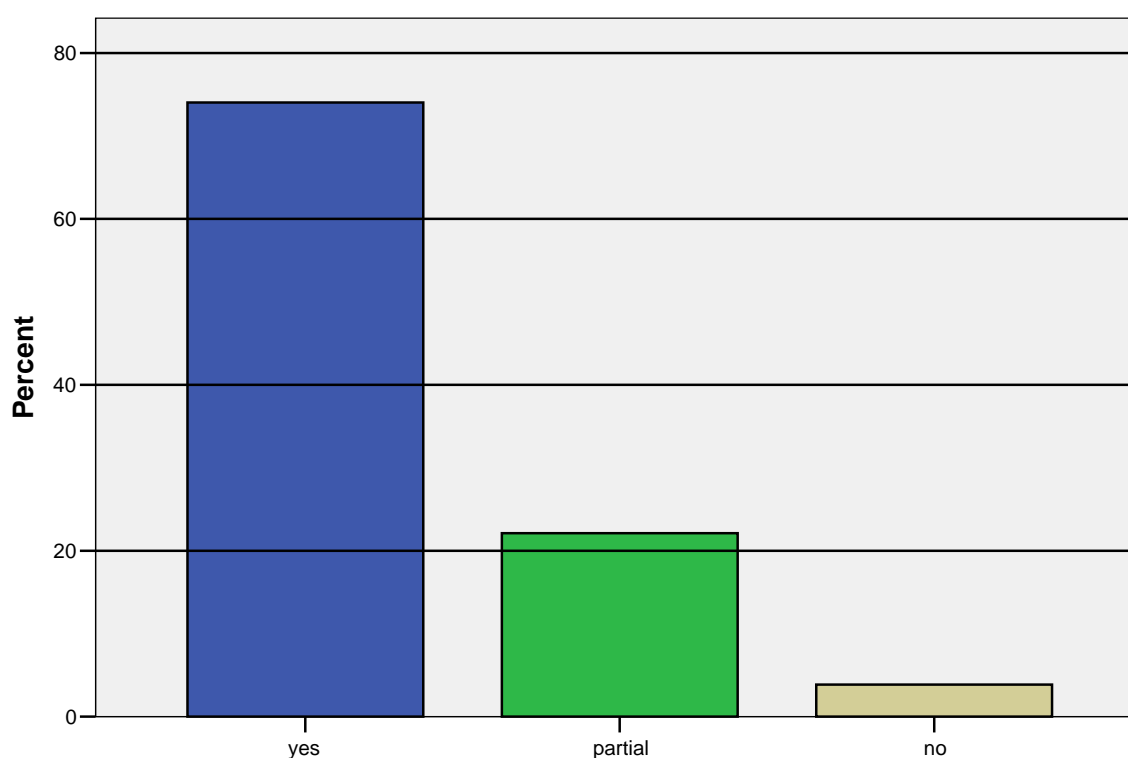


				Q5.6 - Have you searched there for specific information or have you visited this site without a cause?			Total
				searching for specific information	without cause	don't know, no statement	
15 to 24	Sex	male	Quantity	5	5		10
			Total percentage	17,9%	17,9%		35,7%
	female	Quantity	7	11		18	
		Total percentage	25,0%	39,3%		64,3%	
	Total	Quantity	12	16		28	
		Total percentage	42,9%	57,1%		100,0%	
25 to 44	Sex	male	Quantity	28	5		33
			Total percentage	43,1%	7,7%		50,8%
	female	Quantity	20	11	1	32	
		Total percentage	30,8%	16,9%	1,5%	49,2%	
	Total	Quantity	48	16	1	65	
		Total percentage	73,8%	24,6%	1,5%	100,0%	
45 to 64	Sex	male	Quantity	15	7	2	24
			Total percentage	28,3%	13,2%	3,8%	45,3%
	female	Quantity	15	12	2	29	
		Total percentage	28,3%	22,6%	3,8%	54,7%	
	Total	Quantity	30	19	4	53	
		Total percentage	56,6%	35,8%	7,5%	100,0%	
65+	Sex	male	Quantity	11	4		15
			Total percentage	61,1%	22,2%		83,3%
	female	Quantity	3			3	
		Total percentage	16,7%			16,7%	
	Total	Quantity	14	4		18	
		Total percentage	77,8%	22,2%		100,0%	



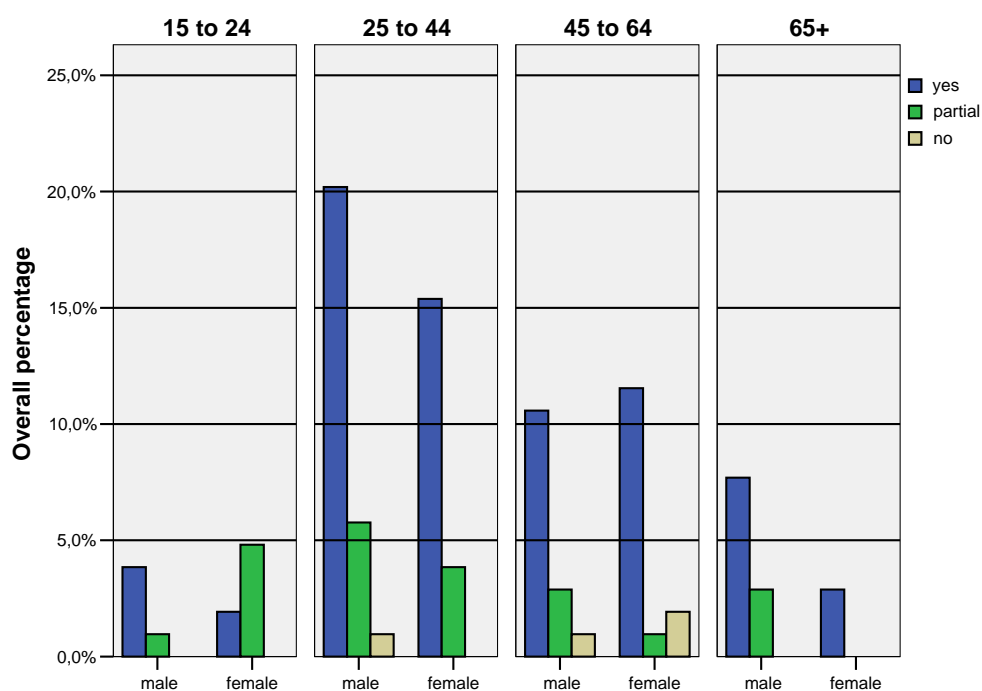
Q5.7 – Have you found the desired information?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	77	25,7	74,0	74,0
	partial	23	7,7	22,1	96,2
	no	4	1,3	3,8	100,0
	Total	104	34,7	100,0	
Missing	System	196	65,3		
Total		300	100,0		



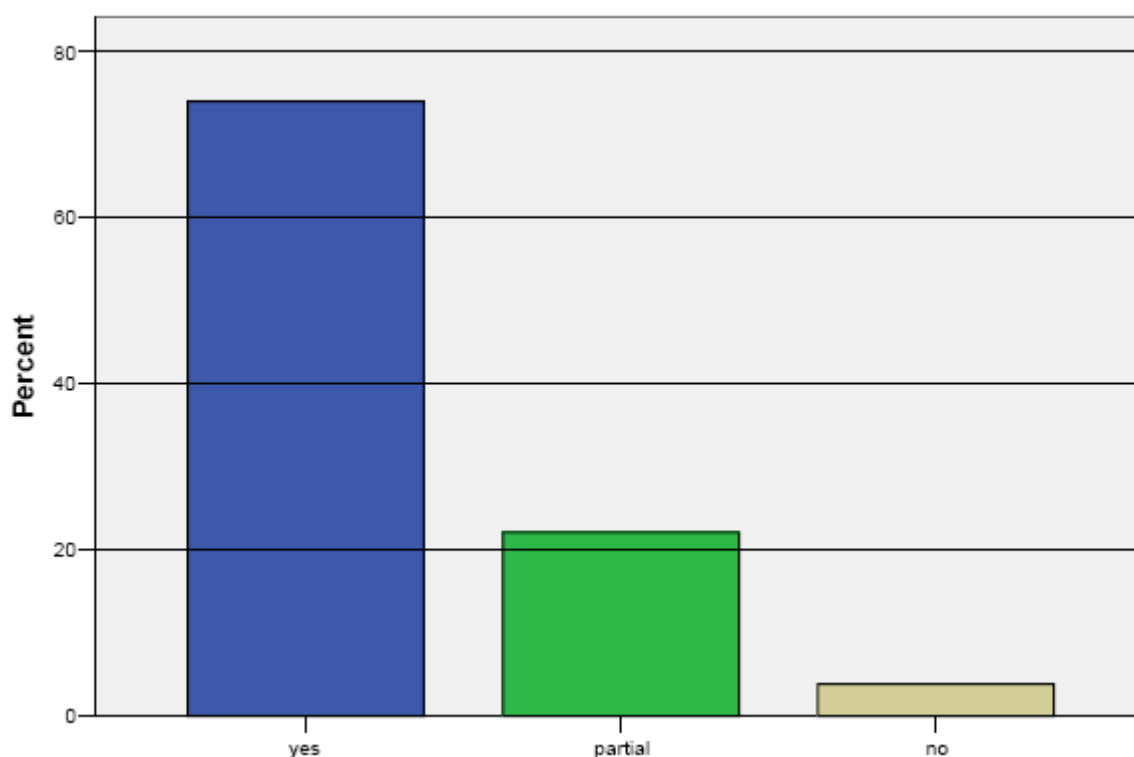
The total valid cases (N=104) are the interviewees with internet access (from Q3.1), who have already visited the website of Koblenz (from Q5.4) and searched there for specific information (from Q5.6). The missing system cases (N=196) are the sum of the interviewees, who have no internet access (N=72 from Q3.1) and the ones with internet access, who have not yet visited www.koblenz.de (N=63 from Q5.4) or who have given no statement (N=1 from Q5.4) and who have visited the website of Koblenz without cause (N=55 from Q5.6) and the ones, who did not know their reason for visiting anymore (N=5 from Q5.6).

Age group				Q5.7 - Have you found the desired information?			Total
				yes	partial	no	
15 to 24	Sex	male	Quantity	4	1		5
			Total percentage	33,3%	8,3%		41,7%
	female	Quantity	2	5		7	
		Total percentage	16,7%	41,7%		58,3%	
	Total	Quantity	6	6		12	
		Total percentage	50,0%	50,0%		100,0%	
25 to 44	Sex	male	Quantity	21	6	1	28
			Total percentage	43,8%	12,5%	2,1%	58,3%
	female	Quantity	16	4		20	
		Total percentage	33,3%	8,3%		41,7%	
	Total	Quantity	37	10	1	48	
		Total percentage	77,1%	20,8%	2,1%	100,0%	
45 to 64	Sex	male	Quantity	11	3	1	15
			Total percentage	36,7%	10,0%	3,3%	50,0%
	female	Quantity	12	1	2	15	
		Total percentage	40,0%	3,3%	6,7%	50,0%	
	Total	Quantity	23	4	3	30	
		Total percentage	76,7%	13,3%	10,0%	100,0%	
65+	Sex	male	Quantity	8	3		11
			Total percentage	57,1%	21,4%		78,6%
	female	Quantity	3			3	
		Total percentage	21,4%			21,4%	
	Total	Quantity	11	3		14	
		Total percentage	78,6%	21,4%		100,0%	



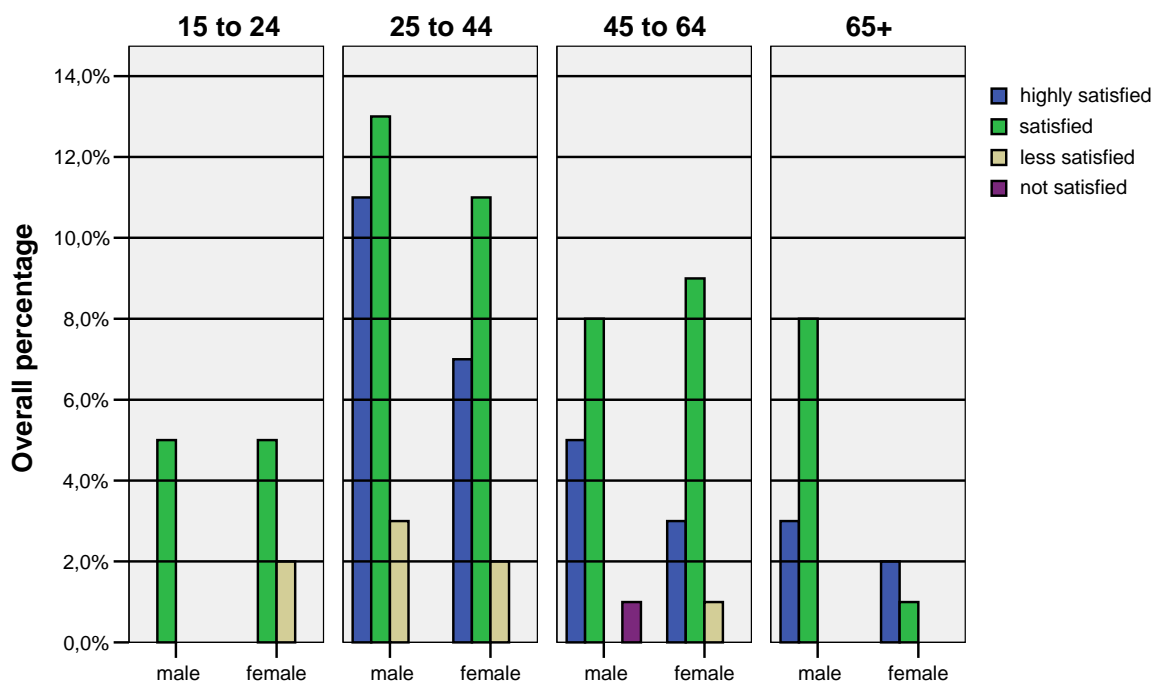
Q5.8 – How satisfied were you with the information you have found?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	highly satisfied	31	10,3	31,0	31,0
	satisfied	60	20,0	60,0	91,0
	less satisfied	8	2,7	8,0	99,0
	not satisfied	1	,3	1,0	100,0
	Total	100	33,3	100,0	
Missing	System	200	66,7		
Total		300	100,0		



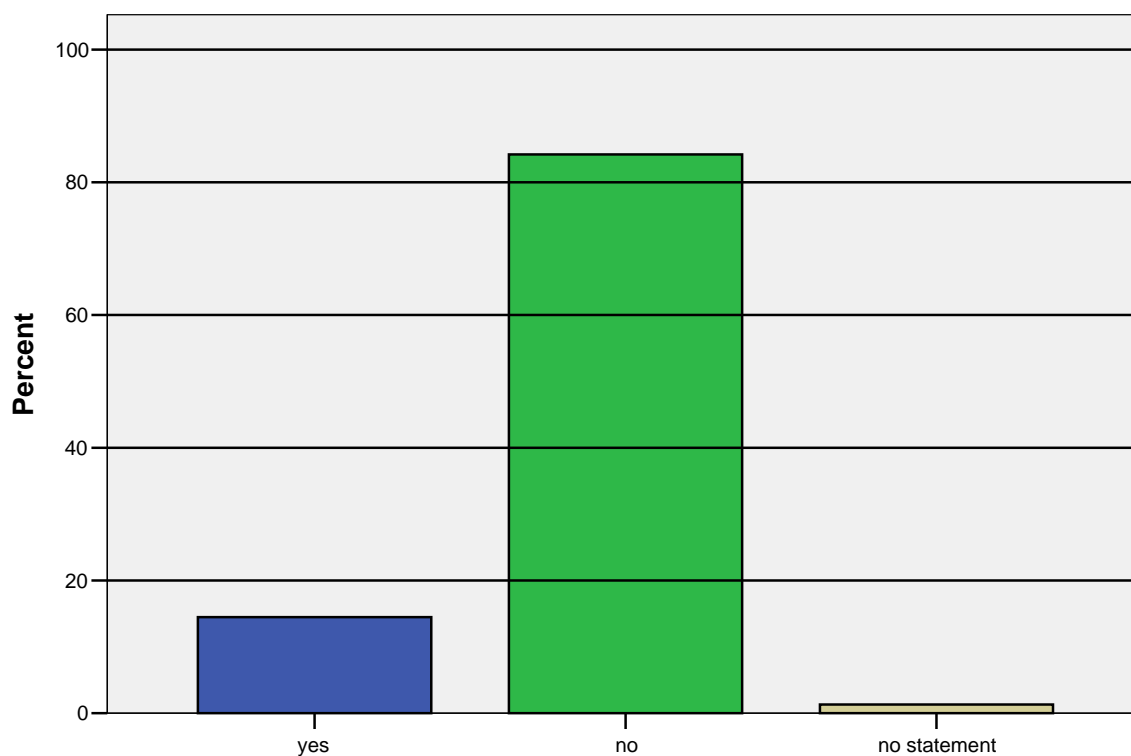
The total valid cases (N=100) are the interviewees with internet access (from Q3.1), who have already visited the website of Koblenz (from Q5.4), searched there for specific information (from Q5.6) and have found the information (from Q5.7), at least partially. The missing system cases (N=200) are the sum of the interviewees, who have no internet access (N=72 from Q3.1) and the ones with internet access, who have not yet visited www.koblenz.de (N=63 from Q5.4) or who have given no statement (N=1 from Q5.4), who have visited the website of Koblenz without cause (N=55 from Q5.6) and the ones, who did not know their reason for visiting anymore (N=5 from Q5.6) and the interviewees, who have not found the information (from Q5.7).

Age group				Q5.8 - How satisfied were you with the information you have found?				Total
				highly satisfied	satisfied	less satisfied	not satisfied	
15 to 24	Sex	male	Quantity		5			5
			Total percentage		41,7%			41,7%
		female	Quantity		5	2		7
			Total percentage		41,7%	16,7%		58,3%
	Total		Quantity		10	2		12
			Total percentage		83,3%	16,7%		100,0%
25 to 44	Sex	male	Quantity	11	13	3		27
			Total percentage	23,4%	27,7%	6,4%		57,4%
		female	Quantity	7	11	2		20
			Total percentage	14,9%	23,4%	4,3%		42,6%
	Total		Quantity	18	24	5		47
			Total percentage	38,3%	51,1%	10,6%		100,0%
45 to 64	Sex	male	Quantity	5	8		1	14
			Total percentage	18,5%	29,6%		3,7%	51,9%
		female	Quantity	3	9	1		13
			Total percentage	11,1%	33,3%	3,7%		48,1%
	Total		Quantity	8	17	1	1	27
			Total percentage	29,6%	63,0%	3,7%	3,7%	100,0%
65+	Sex	male	Quantity	3	8			11
			Total percentage	21,4%	57,1%			78,6%
		female	Quantity	2	1			3
			Total percentage	14,3%	7,1%			21,4%
	Total		Quantity	5	9			14
			Total percentage	35,7%	64,3%			100,0%



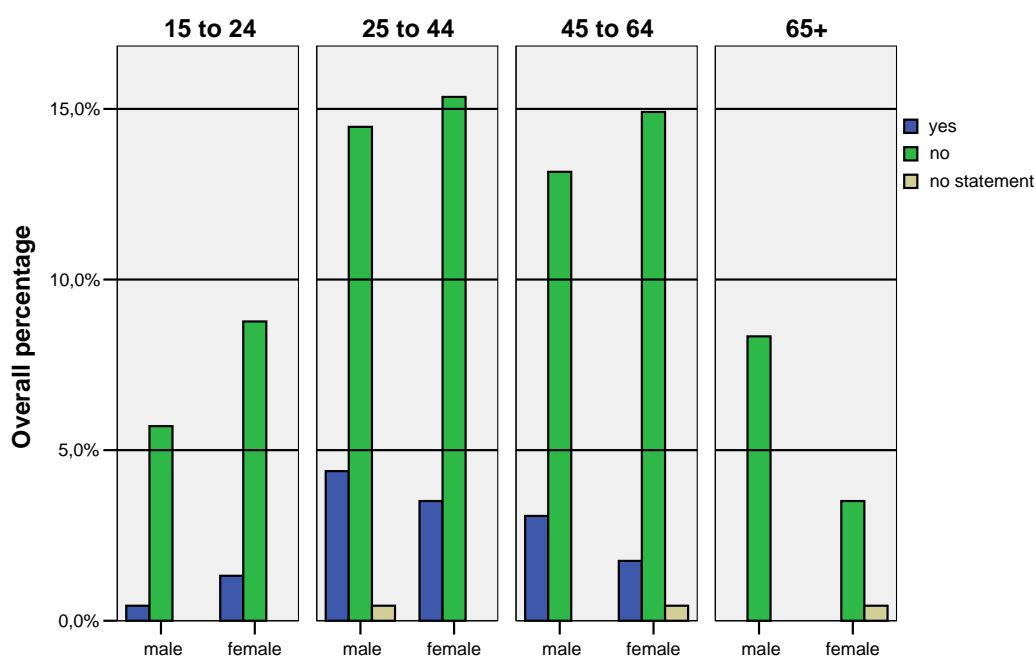
Q6.1 – Do you know what E-Participation is?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	33	11,0	14,5	14,5
	no	192	64,0	84,2	98,7
	no statement	3	1,0	1,3	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		



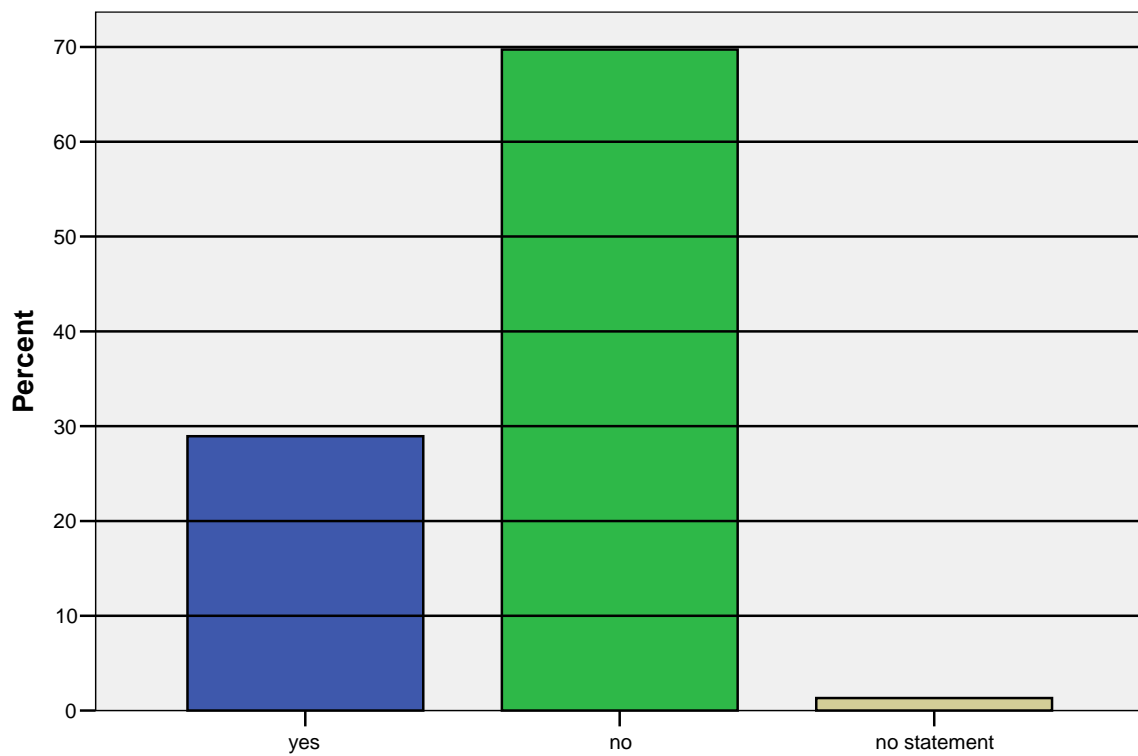
The total valid cases (N=228) are again the interviewees with the possibility to access internet (from Q3.1).

Age group				Q6.1 - Do you know what E-Participation is?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	1	13		14
			Total percentage	2,7%	35,1%		37,8%
	female	Quantity	3	20		23	
		Total percentage	8,1%	54,1%		62,2%	
	Total	Quantity	4	33		37	
		Total percentage	10,8%	89,2%		100,0%	
25 to 44	Sex	male	Quantity	10	33	1	44
			Total percentage	11,5%	37,9%	1,1%	50,6%
	female	Quantity	8	35		43	
		Total percentage	9,2%	40,2%		49,4%	
	Total	Quantity	18	68	1	87	
		Total percentage	20,7%	78,2%	1,1%	100,0%	
45 to 64	Sex	male	Quantity	7	30		37
			Total percentage	9,2%	39,5%		48,7%
	female	Quantity	4	34	1	39	
		Total percentage	5,3%	44,7%	1,3%	51,3%	
	Total	Quantity	11	64	1	76	
		Total percentage	14,5%	84,2%	1,3%	100,0%	
65+	Sex	male	Quantity		19		19
			Total percentage		67,9%		67,9%
	female	Quantity		8	1	9	
		Total percentage		28,6%	3,6%	32,1%	
	Total	Quantity		27	1	28	
		Total percentage		96,4%	3,6%	100,0%	

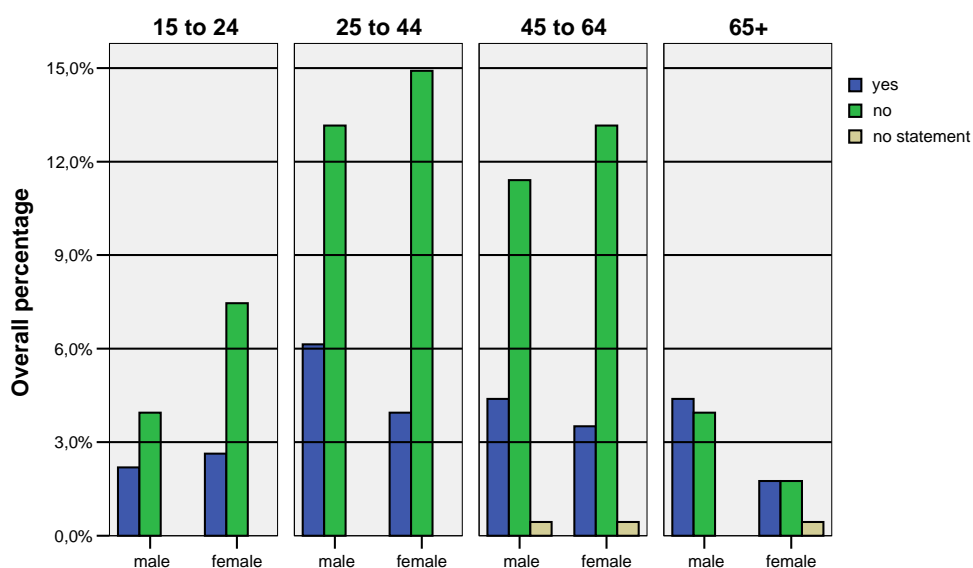


Q6.2 – Do you know that you can chat with Lord Mayor Dr. Eberhard Schulte-Wissermann at irregular intervals on www.koblenz.de?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	66	22,0	28,9	28,9
	no	159	53,0	69,7	98,7
	no statement	3	1,0	1,3	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

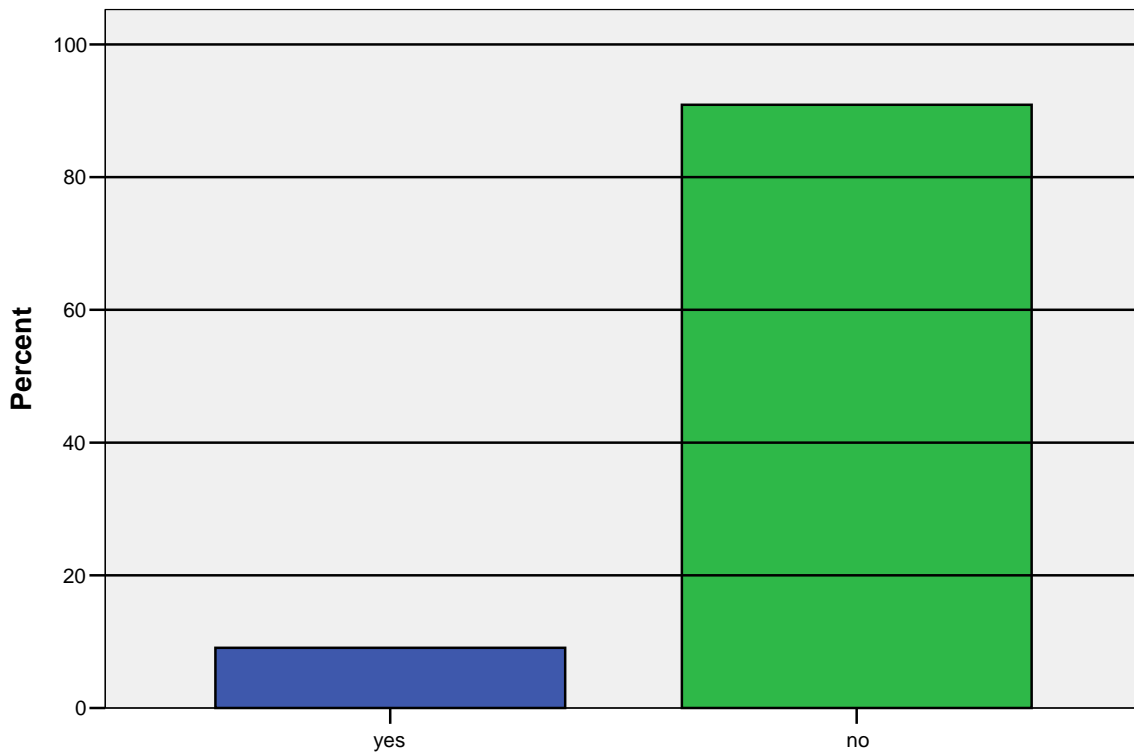


Age group				Q6.2 - Do you know that you can chat with Lord Mayor Dr. Eberhard Schulte-Wissermann at irregular intervals on www.koblenz.de ?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	5	9		14
			Total percentage	13,5%	24,3%		37,8%
	female	Quantity	6	17		23	
		Total percentage	16,2%	45,9%		62,2%	
	Total	Quantity	11	26		37	
		Total percentage	29,7%	70,3%		100,0%	
25 to 44	Sex	male	Quantity	14	30		44
			Total percentage	16,1%	34,5%		50,6%
	female	Quantity	9	34		43	
		Total percentage	10,3%	39,1%		49,4%	
	Total	Quantity	23	64		87	
		Total percentage	26,4%	73,6%		100,0%	
45 to 64	Sex	male	Quantity	10	26	1	37
			Total percentage	13,2%	34,2%	1,3%	48,7%
	female	Quantity	8	30	1	39	
		Total percentage	10,5%	39,5%	1,3%	51,3%	
	Total	Quantity	18	56	2	76	
		Total percentage	23,7%	73,7%	2,6%	100,0%	
65+	Sex	male	Quantity	10	9		19
			Total percentage	35,7%	32,1%		67,9%
	female	Quantity	4	4	1	9	
		Total percentage	14,3%	14,3%	3,6%	32,1%	
	Total	Quantity	14	13	1	28	
		Total percentage	50,0%	46,4%	3,6%	100,0%	



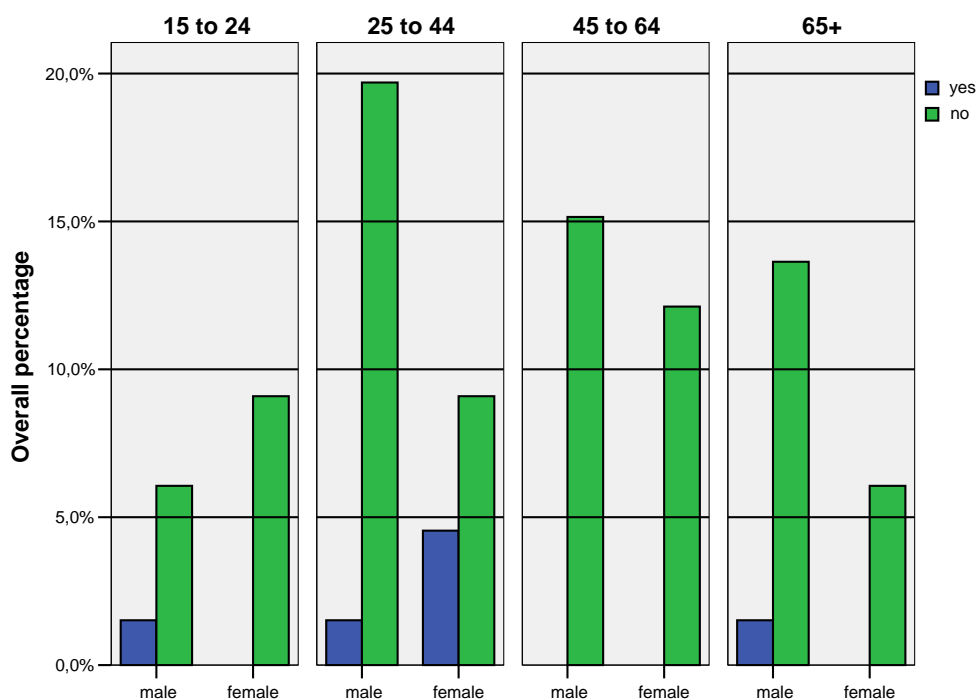
Q6.3 – Have you already participated in this chat?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	6	2,0	9,1	9,1
	no	60	20,0	90,9	100,0
	Total	66	22,0	100,0	
Missing	System	234	78,0		
Total		300	100,0		



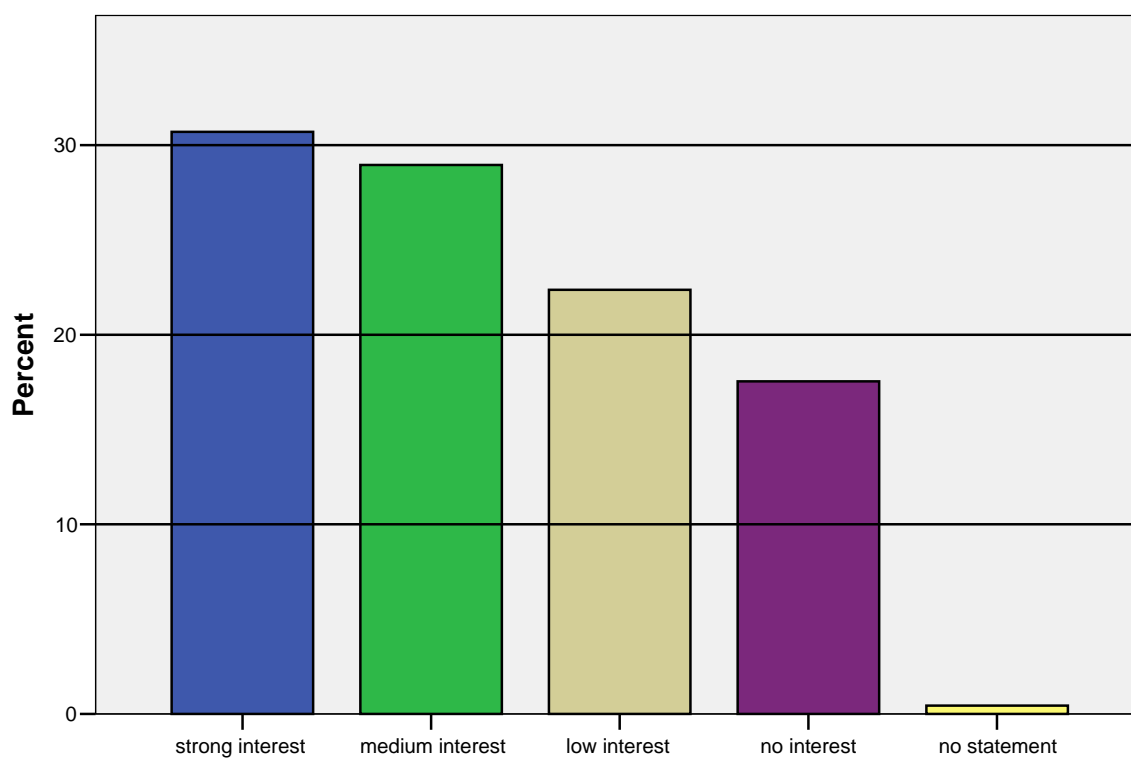
The total valid cases (N=66) are the interviewees with internet access (from Q3.1) and the ones, who are aware of the citizen chat (from Q6.2). The missing system cases (N=200) are the sum of the interviewees, who have no internet access (N=72 from Q3.1) and the ones with internet access, who are not aware of this chat (N=159 from Q6.2) or who have given no statement concerning this matter (N=3 from Q6.2).

Age group				Q6.3 - Have you already participated in this chat?		Total
				yes	no	
15 to 24	Sex	male	Quantity	1	4	5
			Total percentage	9,1%	36,4%	45,5%
	female	Quantity		6	6	
		Total percentage		54,5%	54,5%	
	Total	Quantity	1	10	11	
		Total percentage	9,1%	90,9%	100,0%	
25 to 44	Sex	male	Quantity	1	13	14
			Total percentage	4,3%	56,5%	60,9%
	female	Quantity	3	6	9	
		Total percentage	13,0%	26,1%	39,1%	
	Total	Quantity	4	19	23	
		Total percentage	17,4%	82,6%	100,0%	
45 to 64	Sex	male	Quantity		10	10
			Total percentage		55,6%	55,6%
	female	Quantity		8	8	
		Total percentage		44,4%	44,4%	
	Total	Quantity		18	18	
		Total percentage		100,0%	100,0%	
65+	Sex	male	Quantity	1	9	10
			Total percentage	7,1%	64,3%	71,4%
	female	Quantity		4	4	
		Total percentage		28,6%	28,6%	
	Total	Quantity	1	13	14	
		Total percentage	7,1%	92,9%	100,0%	

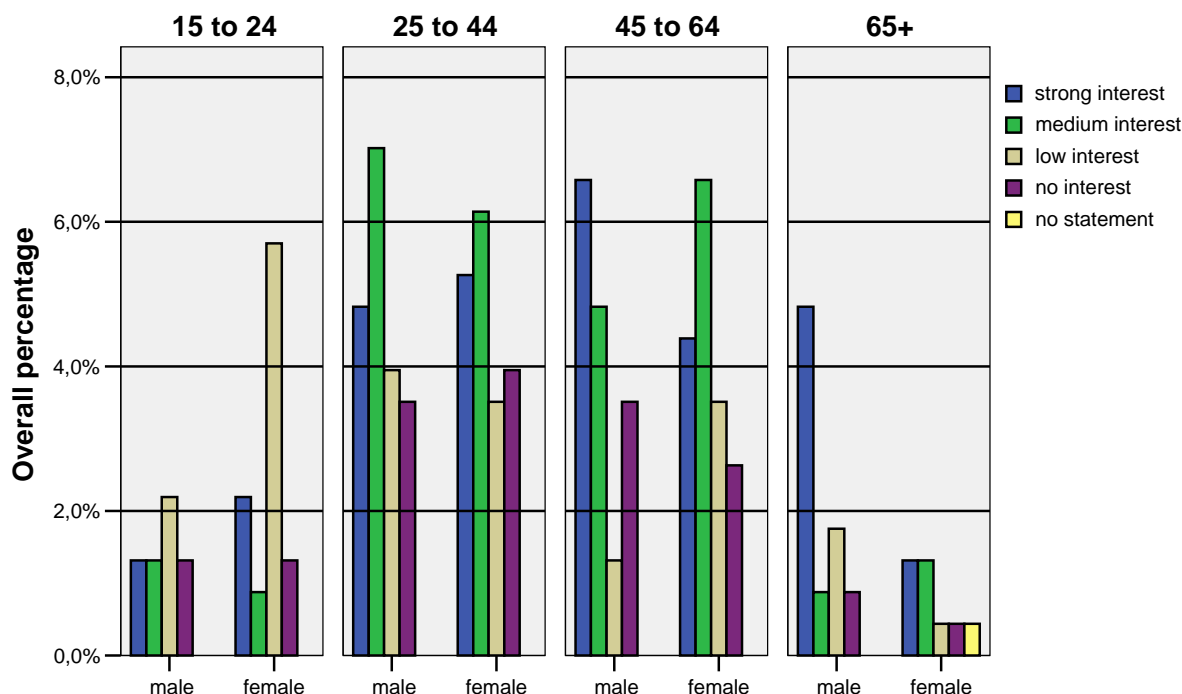


Q6.4 – How much would you be interested to inform yourself about the members of the city council and the civic committees on a central website, e.g. curriculum vitae, scope of duties etc.?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	70	23,3	30,7	30,7
	medium interest	66	22,0	28,9	59,6
	low interest	51	17,0	22,4	82,0
	no interest	40	13,3	17,5	99,6
	no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

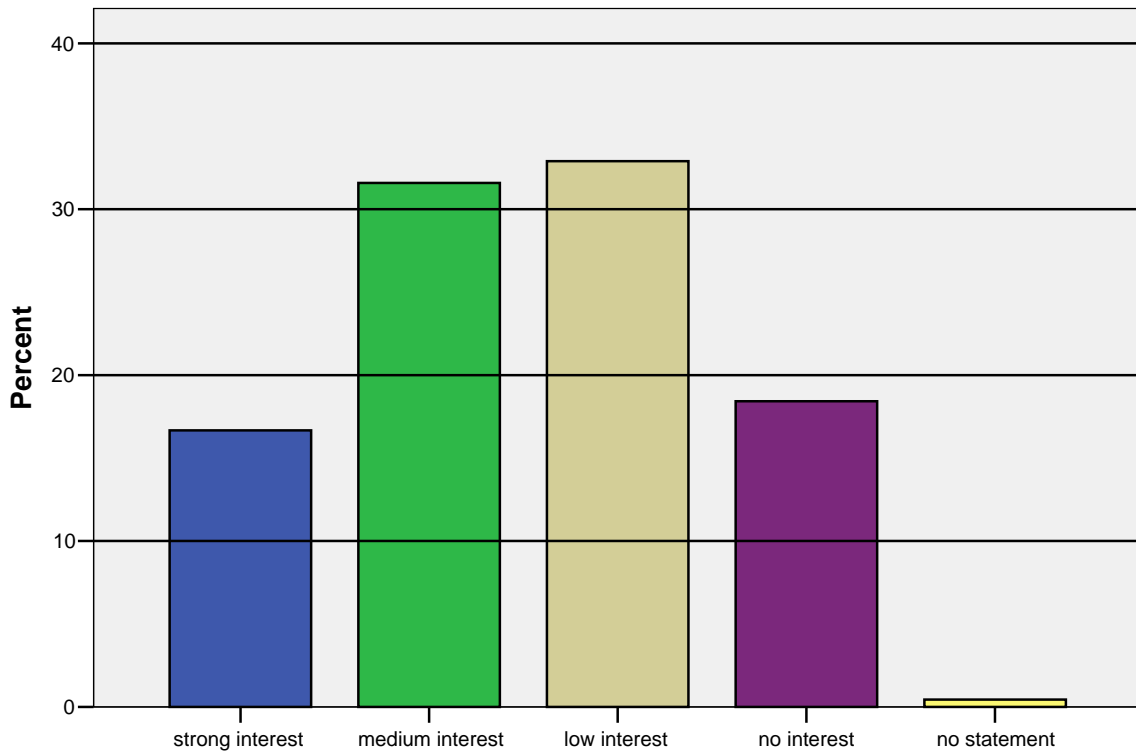


Age group				Q6.4 - How much would you be interested to inform yourself about the members of the city council and the civic committees on a central website, e.g. curriculum vitae, scope of duties etc.?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	3	3	5	3		14
			Total percentage	8,1%	8,1%	13,5%	8,1%		37,8%
	female	Quantity	5	2	13	3		23	
		Total percentage	13,5%	5,4%	35,1%	8,1%		62,2%	
	Total	Quantity	8	5	18	6		37	
		Total percentage	21,6%	13,5%	48,6%	16,2%		100,0%	
25 to 44	Sex	male	Quantity	11	16	9	8		44
			Total percentage	12,6%	18,4%	10,3%	9,2%		50,6%
	female	Quantity	12	14	8	9		43	
		Total percentage	13,8%	16,1%	9,2%	10,3%		49,4%	
	Total	Quantity	23	30	17	17		87	
		Total percentage	26,4%	34,5%	19,5%	19,5%		100,0%	
45 to 64	Sex	male	Quantity	15	11	3	8		37
			Total percentage	19,7%	14,5%	3,9%	10,5%		48,7%
	female	Quantity	10	15	8	6		39	
		Total percentage	13,2%	19,7%	10,5%	7,9%		51,3%	
	Total	Quantity	25	26	11	14		76	
		Total percentage	32,9%	34,2%	14,5%	18,4%		100,0%	
65+	Sex	male	Quantity	11	2	4	2		19
			Total percentage	39,3%	7,1%	14,3%	7,1%		67,9%
	female	Quantity	3	3	1	1	1	9	
		Total percentage	10,7%	10,7%	3,6%	3,6%	3,6%	32,1%	
	Total	Quantity	14	5	5	3	1	28	
		Total percentage	50,0%	17,9%	17,9%	10,7%	3,6%	100,0%	

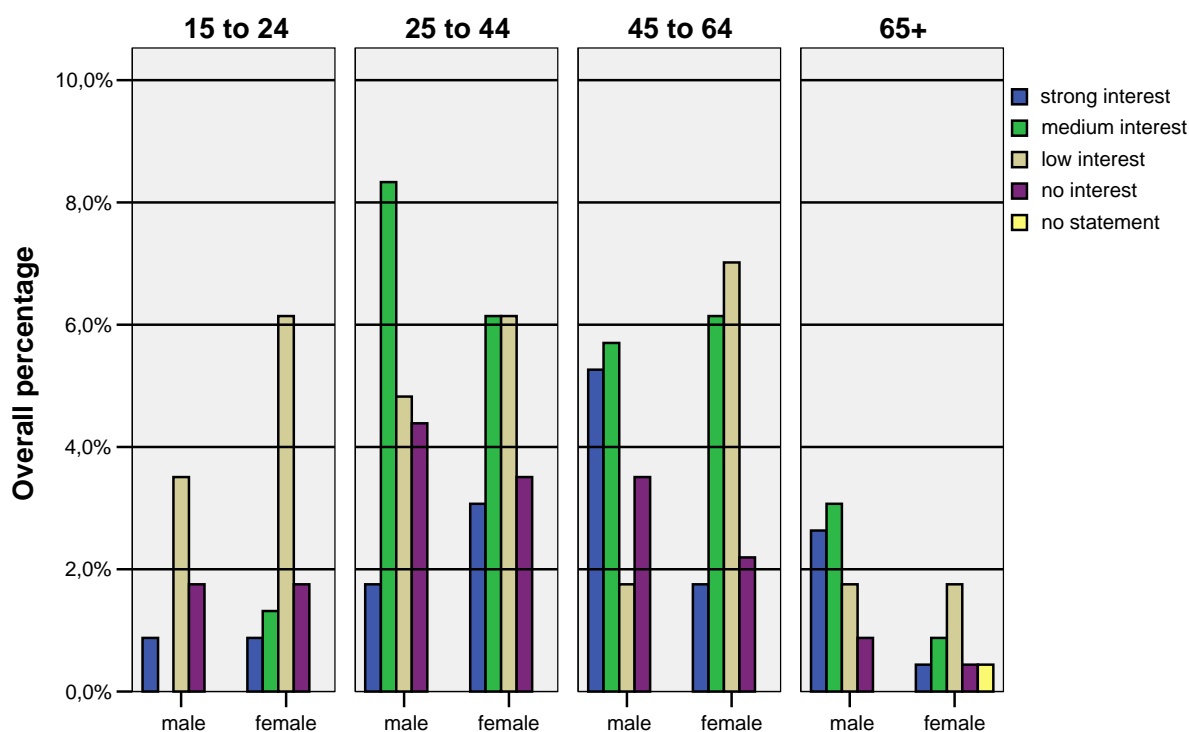


Q6.5 – How much would you be interested to be able to retrieve meeting dates, agenda items, proposals for a decision or resolutions of the city council or the appropriate civic committees online?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	38	12,7	16,7	16,7
	medium interest	72	24,0	31,6	48,2
	low interest	75	25,0	32,9	81,1
	no interest	42	14,0	18,4	99,6
	no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

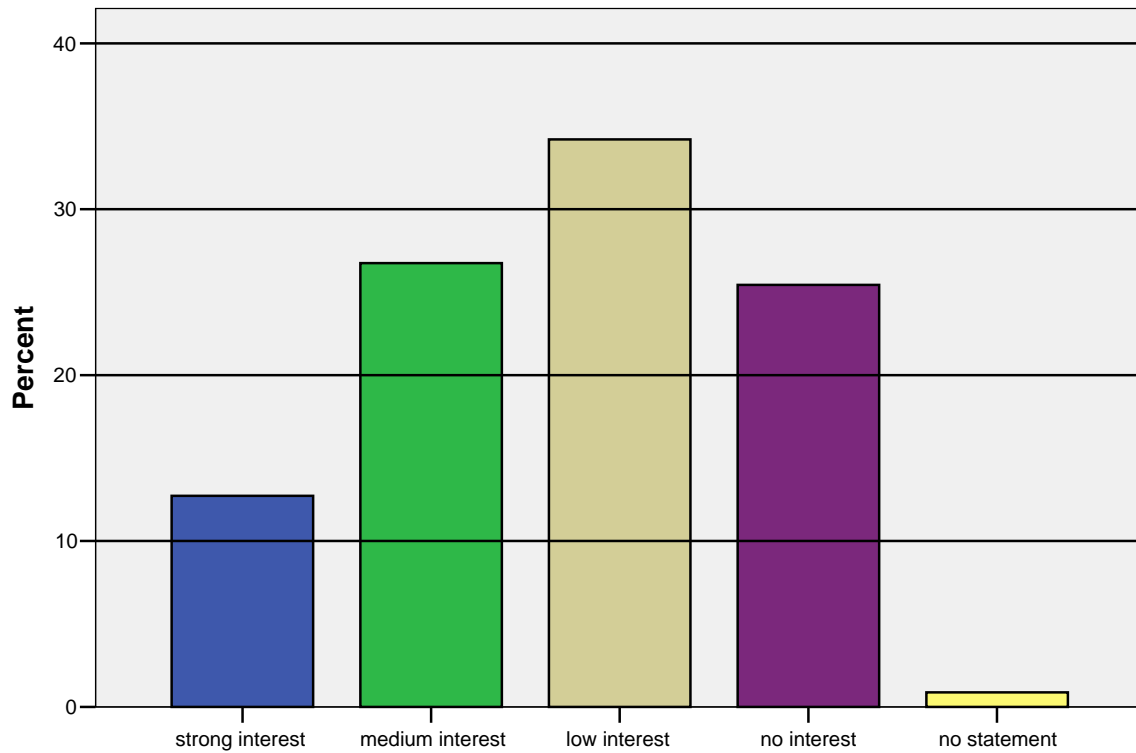


Age group				Q6.5 - How much would you be interested to be able to retrieve meeting dates, agenda items, proposals for a decision or resolutions of the city council or the appropriate civic committees online?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	2		8	4		14
			Total percentage	5,4%		21,6%	10,8%		37,8%
		female	Quantity	2	3	14	4		23
			Total percentage	5,4%	8,1%	37,8%	10,8%		62,2%
	Total	Quantity	4	3	22	8		37	
		Total percentage	10,8%	8,1%	59,5%	21,6%		100,0%	
25 to 44	Sex	male	Quantity	4	19	11	10		44
			Total percentage	4,6%	21,8%	12,6%	11,5%		50,6%
		female	Quantity	7	14	14	8		43
			Total percentage	8,0%	16,1%	16,1%	9,2%		49,4%
	Total	Quantity	11	33	25	18		87	
		Total percentage	12,6%	37,9%	28,7%	20,7%		100,0%	
45 to 64	Sex	male	Quantity	12	13	4	8		37
			Total percentage	15,8%	17,1%	5,3%	10,5%		48,7%
		female	Quantity	4	14	16	5		39
			Total percentage	5,3%	18,4%	21,1%	6,6%		51,3%
	Total	Quantity	16	27	20	13		76	
		Total percentage	21,1%	35,5%	26,3%	17,1%		100,0%	
65+	Sex	male	Quantity	6	7	4	2		19
			Total percentage	21,4%	25,0%	14,3%	7,1%		67,9%
		female	Quantity	1	2	4	1	1	9
			Total percentage	3,6%	7,1%	14,3%	3,6%	3,6%	32,1%
	Total	Quantity	7	9	8	3	1	28	
		Total percentage	25,0%	32,1%	28,6%	10,7%	3,6%	100,0%	

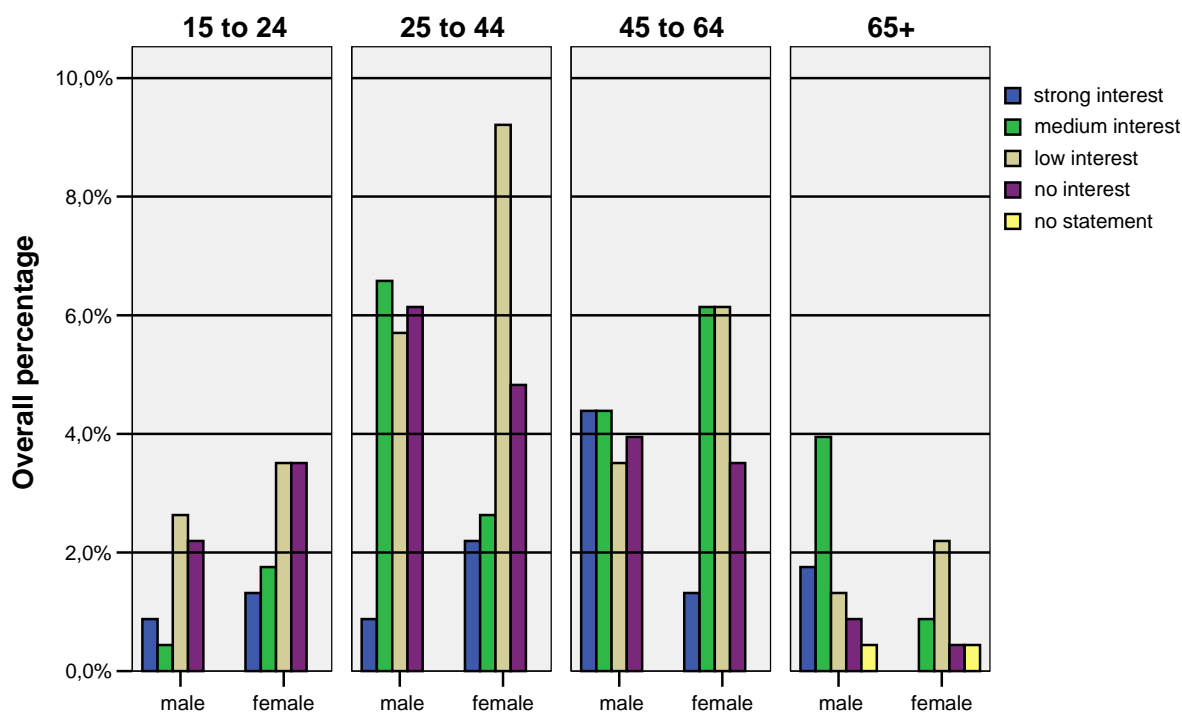


Q6.6 – How much would you be interested to watch the meetings of the city council or the civic committees live or via subsequent recording on the internet?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	29	9,7	12,7	12,7
	medium interest	61	20,3	26,8	39,5
	low interest	78	26,0	34,2	73,7
	no interest	58	19,3	25,4	99,1
	no statement	2	,7	,9	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

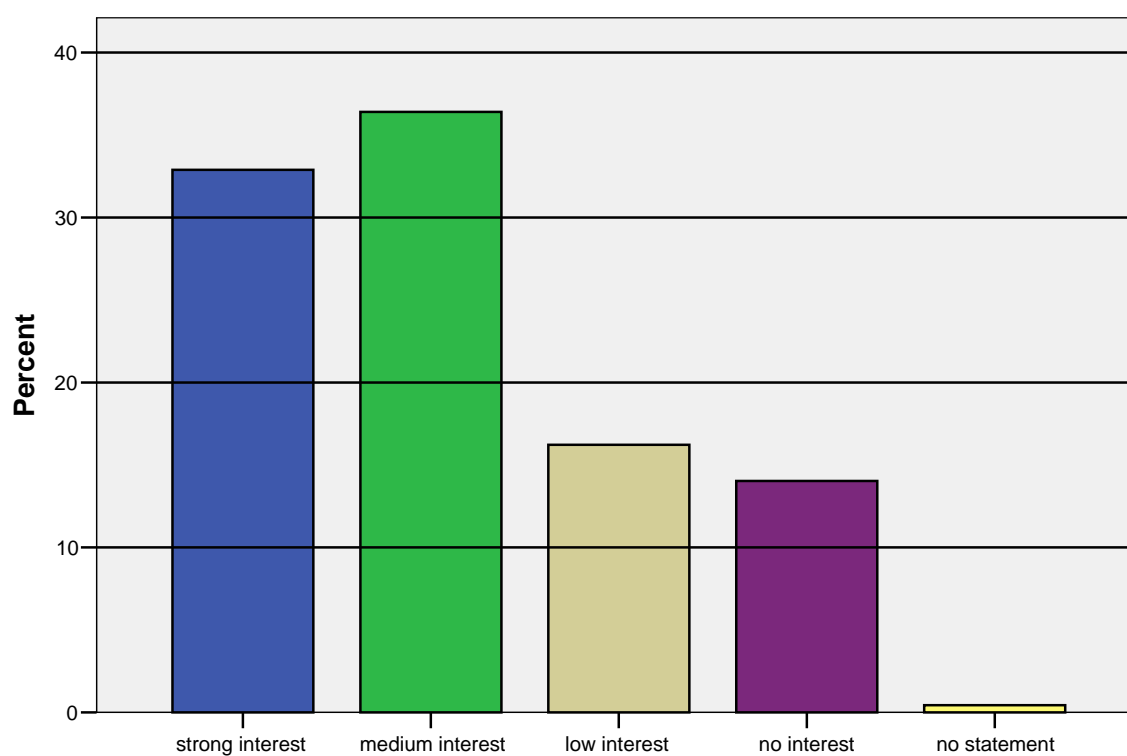


Age group				Q6.6 - How much would you be interested to watch the meetings of the city council or the civic committees live or via subsequent recording on the internet?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	2	1	6	5		14
			Total percentage	5,4%	2,7%	16,2%	13,5%		37,8%
	female	Quantity	3	4	8	8		23	
		Total percentage	8,1%	10,8%	21,6%	21,6%		62,2%	
	Total	Quantity	5	5	14	13		37	
		Total percentage	13,5%	13,5%	37,8%	35,1%		100,0%	
25 to 44	Sex	male	Quantity	2	15	13	14		44
			Total percentage	2,3%	17,2%	14,9%	16,1%		50,6%
	female	Quantity	5	6	21	11		43	
		Total percentage	5,7%	6,9%	24,1%	12,6%		49,4%	
	Total	Quantity	7	21	34	25		87	
		Total percentage	8,0%	24,1%	39,1%	28,7%		100,0%	
45 to 64	Sex	male	Quantity	10	10	8	9		37
			Total percentage	13,2%	13,2%	10,5%	11,8%		48,7%
	female	Quantity	3	14	14	8		39	
		Total percentage	3,9%	18,4%	18,4%	10,5%		51,3%	
	Total	Quantity	13	24	22	17		76	
		Total percentage	17,1%	31,6%	28,9%	22,4%		100,0%	
65+	Sex	male	Quantity	4	9	3	2	1	19
			Total percentage	14,3%	32,1%	10,7%	7,1%	3,6%	67,9%
	female	Quantity		2	5	1	1	9	
		Total percentage		7,1%	17,9%	3,6%	3,6%	32,1%	
	Total	Quantity	4	11	8	3	2	28	
		Total percentage	14,3%	39,3%	28,6%	10,7%	7,1%	100,0%	

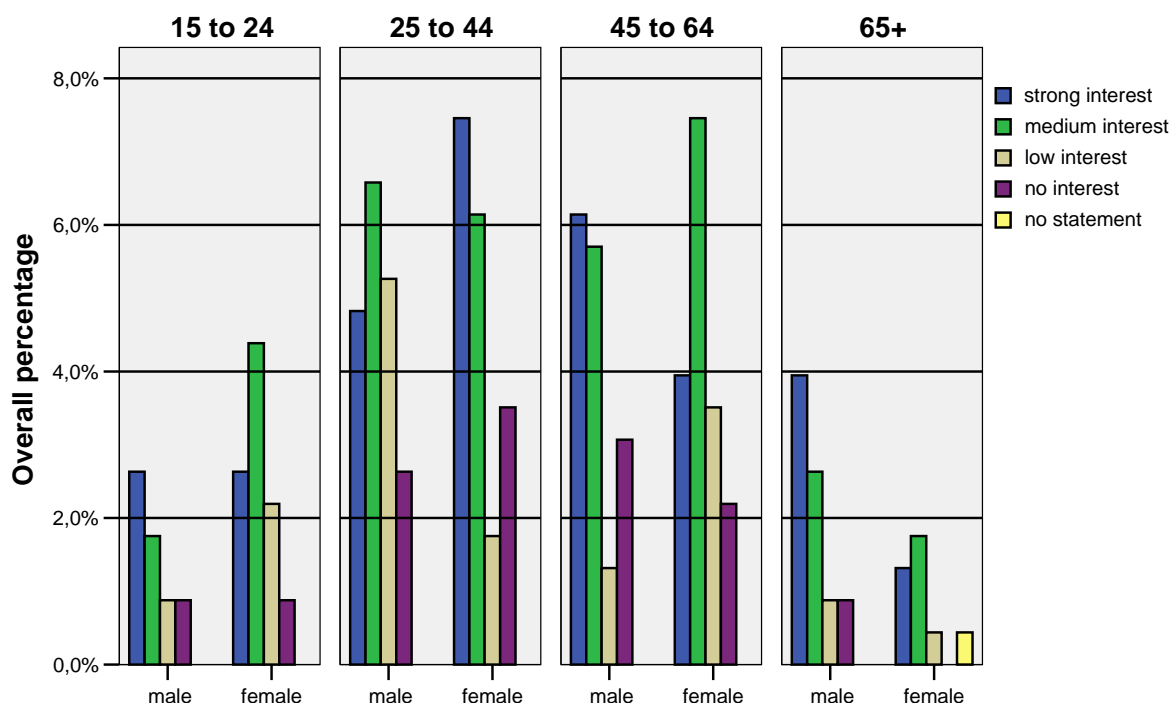


Q6.7 – How much would you be interested to participate in online discussions about certain common matters, e.g. the building of a new football stadium in Koblenz, or about matters affecting you personally, e.g. the renewal of the street you live in?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	75	25,0	32,9	32,9
	medium interest	83	27,7	36,4	69,3
	low interest	37	12,3	16,2	85,5
	no interest	32	10,7	14,0	99,6
	no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
	Total	300	100,0		

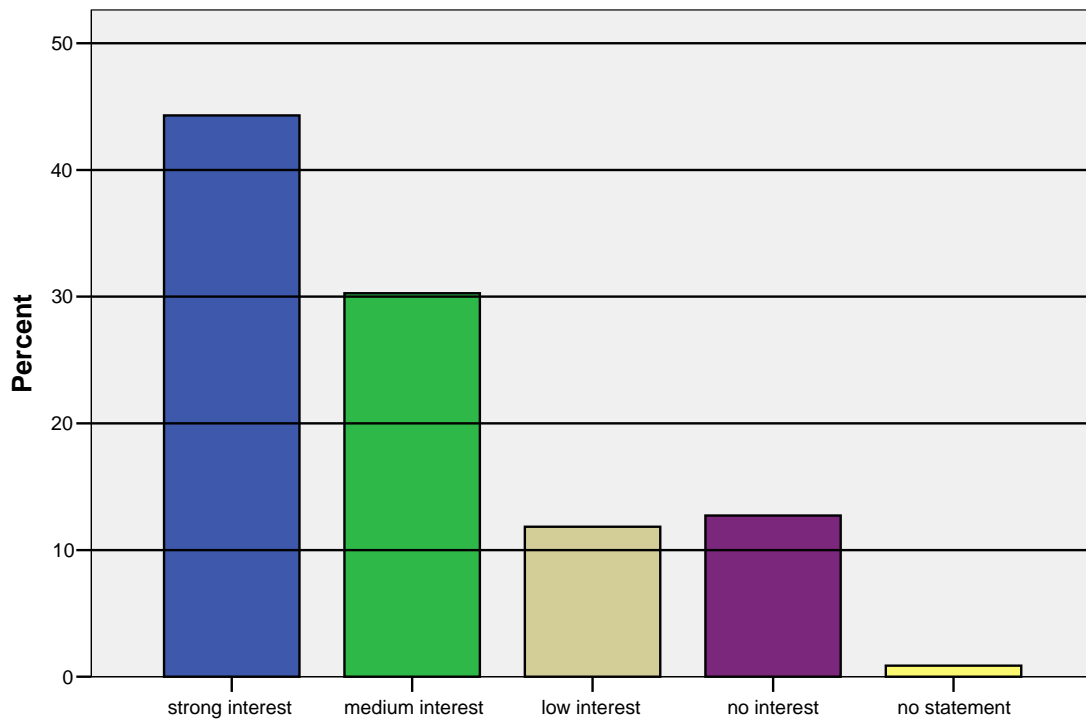


Age group				Q6.7 - How much would you be interested to participate in online discussions about certain common matters, e.g. the building of a new football stadium in Koblenz, or about matters affecting you personally, e.g. the renewal of the street you live in?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	6	4	2	2		14
			Total percentage	16,2%	10,8%	5,4%	5,4%		37,8%
	female	Quantity	6	10	5	2		23	
		Total percentage	16,2%	27,0%	13,5%	5,4%		62,2%	
	Total	Quantity	12	14	7	4		37	
		Total percentage	32,4%	37,8%	18,9%	10,8%		100,0%	
25 to 44	Sex	male	Quantity	11	15	12	6		44
			Total percentage	12,6%	17,2%	13,8%	6,9%		50,6%
	female	Quantity	17	14	4	8		43	
		Total percentage	19,5%	16,1%	4,6%	9,2%		49,4%	
	Total	Quantity	28	29	16	14		87	
		Total percentage	32,2%	33,3%	18,4%	16,1%		100,0%	
45 to 64	Sex	male	Quantity	14	13	3	7		37
			Total percentage	18,4%	17,1%	3,9%	9,2%		48,7%
	female	Quantity	9	17	8	5		39	
		Total percentage	11,8%	22,4%	10,5%	6,6%		51,3%	
	Total	Quantity	23	30	11	12		76	
		Total percentage	30,3%	39,5%	14,5%	15,8%		100,0%	
65+	Sex	male	Quantity	9	6	2	2		19
			Total percentage	32,1%	21,4%	7,1%	7,1%		67,9%
	female	Quantity	3	4	1		1	9	
		Total percentage	10,7%	14,3%	3,6%		3,6%	32,1%	
	Total	Quantity	12	10	3	2	1	28	
		Total percentage	42,9%	35,7%	10,7%	7,1%	3,6%	100,0%	

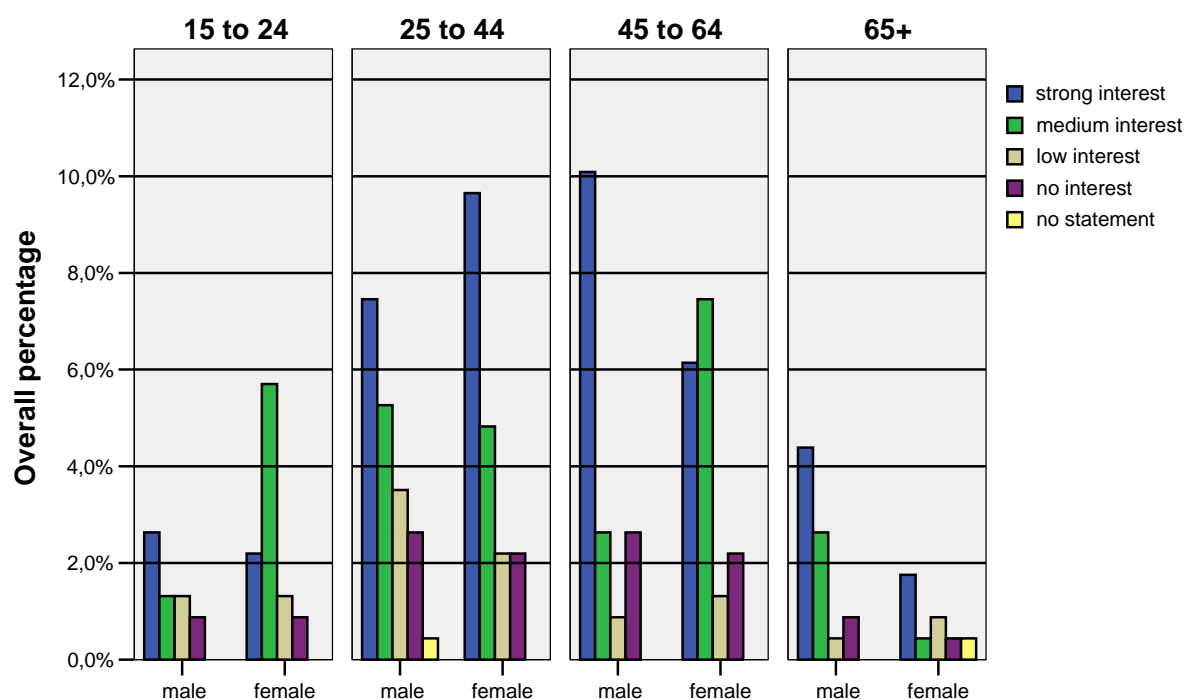


Q6.8 – How much would you be interested to poll about certain matters online via the internet?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	101	33,7	44,3	44,3
	medium interest	69	23,0	30,3	74,6
	low interest	27	9,0	11,8	86,4
	no interest	29	9,7	12,7	99,1
	no statement	2	,7	,9	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

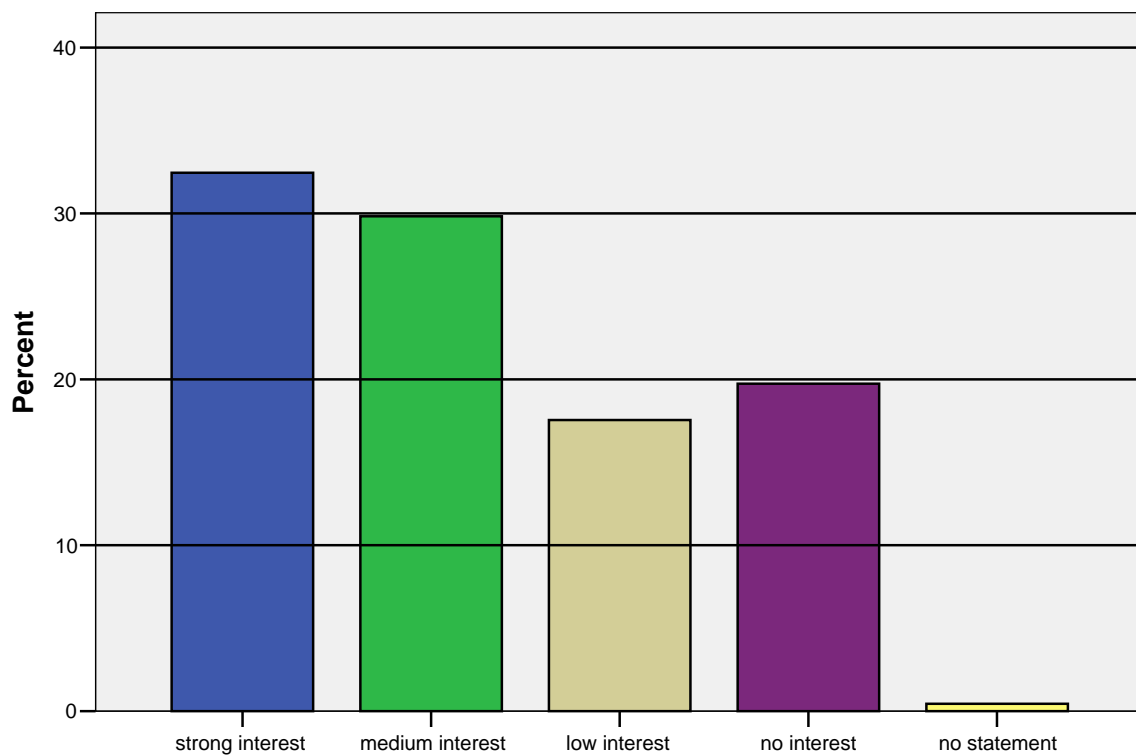


Age group				Q6.8 - How much would you be interested to poll about certain matters online via the internet?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	6	3	3	2		14
			Total percentage	16,2%	8,1%	8,1%	5,4%		37,8%
	female	Quantity	5	13	3	2		23	
		Total percentage	13,5%	35,1%	8,1%	5,4%		62,2%	
	Total	Quantity	11	16	6	4		37	
		Total percentage	29,7%	43,2%	16,2%	10,8%		100,0%	
25 to 44	Sex	male	Quantity	17	12	8	6	1	44
			Total percentage	19,5%	13,8%	9,2%	6,9%	1,1%	50,6%
	female	Quantity	22	11	5	5		43	
		Total percentage	25,3%	12,6%	5,7%	5,7%		49,4%	
	Total	Quantity	39	23	13	11	1	87	
		Total percentage	44,8%	26,4%	14,9%	12,6%	1,1%	100,0%	
45 to 64	Sex	male	Quantity	23	6	2	6		37
			Total percentage	30,3%	7,9%	2,6%	7,9%		48,7%
	female	Quantity	14	17	3	5		39	
		Total percentage	18,4%	22,4%	3,9%	6,6%		51,3%	
	Total	Quantity	37	23	5	11		76	
		Total percentage	48,7%	30,3%	6,6%	14,5%		100,0%	
65+	Sex	male	Quantity	10	6	1	2		19
			Total percentage	35,7%	21,4%	3,6%	7,1%		67,9%
	female	Quantity	4	1	2	1	1	9	
		Total percentage	14,3%	3,6%	7,1%	3,6%	3,6%	32,1%	
	Total	Quantity	14	7	3	3	1	28	
		Total percentage	50,0%	25,0%	10,7%	10,7%	3,6%	100,0%	

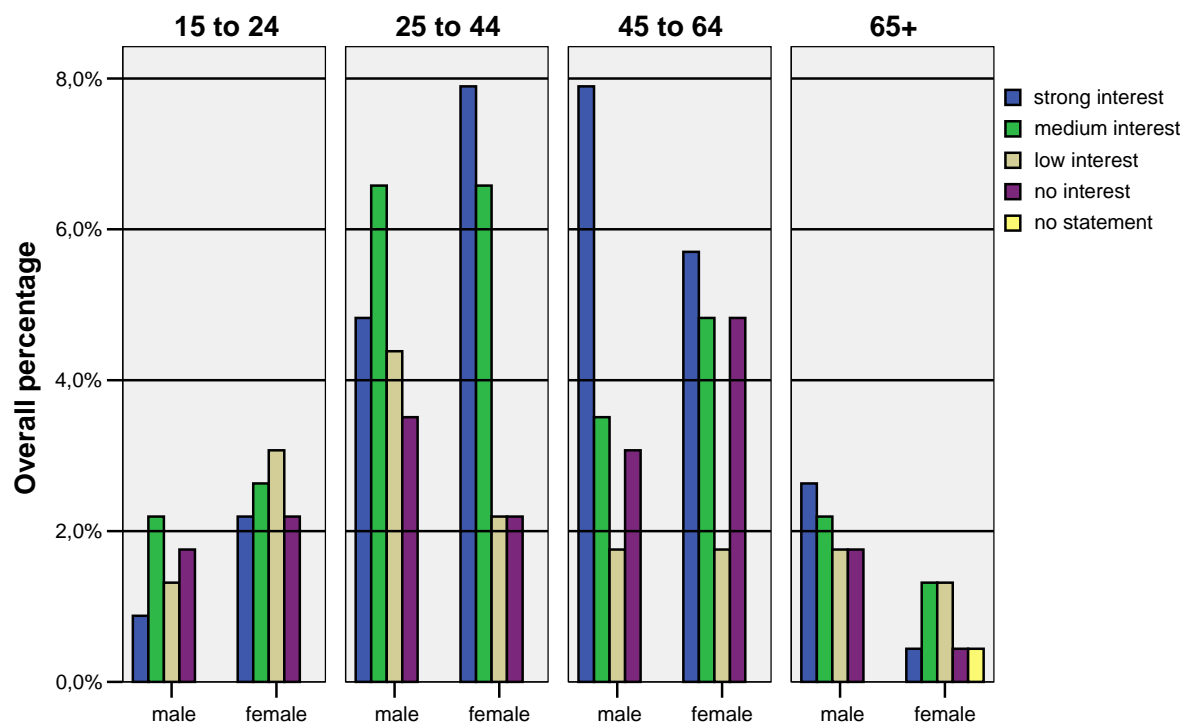


Q6.9 – How much would you be interested to receive an e-mail at regular intervals, a so called newsletter, filled with actual and relevant Koblenz information for you?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	74	24,7	32,5	32,5
	medium interest	68	22,7	29,8	62,3
	low interest	40	13,3	17,5	79,8
	no interest	45	15,0	19,7	99,6
	no statement	1	,3	,4	100,0
Total		228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

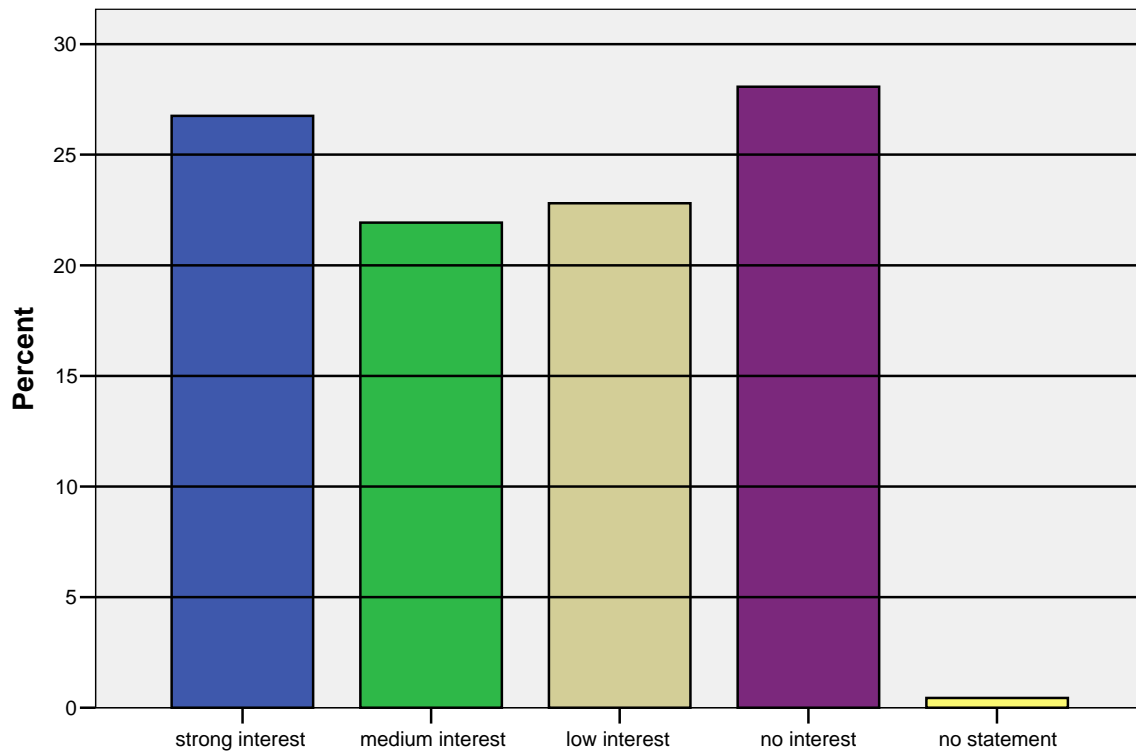


Age group				Q6.9 - How much would you be interested to receive an e-mail at regular intervals, a so called newsletter, filled with actual and relevant Koblenz information for you?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	2	5	3	4		14
			Total percentage	5,4%	13,5%	8,1%	10,8%		37,8%
	female	Quantity	5	6	7	5		23	
		Total percentage	13,5%	16,2%	18,9%	13,5%		62,2%	
	Total	Quantity	7	11	10	9		37	
		Total percentage	18,9%	29,7%	27,0%	24,3%		100,0%	
25 to 44	Sex	male	Quantity	11	15	10	8		44
			Total percentage	12,6%	17,2%	11,5%	9,2%		50,6%
	female	Quantity	18	15	5	5		43	
		Total percentage	20,7%	17,2%	5,7%	5,7%		49,4%	
	Total	Quantity	29	30	15	13		87	
		Total percentage	33,3%	34,5%	17,2%	14,9%		100,0%	
45 to 64	Sex	male	Quantity	18	8	4	7		37
			Total percentage	23,7%	10,5%	5,3%	9,2%		48,7%
	female	Quantity	13	11	4	11		39	
		Total percentage	17,1%	14,5%	5,3%	14,5%		51,3%	
	Total	Quantity	31	19	8	18		76	
		Total percentage	40,8%	25,0%	10,5%	23,7%		100,0%	
65+	Sex	male	Quantity	6	5	4	4		19
			Total percentage	21,4%	17,9%	14,3%	14,3%		67,9%
	female	Quantity	1	3	3	1	1	9	
		Total percentage	3,6%	10,7%	10,7%	3,6%	3,6%	32,1%	
	Total	Quantity	7	8	7	5	1	28	
		Total percentage	25,0%	28,6%	25,0%	17,9%	3,6%	100,0%	

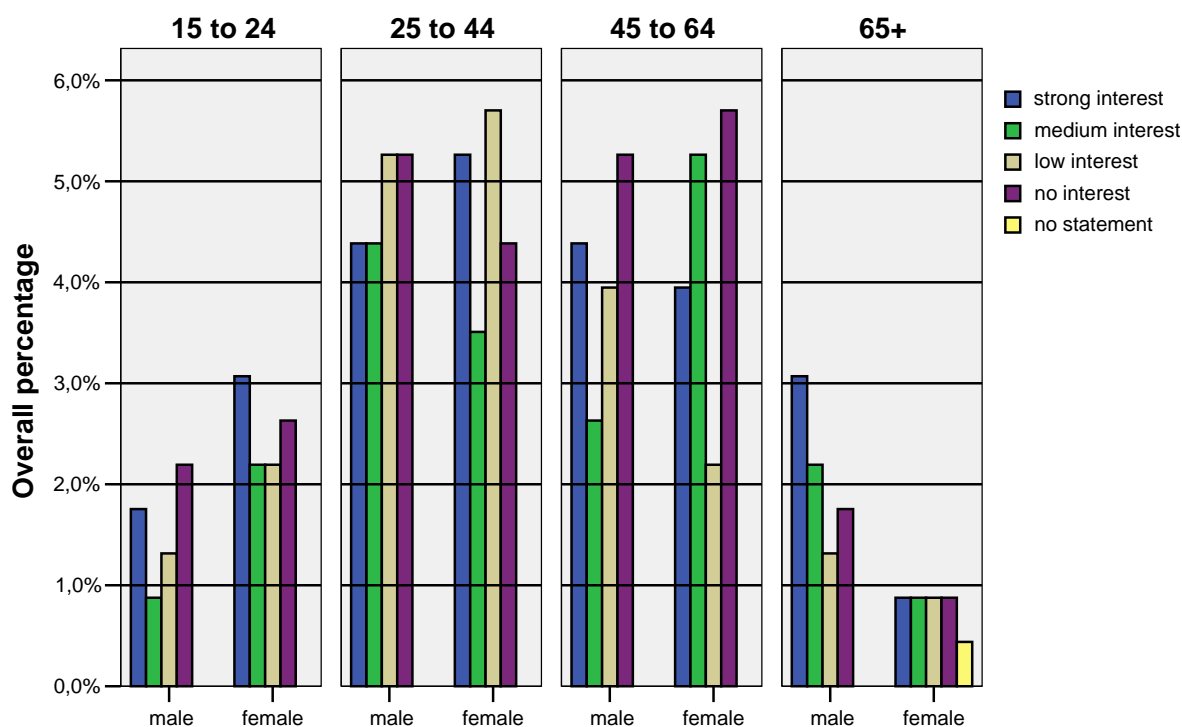


Q6.10 – How much would you be interested to vote via the internet or a cell phone, e.g. the municipal council?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	61	20,3	26,8	26,8
	medium interest	50	16,7	21,9	48,7
	low interest	52	17,3	22,8	71,5
	no interest	64	21,3	28,1	99,6
	no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

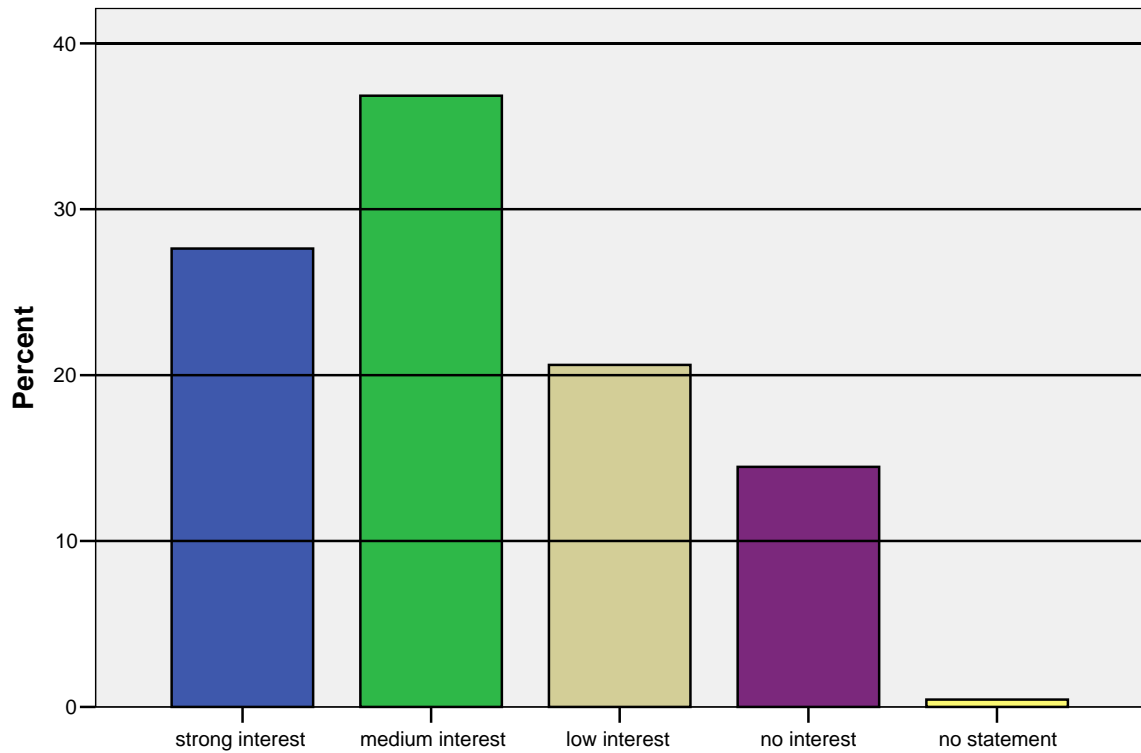


				Q6.10 - How much would you be interested to vote via the internet or a cell phone, e.g. the municipal council?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	4	2	3	5		14
			Total percentage	10,8%	5,4%	8,1%	13,5%		37,8%
	female	Quantity	7	5	5	6		23	
		Total percentage	18,9%	13,5%	13,5%	16,2%		62,2%	
	Total	Quantity	11	7	8	11		37	
		Total percentage	29,7%	18,9%	21,6%	29,7%		100,0%	
25 to 44	Sex	male	Quantity	10	10	12	12		44
			Total percentage	11,5%	11,5%	13,8%	13,8%		50,6%
	female	Quantity	12	8	13	10		43	
		Total percentage	13,8%	9,2%	14,9%	11,5%		49,4%	
	Total	Quantity	22	18	25	22		87	
		Total percentage	25,3%	20,7%	28,7%	25,3%		100,0%	
45 to 64	Sex	male	Quantity	10	6	9	12		37
			Total percentage	13,2%	7,9%	11,8%	15,8%		48,7%
	female	Quantity	9	12	5	13		39	
		Total percentage	11,8%	15,8%	6,6%	17,1%		51,3%	
	Total	Quantity	19	18	14	25		76	
		Total percentage	25,0%	23,7%	18,4%	32,9%		100,0%	
65+	Sex	male	Quantity	7	5	3	4		19
			Total percentage	25,0%	17,9%	10,7%	14,3%		67,9%
	female	Quantity	2	2	2	2	1	9	
		Total percentage	7,1%	7,1%	7,1%	7,1%	3,6%	32,1%	
	Total	Quantity	9	7	5	6	1	28	
		Total percentage	32,1%	25,0%	17,9%	21,4%	3,6%	100,0%	

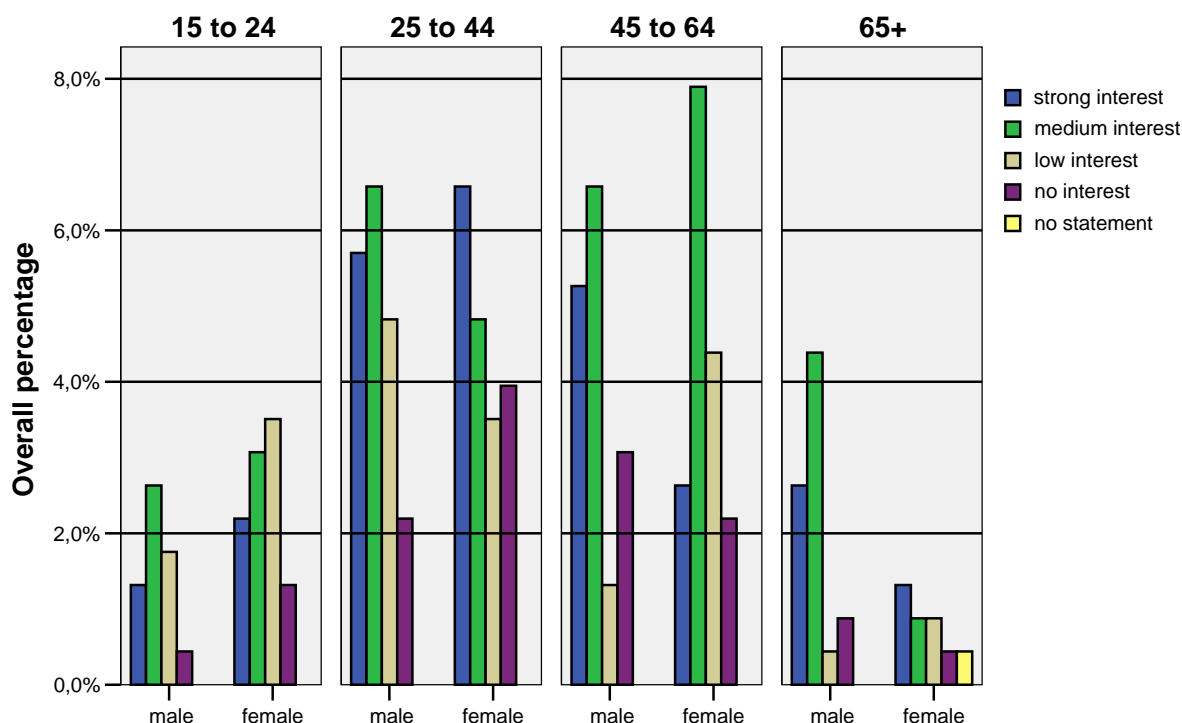


Q6.11 – How much would you be interested to call attention to a problem via the internet and to communicate with people who are also affected by this problem?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	strong interest	63	21,0	27,6	27,6
	medium interest	84	28,0	36,8	64,5
	low interest	47	15,7	20,6	85,1
	no interest	33	11,0	14,5	99,6
	no statement	1	,3	,4	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

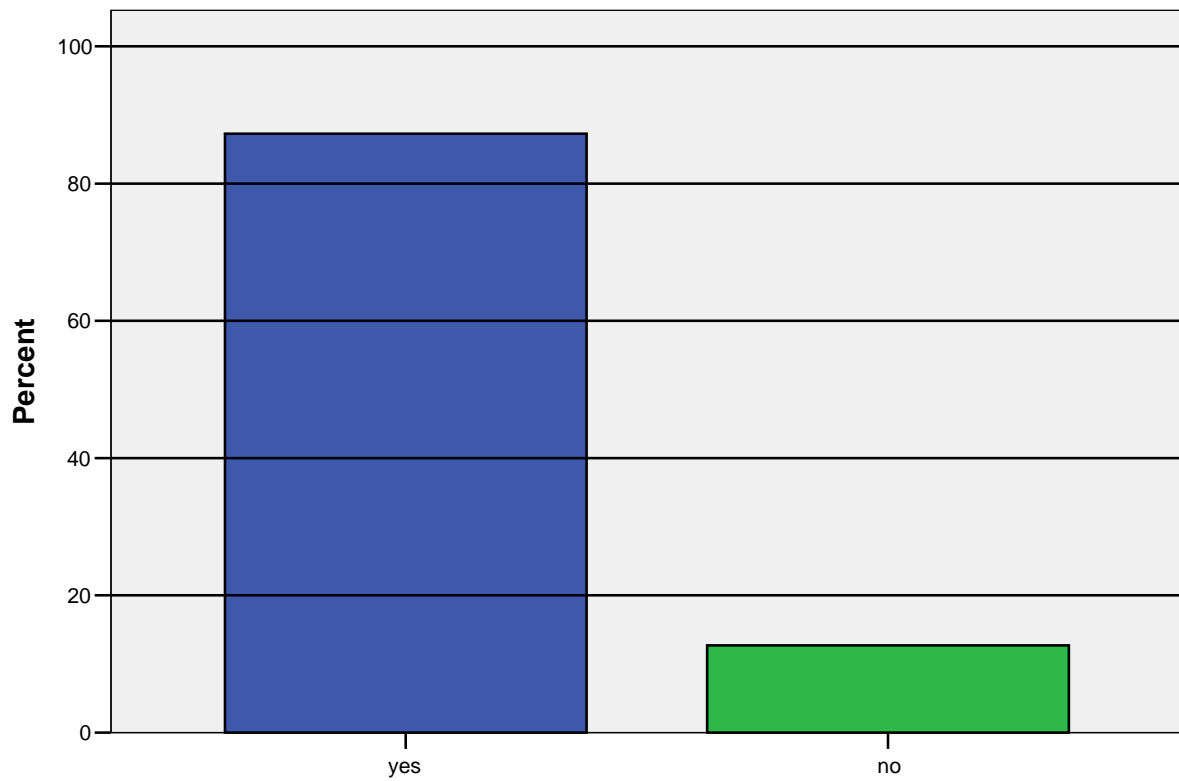


Age group				Q6.11 - How much would you be interested to call attention to a problem via the internet and to communicate with people who are also affected by this problem?					Total
				strong interest	medium interest	low interest	no interest	no statement	
15 to 24	Sex	male	Quantity	3	6	4	1		14
			Total percentage	8,1%	16,2%	10,8%	2,7%		37,8%
	female	Quantity	5	7	8	3		23	
		Total percentage	13,5%	18,9%	21,6%	8,1%		62,2%	
	Total	Quantity	8	13	12	4		37	
		Total percentage	21,6%	35,1%	32,4%	10,8%		100,0%	
25 to 44	Sex	male	Quantity	13	15	11	5		44
			Total percentage	14,9%	17,2%	12,6%	5,7%		50,6%
	female	Quantity	15	11	8	9		43	
		Total percentage	17,2%	12,6%	9,2%	10,3%		49,4%	
	Total	Quantity	28	26	19	14		87	
		Total percentage	32,2%	29,9%	21,8%	16,1%		100,0%	
45 to 64	Sex	male	Quantity	12	15	3	7		37
			Total percentage	15,8%	19,7%	3,9%	9,2%		48,7%
	female	Quantity	6	18	10	5		39	
		Total percentage	7,9%	23,7%	13,2%	6,6%		51,3%	
	Total	Quantity	18	33	13	12		76	
		Total percentage	23,7%	43,4%	17,1%	15,8%		100,0%	
65+	Sex	male	Quantity	6	10	1	2		19
			Total percentage	21,4%	35,7%	3,6%	7,1%		67,9%
	female	Quantity	3	2	2	1	1	9	
		Total percentage	10,7%	7,1%	7,1%	3,6%	3,6%	32,1%	
	Total	Quantity	9	12	3	3	1	28	
		Total percentage	32,1%	42,9%	10,7%	10,7%	3,6%	100,0%	

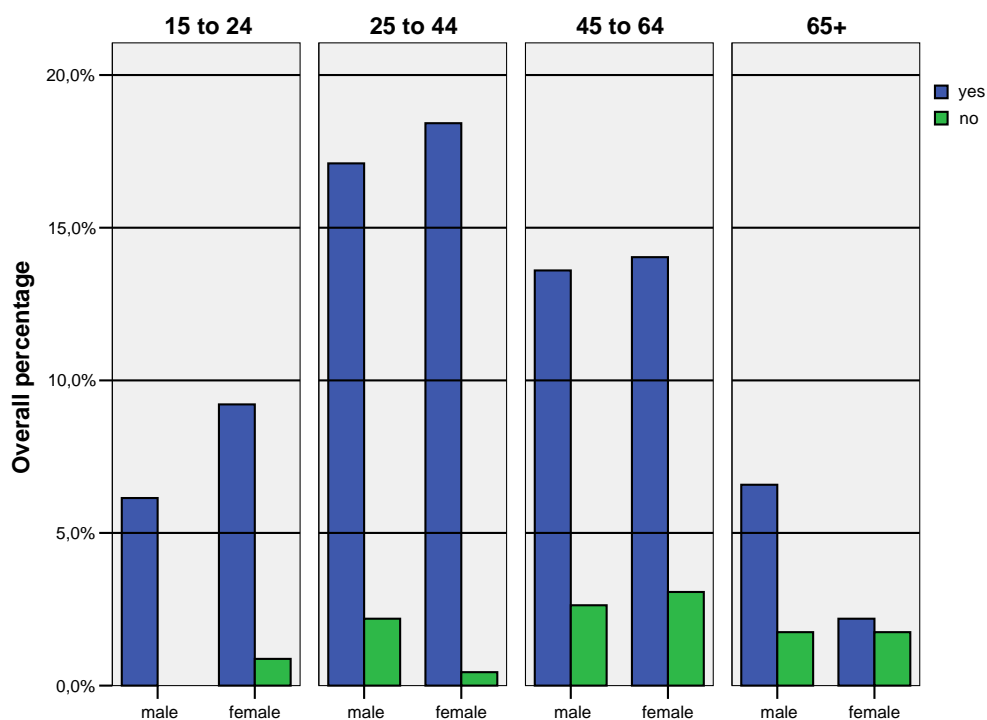


Q6.12 – Do you know what a web forum is?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	199	66,3	87,3	87,3
	no	29	9,7	12,7	100,0
	Total	228	76,0	100,0	
Missing	System	72	24,0		
Total		300	100,0		

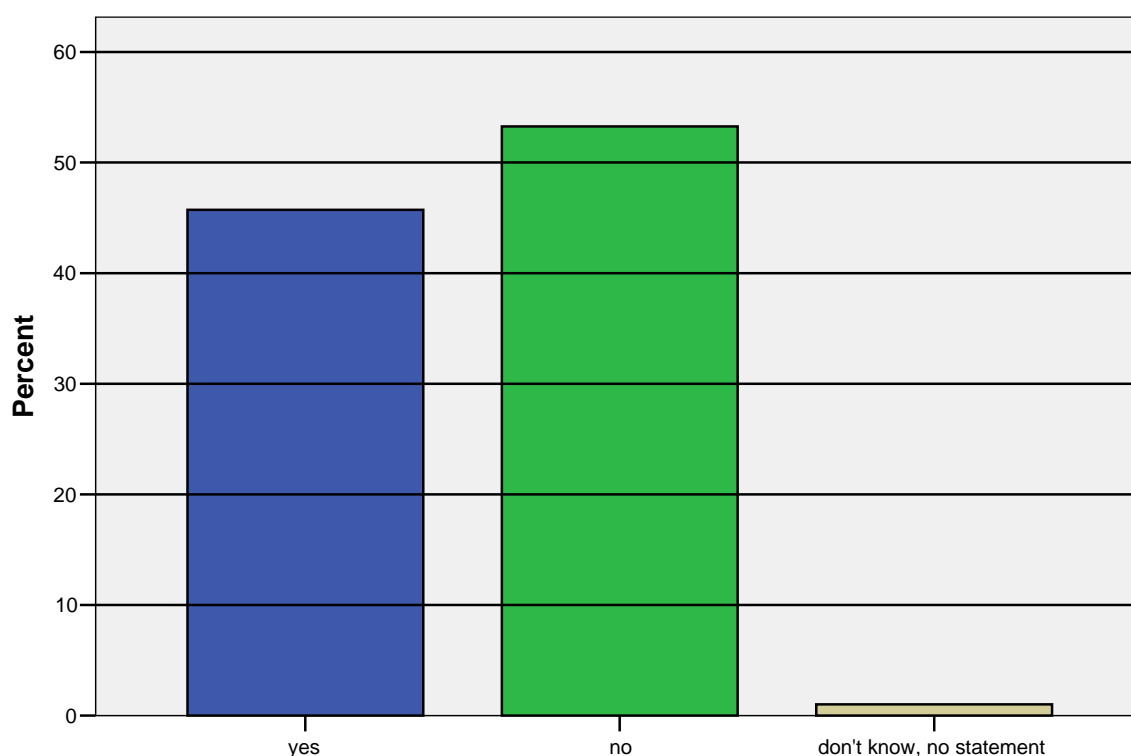


Age group				Q6.12 - Do you know what a web forum is?		Total
				yes	no	
15 to 24	Sex	male	Quantity	14		14
			Total percentage	37,8%		37,8%
	female	Quantity	21	2	23	
		Total percentage	56,8%	5,4%	62,2%	
	Total	Quantity	35	2	37	
		Total percentage	94,6%	5,4%	100,0%	
25 to 44	Sex	male	Quantity	39	5	44
			Total percentage	44,8%	5,7%	50,6%
	female	Quantity	42	1	43	
		Total percentage	48,3%	1,1%	49,4%	
	Total	Quantity	81	6	87	
		Total percentage	93,1%	6,9%	100,0%	
45 to 64	Sex	male	Quantity	31	6	37
			Total percentage	40,8%	7,9%	48,7%
	female	Quantity	32	7	39	
		Total percentage	42,1%	9,2%	51,3%	
	Total	Quantity	63	13	76	
		Total percentage	82,9%	17,1%	100,0%	
65+	Sex	male	Quantity	15	4	19
			Total percentage	53,6%	14,3%	67,9%
	female	Quantity	5	4	9	
		Total percentage	17,9%	14,3%	32,1%	
	Total	Quantity	20	8	28	
		Total percentage	71,4%	28,6%	100,0%	



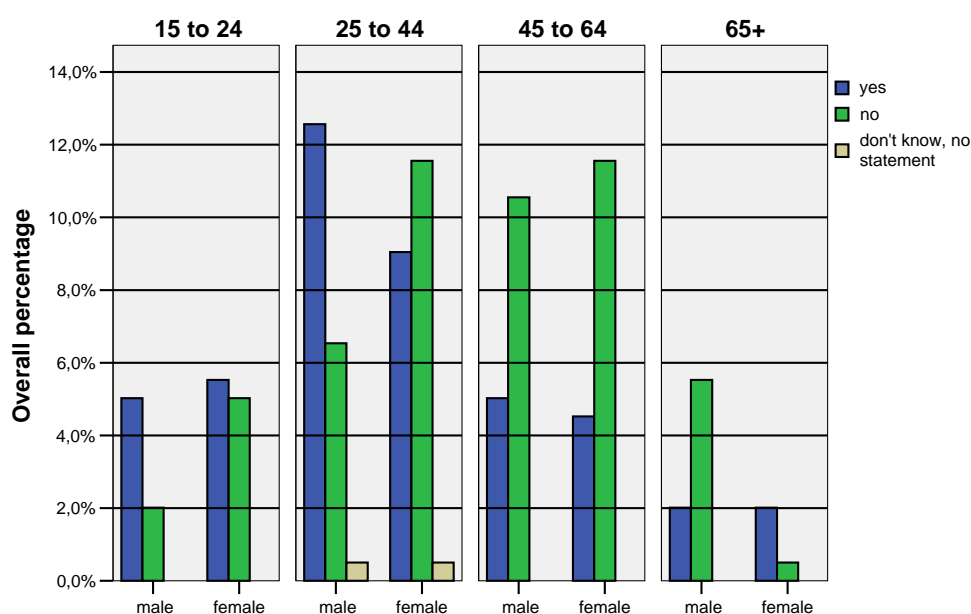
Q6.13 – Have you already written an article into a web forum?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	yes	91	30,3	45,7	45,7
	no	106	35,3	53,3	99,0
	don't know, no statement	2	,7	1,0	100,0
	Total	199	66,3	100,0	
Missing	System	101	33,7		
Total		300	100,0		



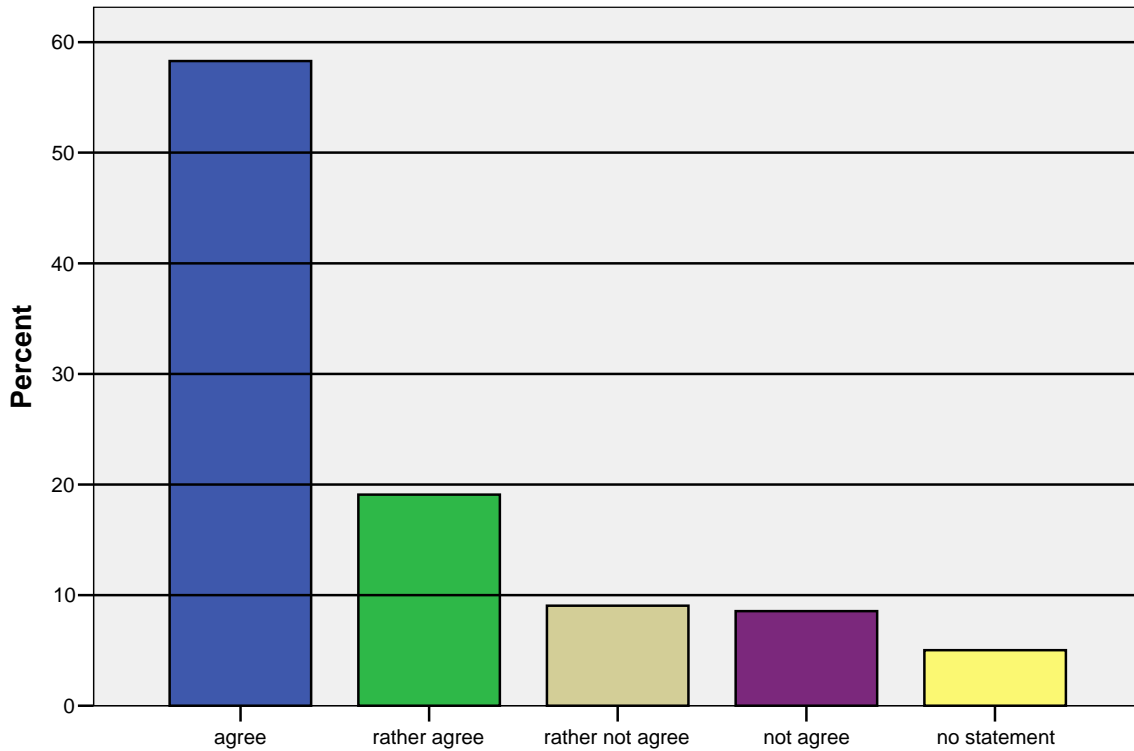
The total valid cases (N=199) are the interviewees with internet access (from Q3.1) and who know what a web forum is (from Q6.12). The missing system cases (N=101) are the sum of the interviewees, who have no internet access (N=72 from Q3.1) and the ones with internet access, who do not know what a web forum is (N=29 from 6.12).

Age group				Q6.13 - Have you already written an article into a web forum?			Total
				yes	no	don't know, no statement	
15 to 24	Sex	male	Quantity	10	4		14
			Total percentage	28,6%	11,4%		40,0%
	female	Quantity	11	10		21	
		Total percentage	31,4%	28,6%		60,0%	
	Total	Quantity	21	14		35	
		Total percentage	60,0%	40,0%		100,0%	
25 to 44	Sex	male	Quantity	25	13	1	39
			Total percentage	30,9%	16,0%	1,2%	48,1%
	female	Quantity	18	23	1	42	
		Total percentage	22,2%	28,4%	1,2%	51,9%	
	Total	Quantity	43	36	2	81	
		Total percentage	53,1%	44,4%	2,5%	100,0%	
45 to 64	Sex	male	Quantity	10	21		31
			Total percentage	15,9%	33,3%		49,2%
	female	Quantity	9	23		32	
		Total percentage	14,3%	36,5%		50,8%	
	Total	Quantity	19	44		63	
		Total percentage	30,2%	69,8%		100,0%	
65+	Sex	male	Quantity	4	11		15
			Total percentage	20,0%	55,0%		75,0%
	female	Quantity	4	1		5	
		Total percentage	20,0%	5,0%		25,0%	
	Total	Quantity	8	12		20	
		Total percentage	40,0%	60,0%		100,0%	

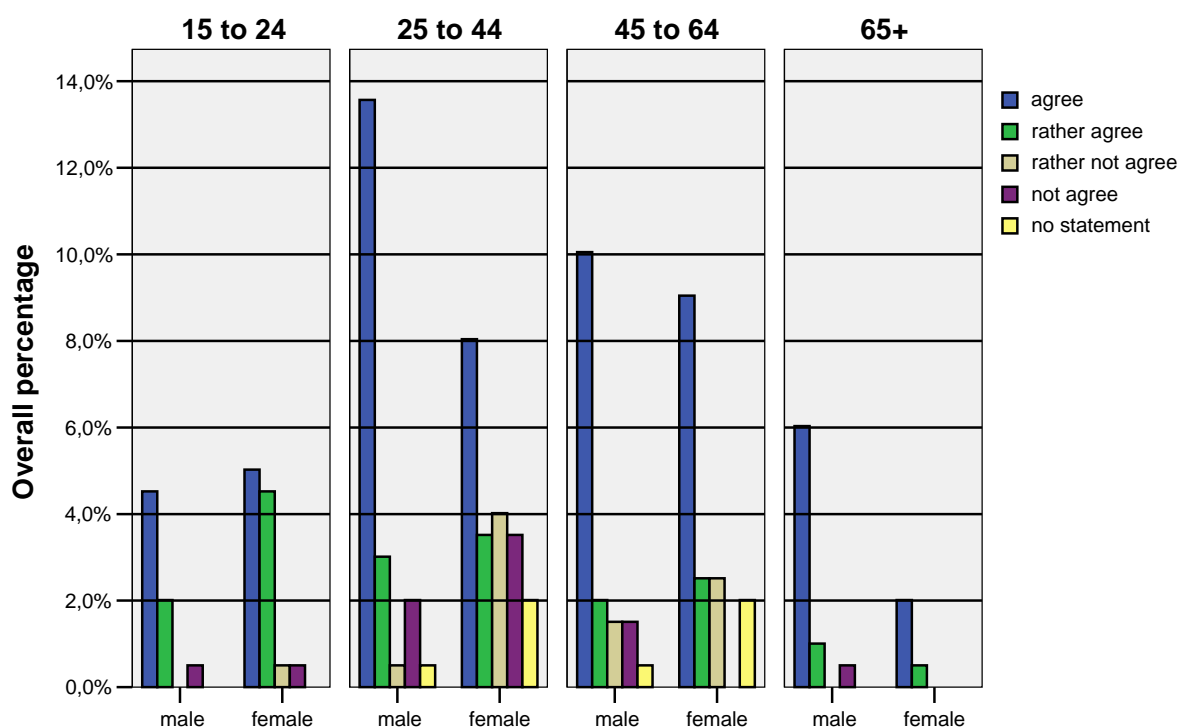


Q6.14 – Would you agree that the quality of a web forum discussion can be increased, if no anonymous threads are allowed?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	agree	116	38,7	58,3	58,3
	rather agree	38	12,7	19,1	77,4
	rather not agree	18	6,0	9,0	86,4
	not agree	17	5,7	8,5	95,0
	no statement	10	3,3	5,0	100,0
	Total	199	66,3	100,0	
Missing	System	101	33,7		
Total		300	100,0		

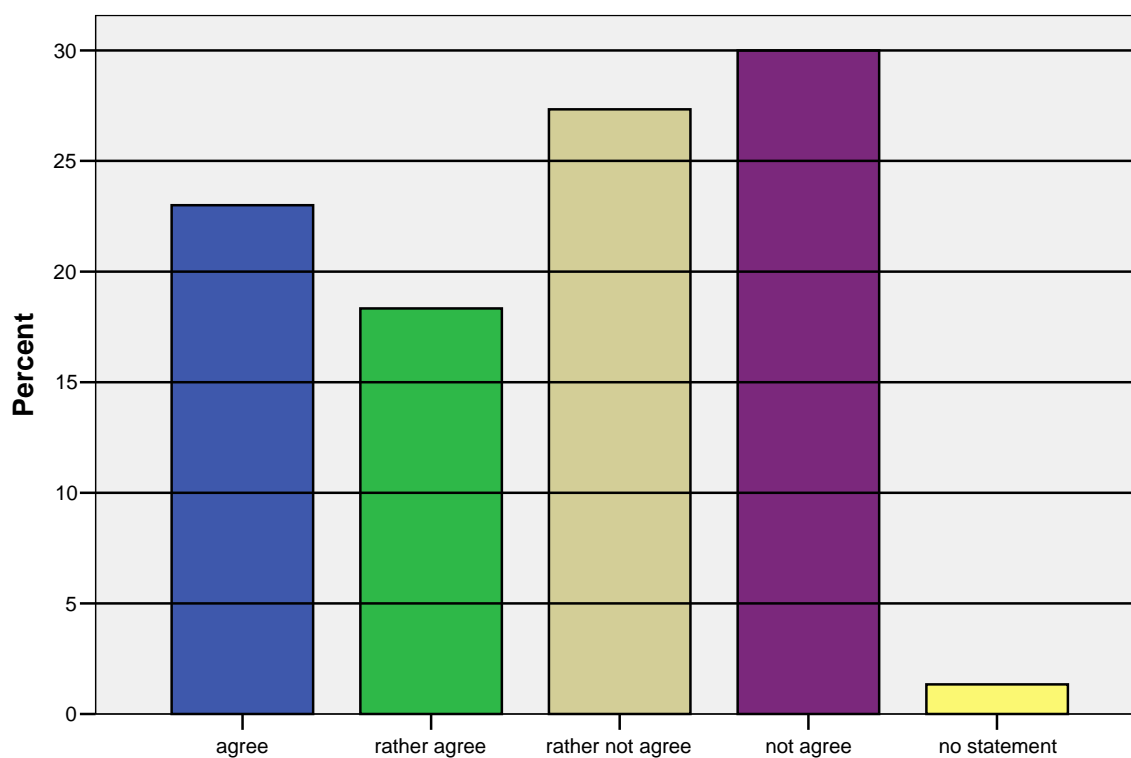


				Q6.14 - Would you agree that the quality of a web forum discussion can be increased, if no anonymous threads are allowed?					Total
				agree	rather agree	rather not agree	not agree	no statement	
Age group									
15 to 24	Sex	male	Quantity	9	4		1		14
			Total percentage	25,7%	11,4%		2,9%		40,0%
	female	Quantity	10	9	1	1		21	
		Total percentage	28,6%	25,7%	2,9%	2,9%		60,0%	
	Total	Quantity	19	13	1	2		35	
		Total percentage	54,3%	37,1%	2,9%	5,7%		100,0%	
25 to 44	Sex	male	Quantity	27	6	1	4	1	39
			Total percentage	33,3%	7,4%	1,2%	4,9%	1,2%	48,1%
	female	Quantity	16	7	8	7	4	42	
		Total percentage	19,8%	8,6%	9,9%	8,6%	4,9%	51,9%	
	Total	Quantity	43	13	9	11	5	81	
		Total percentage	53,1%	16,0%	11,1%	13,6%	6,2%	100,0%	
45 to 64	Sex	male	Quantity	20	4	3	3	1	31
			Total percentage	31,7%	6,3%	4,8%	4,8%	1,6%	49,2%
	female	Quantity	18	5	5		4	32	
		Total percentage	28,6%	7,9%	7,9%		6,3%	50,8%	
	Total	Quantity	38	9	8	3	5	63	
		Total percentage	60,3%	14,3%	12,7%	4,8%	7,9%	100,0%	
65+	Sex	male	Quantity	12	2		1		15
			Total percentage	60,0%	10,0%		5,0%		75,0%
	female	Quantity	4	1				5	
		Total percentage	20,0%	5,0%				25,0%	
	Total	Quantity	16	3		1		20	
		Total percentage	80,0%	15,0%		5,0%		100,0%	

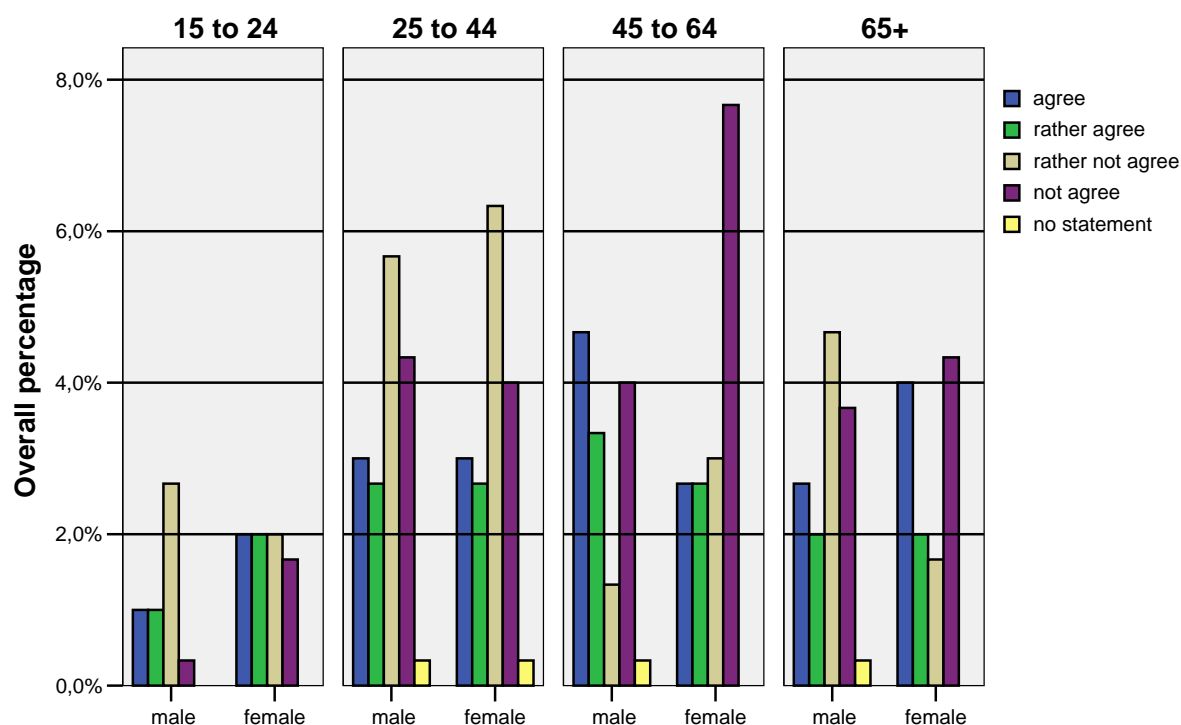


Q6.15 – Would you agree that in the near future you will not be able or at least strongly limited to participate in political or social events without having an internet connection?

	Frequency	Total percentage	Valid percentage	Cumulative percentage
Valid agree	69	23,0	23,0	23,0
rather agree	55	18,3	18,3	41,3
rather not agree	82	27,3	27,3	68,7
not agree	90	30,0	30,0	98,7
no statement	4	1,3	1,3	100,0
Total	300	100,0	100,0	

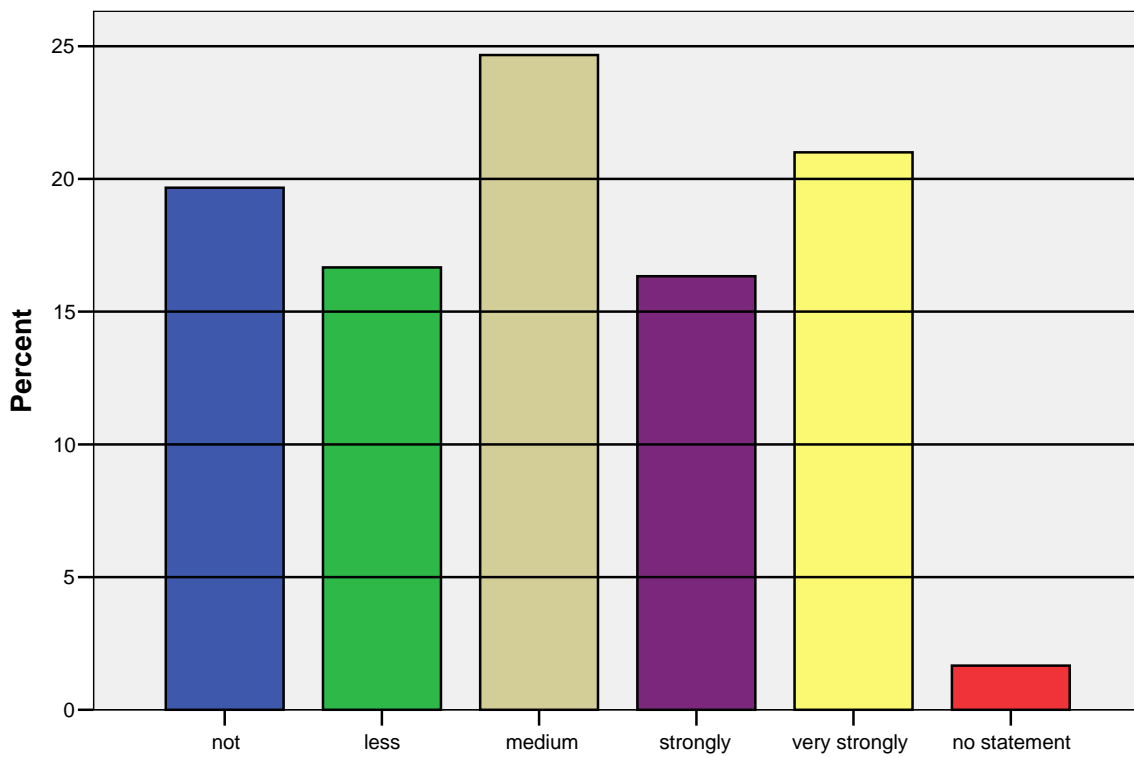


Age group				Q6.15 - Would you agree that in the near future you will not be able or at least strongly limited to participate in political or social events without having an internet connection?					Total
				agree	rather agree	rather not agree	not agree	no statement	
15 to 24	Sex	male	Quantity	3	3	8	1		15
			Total percentage	7,9%	7,9%	21,1%	2,6%		39,5%
	female	Quantity	6	6	6	5		23	
		Total percentage	15,8%	15,8%	15,8%	13,2%		60,5%	
	Total	Quantity	9	9	14	6		38	
		Total percentage	23,7%	23,7%	36,8%	15,8%		100,0%	
25 to 44	Sex	male	Quantity	9	8	17	13	1	48
			Total percentage	9,3%	8,2%	17,5%	13,4%	1,0%	49,5%
	female	Quantity	9	8	19	12	1	49	
		Total percentage	9,3%	8,2%	19,6%	12,4%	1,0%	50,5%	
	Total	Quantity	18	16	36	25	2	97	
		Total percentage	18,6%	16,5%	37,1%	25,8%	2,1%	100,0%	
45 to 64	Sex	male	Quantity	14	10	4	12	1	41
			Total percentage	15,7%	11,2%	4,5%	13,5%	1,1%	46,1%
	female	Quantity	8	8	9	23		48	
		Total percentage	9,0%	9,0%	10,1%	25,8%		53,9%	
	Total	Quantity	22	18	13	35	1	89	
		Total percentage	24,7%	20,2%	14,6%	39,3%	1,1%	100,0%	
65+	Sex	male	Quantity	8	6	14	11	1	40
			Total percentage	10,5%	7,9%	18,4%	14,5%	1,3%	52,6%
	female	Quantity	12	6	5	13		36	
		Total percentage	15,8%	7,9%	6,6%	17,1%		47,4%	
	Total	Quantity	20	12	19	24	1	76	
		Total percentage	26,3%	15,8%	25,0%	31,6%	1,3%	100,0%	

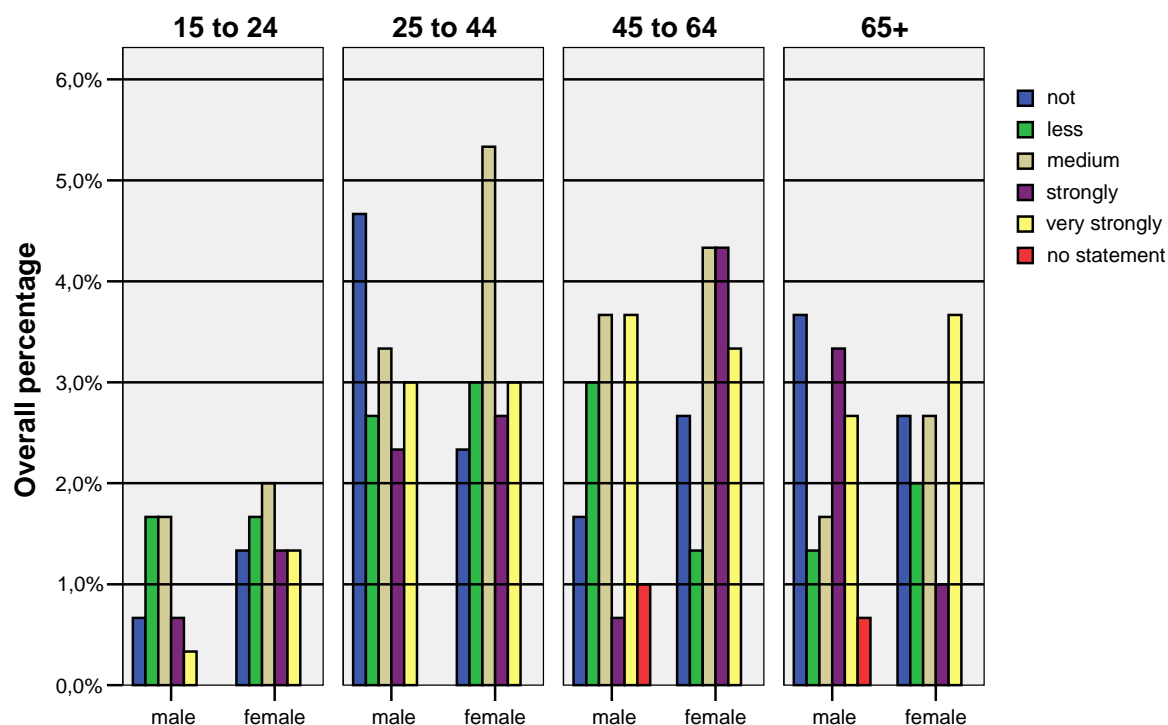


Q6.16 – In your opinion how much inhibits a potentially uncertain legal situation a stronger participation in political events by citizens via the internet?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid not	59	19,7	19,7	19,7
less	50	16,7	16,7	36,3
medium	74	24,7	24,7	61,0
strongly	49	16,3	16,3	77,3
very strongly	63	21,0	21,0	98,3
no statement	5	1,7	1,7	100,0
Total	300	100,0	100,0	

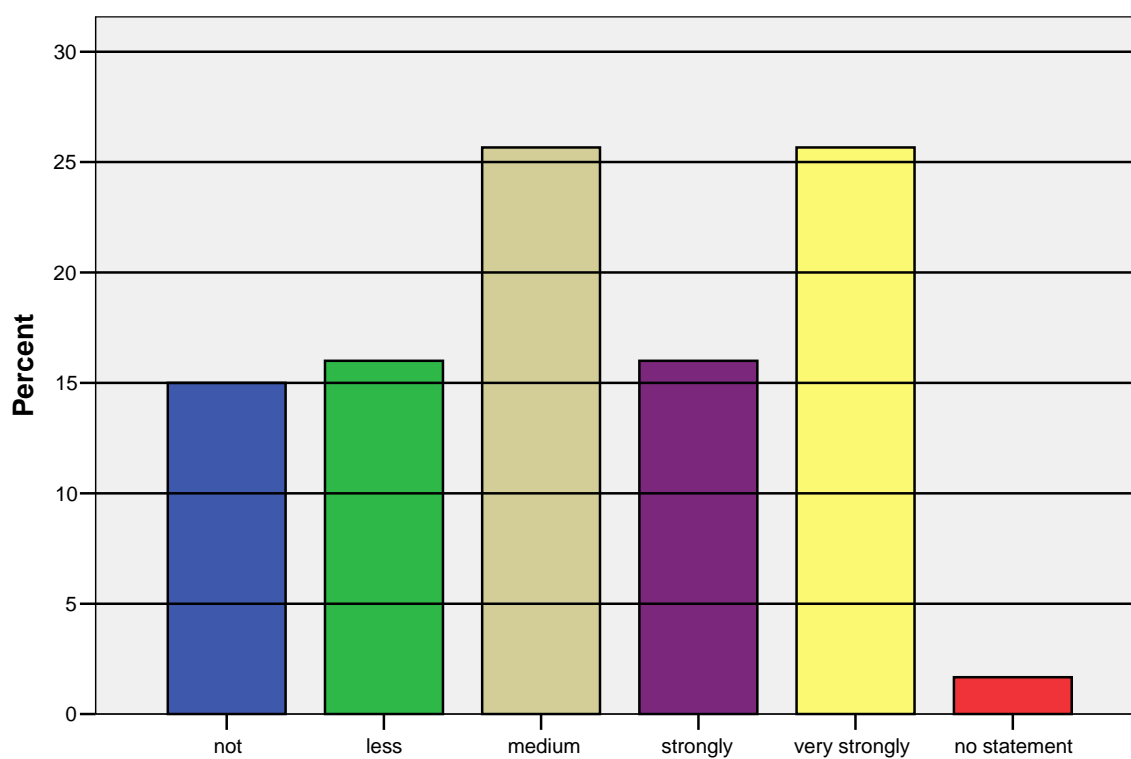


Age group				Q6.16 - In your opinion how much inhibits a potentially uncertain legal situation a stronger participation in political events by citizens via the internet?						Total
				not	less	medium	strongly	very strongly	no statement	
15 to 24	Sex	male	Quantity	2	5	5	2	1		15
			Total percentage	5,3%	13,2%	13,2%	5,3%	2,6%		39,5%
		female	Quantity	4	5	6	4	4		23
			Total percentage	10,5%	13,2%	15,8%	10,5%	10,5%		60,5%
	Total	Quantity	6	10	11	6	5		38	
		Total percentage	15,8%	26,3%	28,9%	15,8%	13,2%		100,0%	
25 to 44	Sex	male	Quantity	14	8	10	7	9		48
			Total percentage	14,4%	8,2%	10,3%	7,2%	9,3%		49,5%
		female	Quantity	7	9	16	8	9		49
			Total percentage	7,2%	9,3%	16,5%	8,2%	9,3%		50,5%
	Total	Quantity	21	17	26	15	18		97	
		Total percentage	21,6%	17,5%	26,8%	15,5%	18,6%		100,0%	
45 to 64	Sex	male	Quantity	5	9	11	2	11	3	41
			Total percentage	5,6%	10,1%	12,4%	2,2%	12,4%	3,4%	46,1%
		female	Quantity	8	4	13	13	10		48
			Total percentage	9,0%	4,5%	14,6%	14,6%	11,2%		53,9%
	Total	Quantity	13	13	24	15	21	3	89	
		Total percentage	14,6%	14,6%	27,0%	16,9%	23,6%	3,4%	100,0%	
65+	Sex	male	Quantity	11	4	5	10	8	2	40
			Total percentage	14,5%	5,3%	6,6%	13,2%	10,5%	2,6%	52,6%
		female	Quantity	8	6	8	3	11		36
			Total percentage	10,5%	7,9%	10,5%	3,9%	14,5%		47,4%
	Total	Quantity	19	10	13	13	19	2	76	
		Total percentage	25,0%	13,2%	17,1%	17,1%	25,0%	2,6%	100,0%	

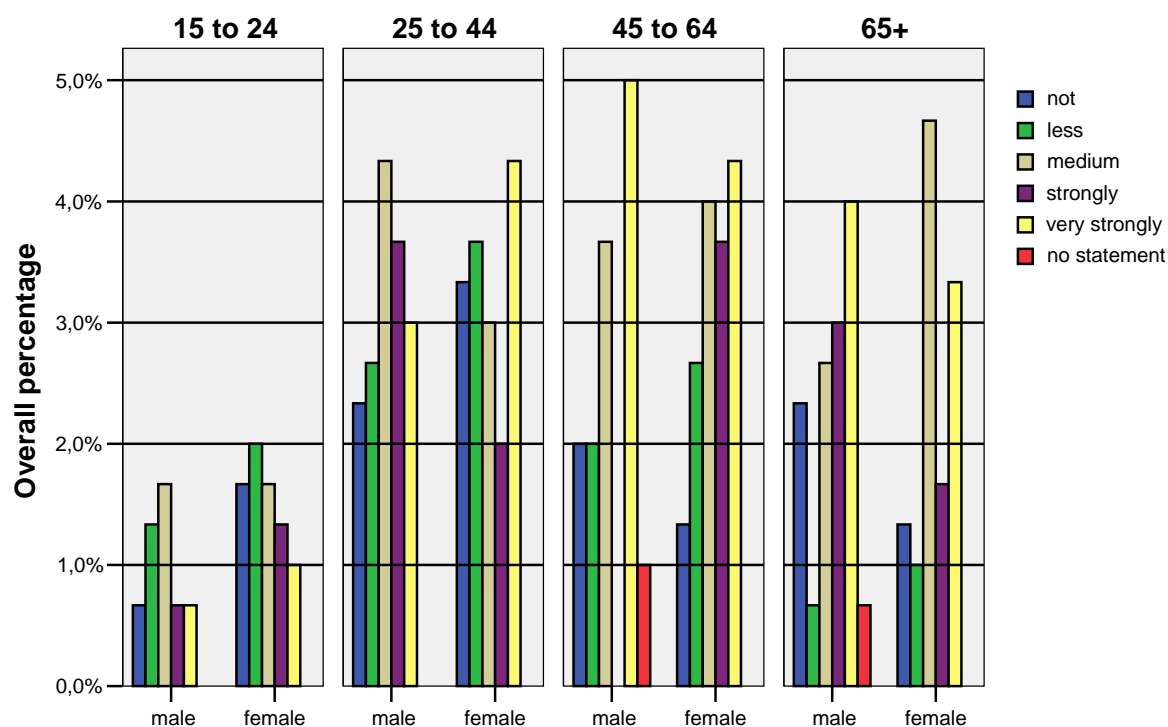


Q6.17 – In your opinion how much inhibit security concerns a stronger participation in political events by citizens via the internet?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid not	45	15,0	15,0	15,0
less	48	16,0	16,0	31,0
medium	77	25,7	25,7	56,7
strongly	48	16,0	16,0	72,7
very strongly	77	25,7	25,7	98,3
no statement	5	1,7	1,7	100,0
Total	300	100,0	100,0	

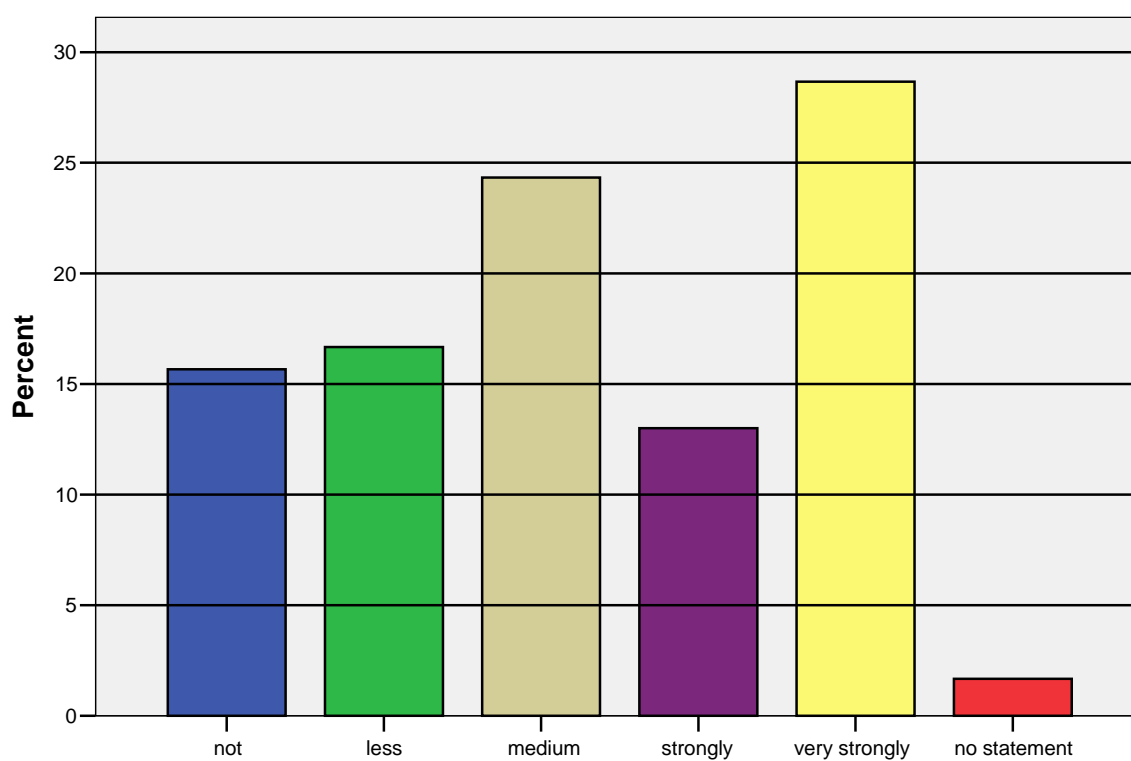


Age group				Q6.17 - In your opinion how much inhibit security concerns a stronger participation in political events by citizens via the internet?						Total
				not	less	medium	strongly	very strongly	no statement	
15 to 24	Sex	male	Quantity	2	4	5	2	2	15	
			Total percentage	5,3%	10,5%	13,2%	5,3%	5,3%	39,5%	
	female	Quantity	5	6	5	4	3	23		
		Total percentage	13,2%	15,8%	13,2%	10,5%	7,9%	60,5%		
	Total	Quantity	7	10	10	6	5	38		
		Total percentage	18,4%	26,3%	26,3%	15,8%	13,2%	100,0%		
25 to 44	Sex	male	Quantity	7	8	13	11	9	48	
			Total percentage	7,2%	8,2%	13,4%	11,3%	9,3%	49,5%	
	female	Quantity	10	11	9	6	13	49		
		Total percentage	10,3%	11,3%	9,3%	6,2%	13,4%	50,5%		
	Total	Quantity	17	19	22	17	22	97		
		Total percentage	17,5%	19,6%	22,7%	17,5%	22,7%	100,0%		
45 to 64	Sex	male	Quantity	6	6	11	0	15	41	
			Total percentage	6,7%	6,7%	12,4%	0,0%	16,9%	46,1%	
	female	Quantity	4	8	12	11	13	48		
		Total percentage	4,5%	9,0%	13,5%	12,4%	14,6%	53,9%		
	Total	Quantity	10	14	23	11	28	89		
		Total percentage	11,2%	15,7%	25,8%	12,4%	31,5%	100,0%		
65+	Sex	male	Quantity	7	2	8	9	12	40	
			Total percentage	9,2%	2,6%	10,5%	11,8%	15,8%	52,6%	
	female	Quantity	4	3	14	5	10	36		
		Total percentage	5,3%	3,9%	18,4%	6,6%	13,2%	47,4%		
	Total	Quantity	11	5	22	14	22	76		
		Total percentage	14,5%	6,6%	28,9%	18,4%	28,9%	100,0%		

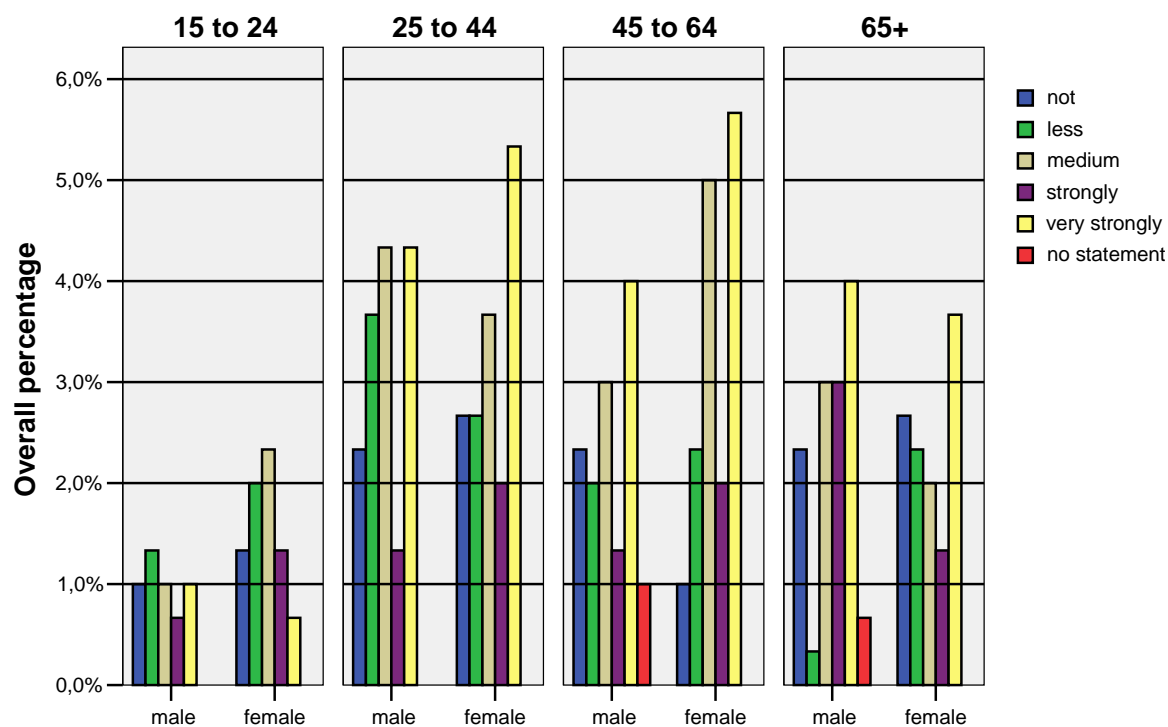


Q6.18 – In your opinion how much inhibit data protection concerns a stronger participation in political events by citizens via the internet?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid not	47	15,7	15,7	15,7
less	50	16,7	16,7	32,3
medium	73	24,3	24,3	56,7
strongly	39	13,0	13,0	69,7
very strongly	86	28,7	28,7	98,3
no statement	5	1,7	1,7	100,0
Total	300	100,0	100,0	

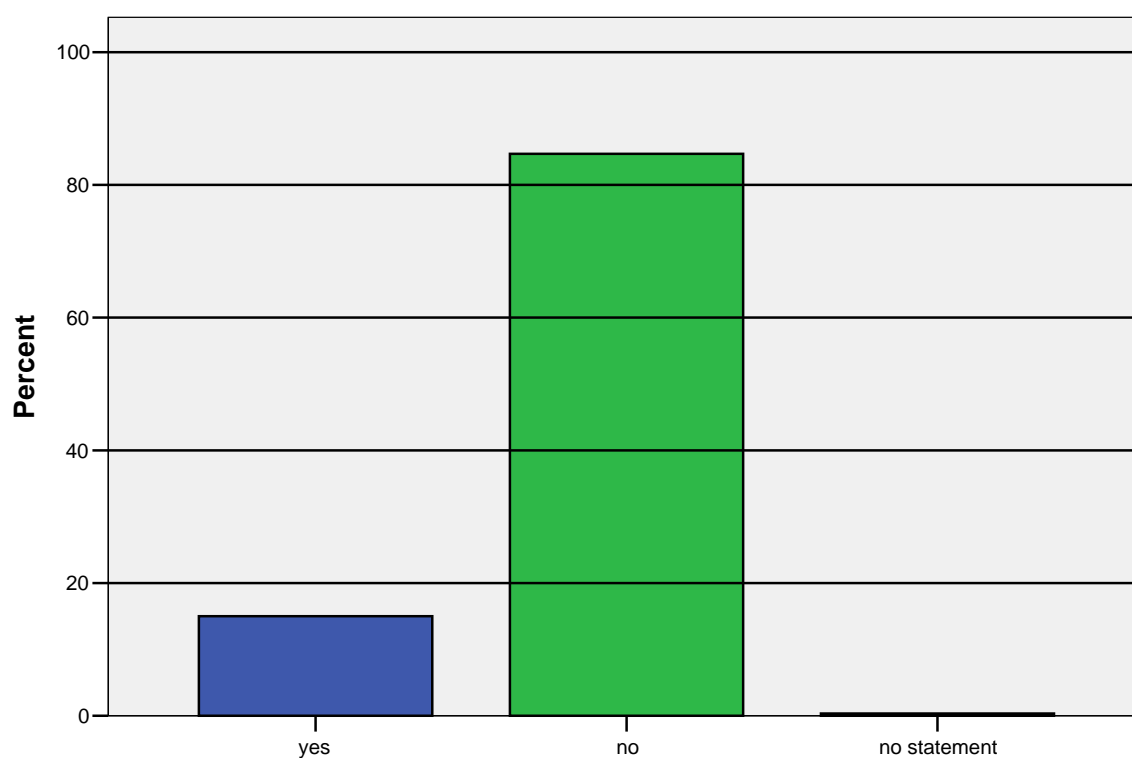


Age group				Q6.18 - In your opinion how much inhibit data protection concerns a stronger participation in political events by citizens via the internet?						Total
				not	less	medium	strongly	very strongly	no statement	
15 to 24	Sex	male	Quantity	3	4	3	2	3		15
			Total percentage	7,9%	10,5%	7,9%	5,3%	7,9%		39,5%
	female	Quantity	4	6	7	4	2		23	
		Total percentage	10,5%	15,8%	18,4%	10,5%	5,3%		60,5%	
	Total	Quantity	7	10	10	6	5		38	
		Total percentage	18,4%	26,3%	26,3%	15,8%	13,2%		100,0%	
25 to 44	Sex	male	Quantity	7	11	13	4	13		48
			Total percentage	7,2%	11,3%	13,4%	4,1%	13,4%		49,5%
	female	Quantity	8	8	11	6	16		49	
		Total percentage	8,2%	8,2%	11,3%	6,2%	16,5%		50,5%	
	Total	Quantity	15	19	24	10	29		97	
		Total percentage	15,5%	19,6%	24,7%	10,3%	29,9%		100,0%	
45 to 64	Sex	male	Quantity	7	6	9	4	12	3	41
			Total percentage	7,9%	6,7%	10,1%	4,5%	13,5%	3,4%	46,1%
	female	Quantity	3	7	15	6	17		48	
		Total percentage	3,4%	7,9%	16,9%	6,7%	19,1%		53,9%	
	Total	Quantity	10	13	24	10	29	3	89	
		Total percentage	11,2%	14,6%	27,0%	11,2%	32,6%	3,4%	100,0%	
65+	Sex	male	Quantity	7	1	9	9	12	2	40
			Total percentage	9,2%	1,3%	11,8%	11,8%	15,8%	2,6%	52,6%
	female	Quantity	8	7	6	4	11		36	
		Total percentage	10,5%	9,2%	7,9%	5,3%	14,5%		47,4%	
	Total	Quantity	15	8	15	13	23	2	76	
		Total percentage	19,7%	10,5%	19,7%	17,1%	30,3%	2,6%	100,0%	

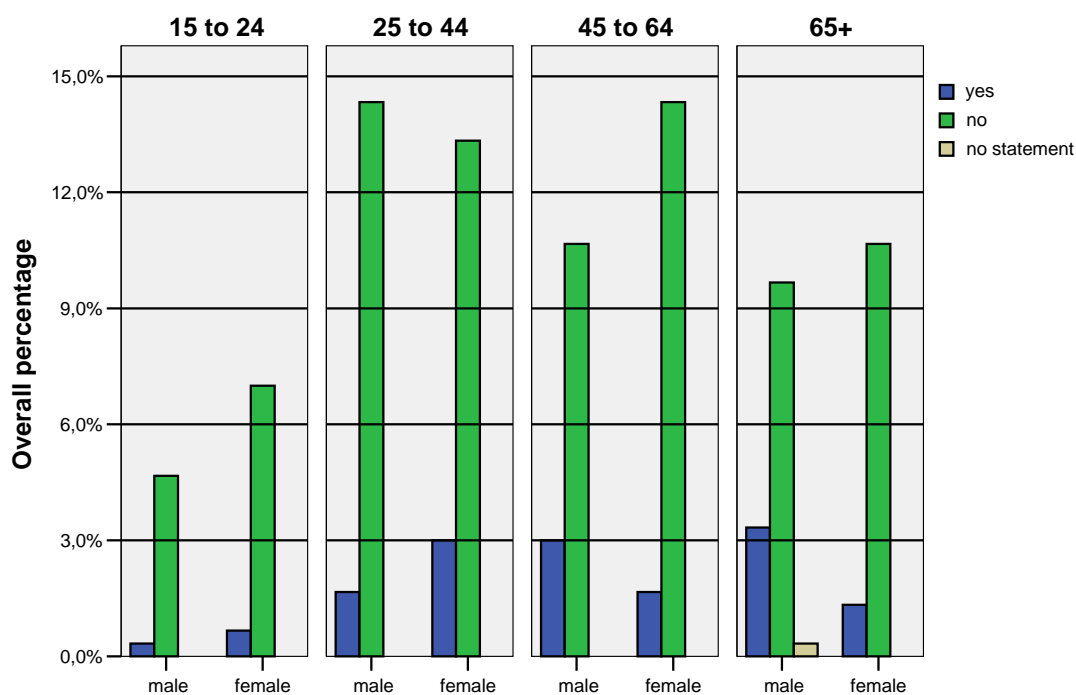


Q7.1 – Are or were you politically active, e.g. in a party, citizens' initiative, or similar?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid yes	45	15,0	15,0	15,0
no	254	84,7	84,7	99,7
no statement	1	,3	,3	100,0
Total	300	100,0	100,0	

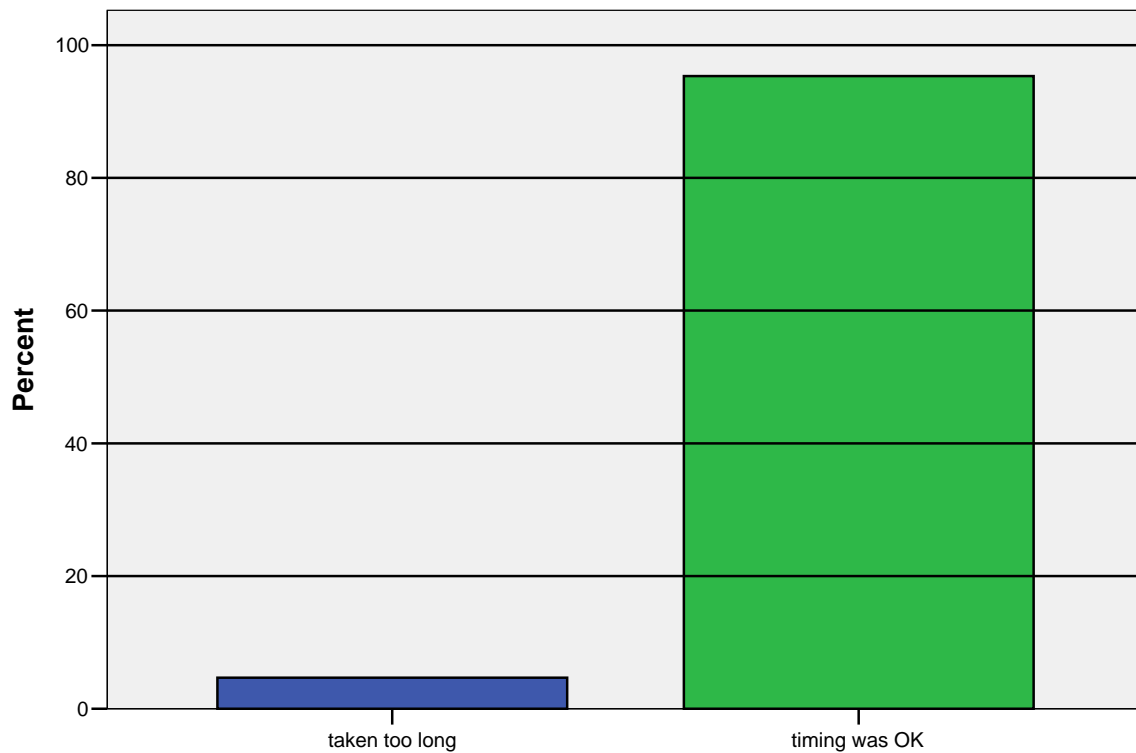


Age group				Q7.1 - Are or were you politically active, e.g. in a party, citizens' initiative, or similar?			Total
				yes	no	no statement	
15 to 24	Sex	male	Quantity	1	14		15
			Total percentage	2,6%	36,8%		39,5%
	female	Quantity	2	21		23	
		Total percentage	5,3%	55,3%		60,5%	
	Total	Quantity	3	35		38	
		Total percentage	7,9%	92,1%		100,0%	
25 to 44	Sex	male	Quantity	5	43		48
			Total percentage	5,2%	44,3%		49,5%
	female	Quantity	9	40		49	
		Total percentage	9,3%	41,2%		50,5%	
	Total	Quantity	14	83		97	
		Total percentage	14,4%	85,6%		100,0%	
45 to 64	Sex	male	Quantity	9	32		41
			Total percentage	10,1%	36,0%		46,1%
	female	Quantity	5	43		48	
		Total percentage	5,6%	48,3%		53,9%	
	Total	Quantity	14	75		89	
		Total percentage	15,7%	84,3%		100,0%	
65+	Sex	male	Quantity	10	29	1	40
			Total percentage	13,2%	38,2%	1,3%	52,6%
	female	Quantity	4	32		36	
		Total percentage	5,3%	42,1%		47,4%	
	Total	Quantity	14	61	1	76	
		Total percentage	18,4%	80,3%	1,3%	100,0%	

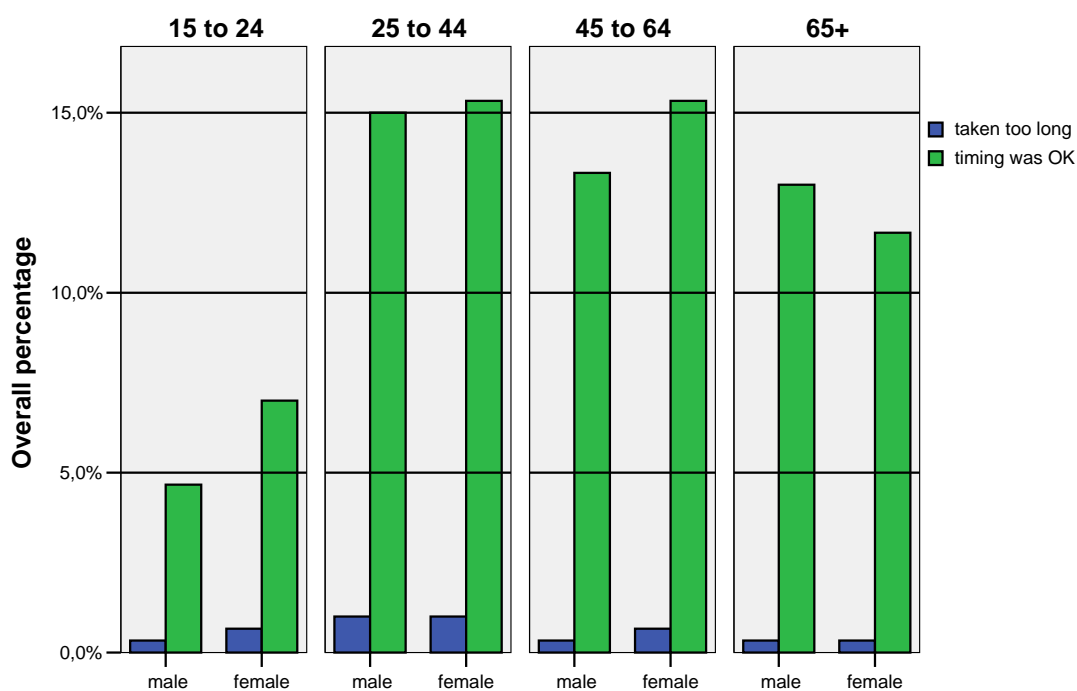


Q7.2 – How would you assess the scope respectively the length of this interview?

	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid taken too long	14	4,7	4,7	4,7
timing was OK	286	95,3	95,3	100,0
Total	300	100,0	100,0	



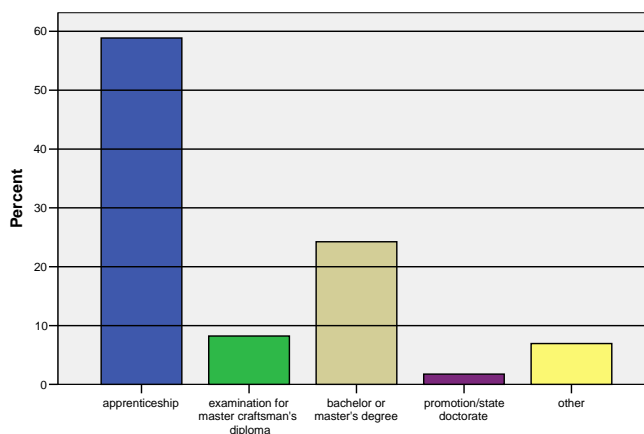
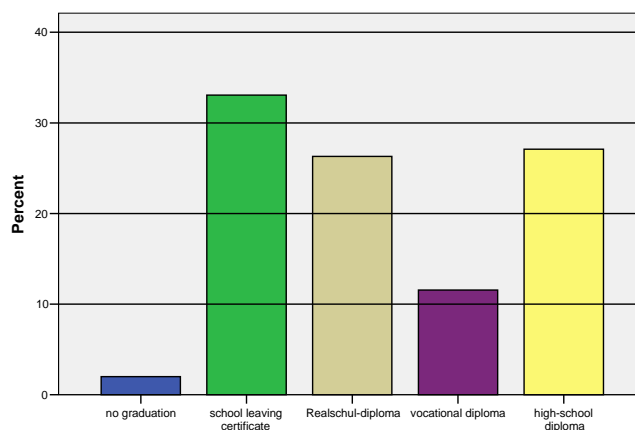
Age group				Q7.2 - How would you assess the scope respectively the length of this interview?		Total
				taken too long	timing was OK	
15 to 24	Sex	male	Quantity	1	14	15
			Total percentage	2,6%	36,8%	39,5%
	female	Quantity	2	21	23	
		Total percentage	5,3%	55,3%	60,5%	
	Total	Quantity	3	35	38	
		Total percentage	7,9%	92,1%	100,0%	
25 to 44	Sex	male	Quantity	3	45	48
			Total percentage	3,1%	46,4%	49,5%
	female	Quantity	3	46	49	
		Total percentage	3,1%	47,4%	50,5%	
	Total	Quantity	6	91	97	
		Total percentage	6,2%	93,8%	100,0%	
45 to 64	Sex	male	Quantity	1	40	41
			Total percentage	1,1%	44,9%	46,1%
	female	Quantity	2	46	48	
		Total percentage	2,2%	51,7%	53,9%	
	Total	Quantity	3	86	89	
		Total percentage	3,4%	96,6%	100,0%	
65+	Sex	male	Quantity	1	39	40
			Total percentage	1,3%	51,3%	52,6%
	female	Quantity	1	35	36	
		Total percentage	1,3%	46,1%	47,4%	
	Total	Quantity	2	74	76	
		Total percentage	2,6%	97,4%	100,0%	



Q7.3 – Which degree of graduation do you have?

		Frequency	Percentage	Valid percentage	Cumulative percentage
Total	no graduation	5	1,7	2,0	2,0
	school leaving certificate	83	27,7	33,1	35,1
	Realschul-diploma	66	22,0	26,3	61,4
	vocational diploma	29	9,7	11,6	72,9
	high-school diploma	68	22,7	27,1	100,0
	Total	251	83,7	100,0	
Missing	System	49	16,3		
Total		300	100,0		

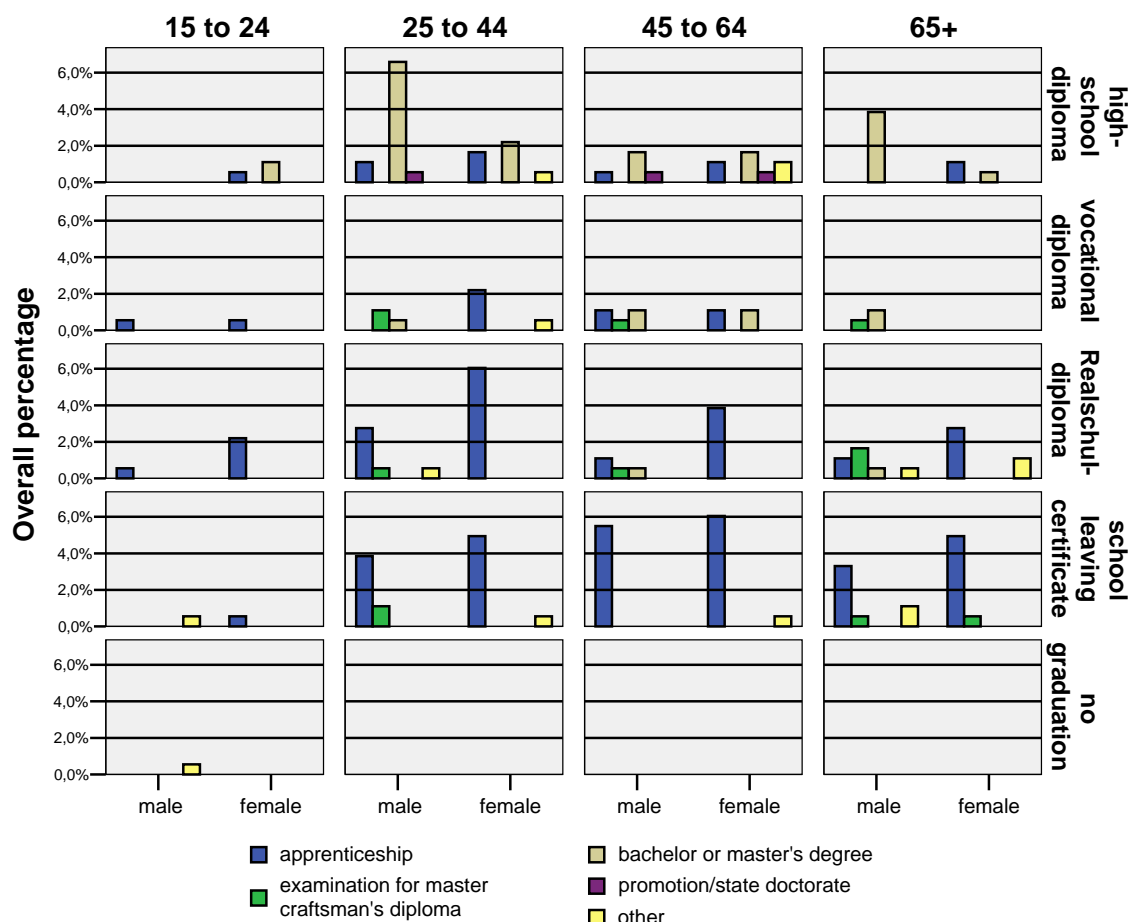
		Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	apprenticeship	136	45,3	58,9	58,9
	examination for master craftsman's diploma	19	6,3	8,2	67,1
	bachelor or master's degree	56	18,7	24,2	91,3
	promotion/state doctorate	4	1,3	1,7	93,1
	other	16	5,3	6,9	100,0
	Total	231	77,0	100,0	
Missing	System	69	23,0		
Total		300	100,0		



E-participation in Germany: Analysis of the status quo and survey in Koblenz

Age group				Q7.3 - Which degree of graduation do you have?					Total
				no graduation	school leaving certificate	Realschu l-diploma	vocational diploma	high-school diploma	
15 to 24	Sex	male	Quantity	1	2	7	3	2	15
			Total percentage	2,7%	5,4%	18,9%	8,1%	5,4%	40,5%
		female	Quantity		6	7	1	8	22
			Total percentage		16,2%	18,9%	2,7%	21,6%	59,5%
	Total	Quantity	1	8	14	4	10	37	
		Total percentage	2,7%	21,6%	37,8%	10,8%	27,0%	100,0%	
25 to 44	Sex	male	Quantity		11	9	4	17	41
			Total percentage		12,9%	10,6%	4,7%	20,0%	48,2%
		female	Quantity		15	12	5	12	44
			Total percentage		17,6%	14,1%	5,9%	14,1%	51,8%
	Total	Quantity		26	21	9	29	85	
		Total percentage		30,6%	24,7%	10,6%	34,1%	100,0%	
45 to 64	Sex	male	Quantity		11	6	8	5	30
			Total percentage		15,3%	8,3%	11,1%	6,9%	41,7%
		female	Quantity	1	13	10	4	14	42
			Total percentage	1,4%	18,1%	13,9%	5,6%	19,4%	58,3%
	Total	Quantity	1	24	16	12	19	72	
		Total percentage	1,4%	33,3%	22,2%	16,7%	26,4%	100,0%	
65+	Sex	male	Quantity		11	7	4	7	29
			Total percentage		19,3%	12,3%	7,0%	12,3%	50,9%
		female	Quantity	3	14	8		3	28
			Total percentage	5,3%	24,6%	14,0%		5,3%	49,1%
	Total	Quantity	3	25	15	4	10	57	
		Total percentage	5,3%	43,9%	26,3%	7,0%	17,5%	100,0%	

Age group				Q7.3 - Which degree of graduation do you have?					Total
				apprenticeship	examination for master craftsman's diploma	bachelor or master's degree	promotion/ state doctorate	other	
15 to 24	Sex	male	Quantity	2				2	4
			Total percentage	14,3%				14,3%	28,6%
		female	Quantity	7		2		1	10
			Total percentage	50,0%		14,3%		7,1%	71,4%
	Total	Quantity	9		2		3	14	
		Total percentage	64,3%		14,3%		21,4%	100,0%	
25 to 44	Sex	male	Quantity	16	6	17	1	1	41
			Total percentage	20,0%	7,5%	21,3%	1,3%	1,3%	51,3%
		female	Quantity	31		4		4	39
			Total percentage	38,8%		5,0%		5,0%	48,8%
	Total	Quantity	47	6	21	1	5	80	
		Total percentage	58,8%	7,5%	26,3%	1,3%	6,3%	100,0%	
45 to 64	Sex	male	Quantity	19	4	11	1		35
			Total percentage	26,4%	5,6%	15,3%	1,4%		48,6%
		female	Quantity	25		8	1	3	37
			Total percentage	34,7%		11,1%	1,4%	4,2%	51,4%
	Total	Quantity	44	4	19	2	3	72	
		Total percentage	61,1%	5,6%	26,4%	2,8%	4,2%	100,0%	
65+	Sex	male	Quantity	13	8	12	1	3	37
			Total percentage	20,0%	12,3%	18,5%	1,5%	4,6%	56,9%
		female	Quantity	23	1	2		2	28
			Total percentage	35,4%	1,5%	3,1%		3,1%	43,1%
	Total	Quantity	36	9	14	1	5	65	
		Total percentage	55,4%	13,8%	21,5%	1,5%	7,7%	100,0%	



Given answer:	Frequency:
still pupil	3
vocational school of administration (1x after apprenticeship, 1x after examination for master craftsman's diploma)	3
savings bank academy respectively - vocational school (after apprenticeship)	2
graduate in business economics VWA (after apprenticeship)	2
Koblenz-Kolleg	1
school for interpreters	1
technical merchant (after apprenticeship)	1
diploma of hotel business	1
vocational school (after apprenticeship)	1
state examination as kindergarten teacher (after apprenticeship)	1

Supplemental information: Concerning Q7.3 it was originally intended that the interviewees shall give their school graduation and their job graduation here. Depending on the interviewer, that did not happen. Some just gave their school graduation, some just their job graduation. That is why there is a mismatch of the total numbers here.