

CRESSI Working papers

The CRESSI project explores the economic underpinnings of social innovation with a particular focus on how policy and practice can enhance the lives of the most marginalized and disempowered citizens in society.

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Primary data collection in case of social innovation: templates for a mixed method, multi-level approach

By Enrica Chiappero-Martinetti, Nadia von Jacobi, Lara Maestripieri,
Toa Giroletti, Rafael Ziegler, Martin van der Linden, Cees van Beers

CRESSI Deliverable 7.2

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CRESSI

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Author(s):	Dr Enrica Chiappero-Martinetti, Dr Nadia von Jacobi, Dr. Lara Maestripieri, Dr Rafael Ziegler, Martijn van der Linden, Dr. Cees van Beers
Lead partner:	University of Pavia
Participating partners:	Delft University of Technology & University of Greifswald
Contact person:	Dr Enrica Chiappero-Martinetti

CRESSI Deliverable 7.2**Primary data collection in case of social innovation: templates for a mixed method, multi-level approach***Summary*

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Creating Economic Space for Social Innovation

A survey about **beneficiaries**

[Template questionnaire: **Orange text** represents formulations that need to be adapted to the specificities of the social innovation case under study]

This questionnaire is part of a European research project CrESSI. It explores the economic underpinnings of social innovation with a particular focus on how policy and practice can enhance the lives of the most marginalized and disempowered people in society. Social innovation's organisations are bottom-up experiences, oriented to the improvement of citizen's life at local level. If you want to have more information on the project, you can find more information here: <http://www.sbs.ox.ac.uk/faculty-research/research-projects/cressi>.

This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 613261.

We are interested in your life conditions and in how you perceive your environment. It will be helpful if you can help us to identify what is or potentially can be the role of social innovation in your life. Your opinion is valuable to us, even if you have no direct experience with social innovation.

Thanks for collaborating to our survey!

1. Personal details

1. You are:

- Female
 Male

2. Year of birth:

|_|_|_|_|

Please insert the year when you are born.

3. Municipality in which you reside:

- | | | |
|--|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Context 1 | <input type="checkbox"/> Context 11 | <input type="checkbox"/> Context 21 |
| <input type="checkbox"/> Context 2 | <input type="checkbox"/> Context 12 | <input type="checkbox"/> Context 22 |
| <input type="checkbox"/> Context 3 | <input type="checkbox"/> Context 13 | <input type="checkbox"/> Context 23 |
| <input type="checkbox"/> Context 4 | <input type="checkbox"/> Context 14 | <input type="checkbox"/> Context 24 |
| <input type="checkbox"/> Context 5 | <input type="checkbox"/> Context 15 | <input type="checkbox"/> Context 25 |
| <input type="checkbox"/> Context 6 | <input type="checkbox"/> Context 16 | <input type="checkbox"/> Context 26 |
| <input type="checkbox"/> Context 7 | <input type="checkbox"/> Context 17 | <input type="checkbox"/> Context 27 |
| <input type="checkbox"/> Context 8 | <input type="checkbox"/> Context 18 | <input type="checkbox"/> Context 28 |
| <input type="checkbox"/> Context 9 | <input type="checkbox"/> Context 19 | <input type="checkbox"/> Context 29 |
| <input type="checkbox"/> Context 10 | <input type="checkbox"/> Context 20 | <input type="checkbox"/> Context 30 |
| <input type="checkbox"/> Other (please specify: _____) | | |



4. Which is your level of education? Please tick the highest level of education achieved.

- Up to lower secondary
- Post-secondary non-tertiary
- Bachelor or equivalent
- Doctoral or equivalent
- Other (specify: _____)
- Upper secondary
- Short-cycle tertiary
- Master or equivalent

5. Which of these descriptions applies to what you have been doing for the last 7 days?

- Employed or self-employed
- Unemployed (looking actively for a job)
- Unemployed (not looking for a job, but willing to work)
- Not having a paid job and not willing to work



If you're employed or self employed

6. you are:

- Employee with a permanent contract
- Temporary worker
- Working for your own family's business
- Freelancer (self-employed worker without employees)
- Entrepreneur (self-employed worker with employees)
- Informal worker (no registered labour contract)
- Other (please specify: _____)

If you have no paid job

8. you are:

- Full-time (or mainly) student
- Full-time (or mainly) involved in unpaid activities as a volunteer job
- Full-time (or mainly) doing housework, looking after dependants, as children or dependant adults
- Retired
- Other (please specify: _____)

7. On average, in the last three months how many hours have you worked per week?

Please indicate the number of hours worked per week.



9. Which of these descriptions applies to your household most?

- Single
- Couple with children
- Couple without children
- Other (please specify): _____
- Single Mother
- Single Father
- I live with my parents

2. Social innovation

10. Have you ever heard of the social innovation?

- Yes
- No
- I don't know

(to be inserted here) Definition of country-specific social innovation

11. Have you been active in the social innovation?

- Yes, I'm still active today
- Yes in the past, but I'm not active anymore
- No (please go to section 3, page 7)



I'm still active in the social innovation

12. Since when have you been actively involved in the social innovation?

Please indicate a year: |_|_|_|_|

I was active in the social innovation

13. How long have you been actively involved in the specific social innovation?

Please indicate an estimation in years: |_|_|

14. Since when have you not been involved in the specific social innovation?

Please indicate a year: |_|_|_|_|





I'm still active in the social innovation

15. How often do you participate in discussions and decisions concerning the affairs of the social innovation in the last year?

- Weekly or more frequently
- Monthly
- Every few months
- Yearly or less frequently
- Never
- I don't know

16. Which activities do you participate in the social innovation in the last year?

- Category 1 derived from qualitative interview
- Category 2 derived from qualitative interview
- Category 3 derived from qualitative interview
- Category 4 derived from qualitative interview
- Category 5 derived from qualitative interview
- Other (please specify: _____)

I was active in the social innovation

17. How often did you participate in discussions and decisions concerning the affairs of the social innovation?

- Weekly or more frequently
- Monthly
- Every few months
- Yearly or less frequently
- Never
- I don't know

18. Which activities did you participate in the social innovation?

- Category 1 derived from qualitative interview
- Category 2 derived from qualitative interview
- Category 3 derived from qualitative interview
- Category 4 derived from qualitative interview
- Category 5 derived from qualitative interview
- Other (please specify: _____)



19. In your view, who are the prior beneficiaries of the social innovation?

	<i>not at all</i>	<i>at to a small extent</i>	<i>to some extent</i>	<i>to a large extent</i>	<i>Not anymore now</i>	<i>I don't know</i>
Category 1 derived from qualitative interview						
Category 2 derived from qualitative interview						
Category 3 derived from qualitative interview						
Category 4 derived from qualitative interview						
Category 5 derived from qualitative interview						

Please reply for each category separately



I'm still active in the social innovation

20. Are you personally benefitting from this social innovation?

Yes No
 I don't know

I was active in the social innovation

21. Were you personally benefitting from this social innovation?

Yes No
 I don't know

22. If you said yes, in which way you benefitted from this social innovation?

	<i>not at all</i>	<i>to a small extent</i>	<i>to some extent</i>	<i>to a large extent</i>	<i>I don't know</i>
money/income					
friendships					
business relationships					
knowledge					
additional category derived from qualitative interviews					
additional category derived from qualitative interviews					

Please reply for each category separately



I'm still active in the social innovation

23. Do you allocate any money (eg. membership fee) in order to support this social innovation?

- Yes No
- I don't know

24. If you said yes, on average, how much money per year?

EURO: |_|_|_|_|_|_|_|_|

25. Do you devote voluntary work in order to support this social innovation?

- Yes No
- I don't know

26. If you said yes, on average, how many hours every week?

|_|_|

I was active in the social innovation

27. Did you allocate any money (eg. membership fee) in order to support this social innovation?

- Yes No
- I don't know

28. If you said yes, on average, how much money per year?

EURO: |_|_|_|_|_|_|_|_|

29. Did you devote voluntary work in order to support this social innovation?

- Yes No
- I don't know

30. If you said yes, on average, how many hours every week?

|_|_|

31. Could you specify what kind of impact you expect from this social innovation?

- | | |
|---|--|
| <input type="checkbox"/> Pressure on existing institutions | <input type="checkbox"/> Availability of new/better public goods |
| <input type="checkbox"/> Redistribution of existing resources | <input type="checkbox"/> Availability of new products and services |
| <input type="checkbox"/> Changing people's mentality | <input type="checkbox"/> Empowerment of individuals |
| <input type="checkbox"/> Establishing new social relationship | <input type="checkbox"/> Empowerment of certain groups |
| <input type="checkbox"/> Establishing new business relationship | <input type="checkbox"/> More/new jobs |
| <input type="checkbox"/> Other (please specify: _____) | |
| <input type="checkbox"/> I don't know | |

Please select the 3 most relevant to you



32. Would you recommend the specific social innovation?

<i>No, I don't recommend it at all</i>											<i>Yes, I fully recommend it</i>	<i>I don't know</i>
0	1	2	3	4	5	6	7	8	9	10		

Using this scale, how likely are you to recommend it, where 0 means not at all and 10 means definitely yes.

3. Autonomy

We are interested to know the ability of people to choose freely in different dimensions of life. People are more autonomous when they act according to their authentic interests or values and desires. On the contrary, people are not autonomous when they act due to external pressures, or other people's judgements.

33. Let us consider a 10-step ladder where 0 represents the lowest level of autonomy in taking a decision, and 10 represents the highest level of autonomy. Considering your life in general, and taking into account the dimensions that affect one's life, on which step are you?

Now												
0, lower autonomy	1	2	3	4	5	6	7	8	9	10, higher autonomy	<i>I don't know</i>	<i>I don't want to answer</i>
Three years ago												
0, lower autonomy	1	2	3	4	5	6	7	8	9	10, higher autonomy	<i>I don't know</i>	<i>I don't want to answer</i>

For those who have not participated to the social innovation, jump to question 34, page 8.

Only if you have ever participated in the social innovation, now or in the past:

Before getting in contact with the social innovation?												
0, lower autonomy	1	2	3	4	5	6	7	8	9	10, higher autonomy	<i>I don't know</i>	<i>I don't want to answer</i>

Now jump to question 35, page 9.



If you have never participated in the social innovation, now or in the past, please answer to the following question:

34. Considering the following dimensions, how do you feel compared to three years ago?

	<i>Yes, I feel more autonomous now</i>	<i>No, my situation has not changed</i>	<i>No, I feel less autonomous now</i>	<i>I don't know</i>
(specification of the natural dimension informed by focus group)				
(specification of the artefactual dimension informed by focus group)				
(specification of the cultural dimension informed by focus group)				
(specification of the economic dimension informed by focus group)				
(specification of the security-related dimension informed by focus group)				
(specification of the political dimension informed by focus group)				



If you have ever participated in the social innovation, now or in the past, please answer to the following question:

35. Considering the following dimensions, has the participation in the social innovation contributed to your autonomy?

	<i>Yes, I feel more autonomous now</i>	<i>No, my situation has not changed</i>	<i>No, I feel less autonomous now</i>	<i>I don't know</i>
(specification of the natural dimension informed by focus group)				
(specification of the artefactual dimension informed by focus group)				
(specification of the cultural dimension informed by focus group)				
(specification of the economic dimension informed by focus group)				
(specification of the security-related dimension informed by focus group)				
(specification of the political dimension informed by focus group)				



4. Your opinions

36. To which extent do you agree with the following statements?

	<i>Strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
One should not start a business if there is a risk it might fail.					
CF 1 from qualitative interview					
CF 2 from qualitative interview					
CF 3 from qualitative interview					
CF 4 from qualitative interview					
CF 5 from qualitative interview					

37. For each of the following behaviours, please express to which extent you act this way.

	<i>1, typically don't</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5, typically do</i>	<i>I don't know</i>
I don't worry that my enterprise might fail						
What about three years ago?						
BV 1 from qualitative int						
What about three years ago?						
BV 2 from qualitative int						
What about three years ago?						
BV 3 from qualitative int						
What about three years ago?						
BV 4 from qualitative int						
What about three years ago?						
BV 5 from qualitative int						
What about three years ago?						

Please indicate 5 if you typically do or 1 if you typically don't.



38. Thinking about your experience, how often do you get in contact with the following organisations?

	<i>Weekly or more frequently</i>	<i>Monthly</i>	<i>Every few months</i>	<i>Yearly or less frequently</i>	<i>Never</i>	<i>I don't know</i>
Network 1 from quali int						
What about three years ago?						
Network 2 from quali int						
What about three years ago?						
Network 3 from quali int						
What about three years ago?						
Network 4 from quali int						
What about three years ago?						
Network 5 from quali int						
What about three years ago?						

39. For each of the following rules, norms or practices, please express the degree to which you respect and act in accordance with them:

	<i>1, typically refuse</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5, typically respect</i>	<i>I don't know</i>
INS 1 from qualitative int						
What about three years ago?						
INS 2 from qualitative int						
What about three years ago?						
INS 3 from qualitative int						
What about three years ago?						
INS 4 from qualitative int						
What about three years ago?						
INS 5 from qualitative int						
What about three years ago?						

Please indicate 5 if you typically respect or 1 if you typically refuse.



5. Your Economic status

40. A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly or weekly income, is your household able to make ends meet, that is pay your usual expenses:

- | | |
|--|--|
| <input type="checkbox"/> with great difficulty | <input type="checkbox"/> fairly easily |
| <input type="checkbox"/> with difficulty | <input type="checkbox"/> easily |
| <input type="checkbox"/> with some difficulty | <input type="checkbox"/> very easily |
| <input type="checkbox"/> I don't know | |

41. Can your household afford an unexpected, but necessary, expense of (XXX/country dependent)?

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I don't know |
|------------------------------|-----------------------------|---------------------------------------|

42. Compared to the average of previous three years, would you say that the revenue of the household this year has been:

- | | | | |
|--------------------------------|-------------------------------|---------------------------------|---------------------------------------|
| <input type="checkbox"/> Lower | <input type="checkbox"/> Same | <input type="checkbox"/> Higher | <input type="checkbox"/> I don't know |
|--------------------------------|-------------------------------|---------------------------------|---------------------------------------|

43. Would you define yourself as the primary earner of your household?

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I don't know |
|------------------------------|-----------------------------|---------------------------------------|

44. What is your personal net monthly income? (Net means net of taxes, report value of last month). Please only select one of the possible categories:

- | | |
|---|--|
| <input type="checkbox"/> less than 600 euros | <input type="checkbox"/> between 2600 and less than 2900€ |
| <input type="checkbox"/> between 600 and less than 700 € | <input type="checkbox"/> between 2900 and less than 3200€ |
| <input type="checkbox"/> between 700 and less than 900 € | <input type="checkbox"/> between 3200 and less than 3600€ |
| <input type="checkbox"/> between 900 and less than 1100 € | <input type="checkbox"/> between 3600 and less than 4000€ |
| <input type="checkbox"/> between 1100 and less than 1300€ | <input type="checkbox"/> between 4000 and less than 4500€ |
| <input type="checkbox"/> between 1300 and less than 1500€ | <input type="checkbox"/> between 4500 and less than 5500€ |
| <input type="checkbox"/> between 1500 and less than 1700€ | <input type="checkbox"/> between 5500 and less than 6500€ |
| <input type="checkbox"/> between 1700 and less than 2000€ | <input type="checkbox"/> between 6500 and less than 10000€ |
| <input type="checkbox"/> between 2000 and less than 2300€ | <input type="checkbox"/> more than 10000 € |
| <input type="checkbox"/> between 2300 and less than 2600€ | |



- I don't know
- I don't want to answer

45. How was your income three years ago?

- More than double
- More than 80%
- More than 60%
- More than 40%
- More than 20%
- Equal
- 20% less
- 40% less
- 60% less
- 80% less
- I did not earn any income
- I don't know

For those who have not participated to the social innovation, jump to question 47, page 13

If you have never participated in the social innovation, now or in the past, please answer to the following question:

46. Did the participation in the social innovation influence your financial situation?

- Yes, my financial situation has improved
- No, my financial situation has not changed
- Yes, my financial situation has worsened
- I don't know

6. Goodbye

47. All things considered, to what extent are you satisfied or dissatisfied with your life in general at the present time? Look at the following scale where 0 means totally dissatisfied and 10 means totally satisfied. Where do you stand on the scale now?

<i>Totally dissatisfied</i>											<i>Totally satisfied</i>	<i>don't know</i>
0	1	2	3	4	5	6	7	8	9	10		

48. Do you think you can do something to improve your life?

- Yes
- No
- I don't know



This is a short questionnaire on the activities promoted by your *organisation*. It is schematic and will be followed-up to by an in-depth qualitative interview with one of our researchers. Please note that all questions refer to the **activities of the organisation** you are part of, not to you personally. You can fill in this questionnaire **jointly with other colleagues and team members** as long as the replies best reflect the reality of your *organisation*. All questions further refer to your local context: please consider your immediate surrounding and the local reach of your activities when replying.

INFORMATION ON THE ORGANIZATION

Name of the organization: _____

(eventually) website: _____

Place: _____

Name of person compiling this questionnaire: _____

Role within the organisation: _____

Since when you're active in the association: year |_|_|_|_|

1. *When was your initiative founded?* Please indicate the year in which it was founded: |_|_|_|_|

2. *Is your initiative registered as a formal organisation? (A formal organisation requires a constituting act)*

Yes |_| | No |_| | I don't know |_|

3. *Is your initiative a non-profit organisation?*

Yes |_| | No |_| | I don't know |_|

4. *How many people do collaborate in your activity (unpaid participants or paid workers)?*

Please indicate the actual unpaid participants |_|_|_|_| | I don't know |_|

Please indicate the actual number of paid workers |_|_|_|_| | I don't know |_|

5. *How many hours per week do unpaid participants contribute to your initiative?*

Please indicate the average value: |_|_|_| | I don't know |_|

6. *How many hours per week do paid workers work in your initiative?*

Please indicate the average value: |_|_|_| | I don't know |_|

7. *Approximately what per cent of your initiative's employees and volunteers in 2014 had a tertiary/university degree? (if you wish, you can separate this question for employees and volunteers)*

Nobody |_|

Up to 25% |_|

25% to 50% |_|

50% to 75% |_|

Everybody |_|

I don't know |_|

8. *How many beneficiaries are you currently able to reach?*

Please indicate the actual number of beneficiaries |_|_|_|_| | I don't know |_|

9. How much money does your *initiative* move per year? (case-specific example: for the Italian case, this would be the amount of money spent by a consumer purchasing group on products acquired from small and marginalised farmers, probably in the Netherlands this may be the amount of credit provided, in Germany, the amount of money invested in technology, know-how acquisition and labour)

Please indicate the value for 2014: |__|__|__|__|__| I don't know |__|

10. Which are the costs that your *initiative* needs to cover in order to function? (case-specific example, e.g. the costs of renting a room where people meet or to pay employees that take care of administrative tasks)

Please indicate the value you estimate based on your experience in 2014: |__|__|__|__|__|

I don't know |__|

11. During the three years 2013 to 2015, did your organisation receive any public financial support from the following levels of government? (Include financial support via tax credits or deductions, grants, subsidized loans, and loan guarantees. Exclude research and other innovation activities conducted entirely for the public sector¹ under contract.)

a. Local or regional authorities Yes |__| No |__| I don't know |__|

b. Central government (including central government agencies or ministries) Yes |__| No |__| I don't know |__|

c. The European Union (EU) Yes |__| No |__| I don't know |__|

12. During the three years 2013 to 2015, did your organization receive any private financial support?

Yes |__| No |__| I don't know |__|

Now I would like to capture your attention on what we mean by innovation. An innovation is the introduction of a new or significantly improved product, process, organisational method, or marketing method by an organisation. An innovation must have characteristics or intended uses that are new or which provide a significant improvement over what was previously used/sold/provided by the organisation. An innovation need only be new or significantly improved for the specific organisation: It could have been originally developed or used by other enterprises/organisations.² During the three years 2013 to 2015, did your organisation introduce:

13. During the three years 2013 to 2015, did your organization introduce:

a. New or significantly improved methods of manufacturing or producing **goods or services**, (case-specific example, in Italy this would for example be electricity bought from co-owned solar panels placed on farm-land)

Yes |__| No |__| I don't know |__|

b. New or significantly improved **logistics, delivery or distribution methods** for your inputs, goods or services, (case-specific example, in Italy this would for example be the distribution of consumption products directly by the consumers without relying on intermediaries in retail)

Yes |__| No |__| I don't know |__|

c. New or significantly improved **supporting activities** for your processes, such as maintenance systems or operations for purchasing, accounting, or computing

Yes |__| No |__| I don't know |__|

d. New **business practices** for organising procedures (i.e. supply chain management, business re- engineering, knowledge management, lean production, quality management, etc.)

¹The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

²This definition has been taken from the Community Innovation Survey.

Yes |__| No |__| I don't know |__|

e. New methods of **organising work responsibilities and decision making** (i.e. first use of a new system of employee responsibilities, team work, decentralisation, integration or de-integration of departments, education/training systems, etc.)

Yes |__| No |__| I don't know |__|

f. New methods of **organising external relations** with other firms or public institutions (i.e. first use of alliances, partnerships, outsourcing or sub-contracting, etc.)

Yes |__| No |__| I don't know |__|

g. New **methods of funding**

Yes |__| No |__| I don't know |__|

NETWORKS

We'd like to know more about the external actors with which your *initiative* interacts in order to implement your activities. Actors can be single persons or organisations/groups. Please fill in the grid below (please indicate in increasing order of importance, up to 5):

Name and/or role of actor	1) _____ _____	2) _____ _____	3) _____ _____	4) _____ _____	5) _____ _____
Which type of actor is it?	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> No profit organisation <input type="checkbox"/> Not-legally constituted group of people <input type="checkbox"/> Single person <input type="checkbox"/> Other <input type="checkbox"/> I don't know	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> No profit organisation <input type="checkbox"/> Not-legally constituted group of people <input type="checkbox"/> Single person <input type="checkbox"/> Other <input type="checkbox"/> I don't know	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> No profit organisation <input type="checkbox"/> Not-legally constituted group of people <input type="checkbox"/> Single person <input type="checkbox"/> Other <input type="checkbox"/> I don't know	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> No profit organisation <input type="checkbox"/> Not-legally constituted group of people <input type="checkbox"/> Single person <input type="checkbox"/> Other <input type="checkbox"/> I don't know	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> No profit organisation <input type="checkbox"/> Not-legally constituted group of people <input type="checkbox"/> Single person <input type="checkbox"/> Other <input type="checkbox"/> I don't know
Did your organization collaborate with this actor when setting up this initiative?	<input type="checkbox"/> yes strongly, the actor was involved in the definition of goals and priorities <input type="checkbox"/> yes, weakly <input type="checkbox"/> No <input type="checkbox"/> I don't know	<input type="checkbox"/> yes strongly, the actor was involved in the definition of goals and priorities <input type="checkbox"/> yes, weakly <input type="checkbox"/> No <input type="checkbox"/> I don't know	<input type="checkbox"/> yes strongly, the actor was involved in the definition of goals and priorities <input type="checkbox"/> yes, weakly <input type="checkbox"/> No <input type="checkbox"/> I don't know	<input type="checkbox"/> yes strongly, the actor was involved in the definition of goals and priorities <input type="checkbox"/> yes, weakly <input type="checkbox"/> No <input type="checkbox"/> I don't know	<input type="checkbox"/> yes strongly, the actor was involved in the definition of goals and priorities <input type="checkbox"/> yes, weakly <input type="checkbox"/> No <input type="checkbox"/> I don't know
How often does your organization communicate with this actor now?	<input type="checkbox"/> Never <input type="checkbox"/> Rarely, less than twice a year <input type="checkbox"/> Average, about five times a year <input type="checkbox"/> Often, every month <input type="checkbox"/> Every week	<input type="checkbox"/> Never <input type="checkbox"/> Rarely, less than twice a year <input type="checkbox"/> Average, about five times a year <input type="checkbox"/> Often, every month <input type="checkbox"/> Every week	<input type="checkbox"/> Never <input type="checkbox"/> Rarely, less than twice a year <input type="checkbox"/> Average, about five times a year <input type="checkbox"/> Often, every month <input type="checkbox"/> Every week	<input type="checkbox"/> Never <input type="checkbox"/> Rarely, less than twice a year <input type="checkbox"/> Average, about five times a year <input type="checkbox"/> Often, every month <input type="checkbox"/> Every week	<input type="checkbox"/> Never <input type="checkbox"/> Rarely, less than twice a year <input type="checkbox"/> Average, about five times a year <input type="checkbox"/> Often, every month <input type="checkbox"/> Every week

					<input type="checkbox"/> Every week
Did the relation between your organization and the actor change because of the on-going initiative?	<input type="checkbox"/> Improved, e.g. more and more relevant contacts <input type="checkbox"/> Worsened, e.g. conflicts with the actor <input type="checkbox"/> Did not change <input type="checkbox"/> I don't know	<input type="checkbox"/> Improved, e.g. more and more relevant contacts <input type="checkbox"/> Worsened, e.g. conflicts with the actor <input type="checkbox"/> Did not change <input type="checkbox"/> I don't know	<input type="checkbox"/> Improved, e.g. more and more relevant contacts <input type="checkbox"/> Worsened, e.g. conflicts with the actor <input type="checkbox"/> Did not change <input type="checkbox"/> I don't know	<input type="checkbox"/> Improved, e.g. more and more relevant contacts <input type="checkbox"/> Worsened, e.g. conflicts with the actor <input type="checkbox"/> Did not change <input type="checkbox"/> I don't know	<input type="checkbox"/> Improved, e.g. more and more relevant contacts <input type="checkbox"/> Worsened, e.g. conflicts with the actor <input type="checkbox"/> Did not change <input type="checkbox"/> I don't know



Qualitative template for Semi-structured interviews to social innovators

*In green, you will find instructions for the interviewer. Please remember that this type of interview is supposed to be managed by an experienced researcher, in order to ensure the quality of information we need. The general scope of this research action is to get a thick and grounded description of the social innovation, which is different for each case study (GAS, Open Access Credit, Water movement) and to have information on the second level of analysis for the subsequent multilevel investigation (mainly through the pre-qualitative questionnaire for social innovators). The information collected in these interviews will be used by UNIPV in order to integrate the beneficiaries' questionnaire. Please note that the **text in orange will be adapted** to the peculiarity of each case study during the translation in the local languages.*

*In general, the **text in black bold italic** is what you should read to the interviewee. As the technique proposed for this interview is a semi-structured interview, we'd like to recall some good-sense tips for effective interview conduction. We're not obliged to follow the order of the questions proposed: if the interviewee in your opinion has already answered to a question, simply skip it. A second rule is to let them talk enough to give you the information you need (don't over talk them or super-impose your point of view), but please constantly check that they stick to the question you posed in the beginning. If the interviewee has run out of time, try to fix a subsequent appointment; if it is not possible, try to get as much information as you can for each of the sections. Remember: it is not important to pose all the questions in the same order (as it is normally done in the questionnaire), but the goal is to get all the relevant information for each section of the interview. **Please remind the interviewee** at the beginning (and from time to time) that we are asking her/him to provide information about the social innovation/organization, not about herself/himself.*

*Before the interview is started please **collect the pre-qualitative questionnaire**, you will need it during the interview in phases Q.3c and 5. In particular, we would like to draw your attention on the direct link with the quantitative questionnaire in the following questions:*

- *Q2.a Cognitive frames for Quantitative Template Section 5, Q28 and Q29*
- *Q3.a Mobile dashboard for advanced statistical analysis*
- *Q3.d Prior beneficiaries for Quantitative Template Section 4, Q16*
- *Q4.b Type of benefit taken from social innovation for Quantitative Template Section 4, Q18*

1. Self-introduction

In this section, we start to collect information about the social innovation, the context in which it operates and some general information about who social innovators consider to be their main beneficiaries.

a. Would you please present your organisation (GAS, Open Access Credit, Water movement)?

- 1. How did the initiative come to the founders' mind?**
- 2. Who were the founders? Are they still active today?**
- 3. What are the initiative's aims and have they changed in its history?**

The sub-questions (1-3) can be used as suggestions for possible re-launches in case the interviewee did not automatically provide this kind of information.

2. Cognitive frames

Cognitive frames are mental structures that shape the perception of reality of people. In this section, the aim is to analyze which are the relevant cognitive frames with which the social innovation has to deal with and what are their roles and functioning. In the questions a and b, the interviewer will use a 2-step approach. First, he/she will ask for a list (up to five) of cognitive frames (leaving the interviewee as free as possible in answering). He/she should then focus on 3-5 cognitive frames to collect more specific information about them. Please prompt the interviewee to reply freely first, and only suggest examples of cognitive frames if there is a complete lack of ideas/replies (e.g. sustainability, equality, machismo, racism, market liberalism, etc.). Please preferably use examples that you have heard in previous interviews.

a. Is there any specific values/opinions/visions/beliefs that are relevant for your initiative? Or any that you try to contrast with your action?

Collect at least 3 cognitive frames to focus upon in the next questions. This table is compiled by the interviewer, without showing it to the interviewee.

	Cognitive Frames	Notes
1		
2		
3		
...		
...		

b. For each of them, please then ask the following questions: for the first question, please try to identify the stage of the social innovation life-cycle that has been or is being affected by the specific CF: prompts – proposals – prototypes – sustaining – scaling – systemic change

- **Speaking about CF __, how did it influence the activities you promote?**
- **Is there any specific behavior that you associate with this way of thinking?**

- ***How widely is this mind-set spread in the surrounding context? [if it is not spread] Which types of actors/people tend to share and to enforce this way of thinking? Who are the people that remain untouched by it and why?***

3. Social Innovation

a. Thinking about your activity, which keywords/adjectives would you use to describe it? Here follows a list of relevant adjectives/keywords. Do you recognize the scope of your initiative in the following concepts?

- *Promote innovation*
- *Create new relations*
- *Open to participation*
- *Mind-changing*
- *Favor the inclusion of a group of people that you consider particularly at risk (independently by who they are)*
- *Encounter of different people (by age, sex, educational level, migrant background, etc...)*
- *(...)*

Is there any keyword/adjective we forgot to mention about your activity that is important for you and/or useful in order to understand your experience?

In question b, it is important to adopt a 2-step approach in proposing the question to the interviewee. First, the interviewer stimulates the respondent through the pre-set list of keywords/adjectives, which have been selected on the basis of existing literature. Stimulate the interviewee item by item and collect his/her reactions. Afterwards, the interviewer re-launches by asking if there is anything we can add to the list in order to collect more grounded ideas.

b. What is the geographical context of your activity?

Please be particularly attentive on the interviewee's definition of the context; eventually the interviewer should re-launch/check against the minimal territorial unit identified by the research team. You might slightly adapt the question when the context of reference is obvious: "do you have the impression that the impact of your initiative goes beyond the boundaries of (e.g.) your municipality?"

c. Would you define the social innovation (GAS, Open Access Credit, Water movement) as innovative?

Please make sure the interviewee refers to the social innovation in general, not to her/his specific implementation of the social innovation. In case needed, you can re-launch to make this clear.

After recording this reply, please refer to question 13 in the pre-qualitative questionnaire and briefly write down the concrete examples they have in mind only for the options for which they replied "YES". This intends to check for incremental innovation promoted by the implementers.

	"YES" in question 10	Example(s) mentioned
a	goods or services	
b	logistics, delivery, distribution methods	
c	supporting activities	
d	business practices	
e	organising work responsibilities and decision making	
f	organising external relations	
g	methods of funding	

d. Who benefits from your activities? (Only if it is not autonomously recalled) what about ... (target groups of GAS, Open Access Credit, IKT as envisaged by the research team)?

Question c to f have the scope to let the social innovators define their activity as innovative, delineate the geographical context of it and check if they are aware of the social impact of their social innovation. Question f stimulate innovators in reflecting about the potential beneficiaries (there might be more than one type); if not autonomously recalled by the interviewee, the interviewer introduces the target groups supposed by the research team, which are different for each case study. Let the interviewee answer freely focusing on who they consider their potential beneficiaries. The next section of the interview will focus more in detail on the target groups supposed by the research team

4. Beneficiaries - specific target group predefined by research team

In this section, the aim is to collect specific information on beneficiaries presupposed by the research team, which is different for each of the case studies. Although the target group changes, the structure of the interview remains identical for the three case studies. Questions a-d collect general information on marginalisation of beneficiaries and how social innovators intervene on their social needs.

a. Do you consider target group to be disadvantaged within your context? In which sense?

b. (only if yes) Does your activity reduce the marginalization of target group? How?

c. Would you mind describing the process by which you involve the target group in the social innovation (GAS, Open Access Credit, Water movement)?

1. How did you get in contact with target group?

2. Do you have any specific **criteria** with which you select **target group**?
Which ones?
3. how often a month do you **interact** with **target group**?
4. are **target group** involved in the definition of **goals** and of **priorities**?
5. which other **activities** do you do with **target group**?

Use prompts if necessary.

d. Do you have shared values/opinions/visions/beliefs with target group?

5. Networks

Networks refer to structured relational patterns between actors in society. In this section, the aim is to analyze which are the relevant networks in which the social innovation is embedded and what roles and functions different actors assume within them. During this part you will discuss the pre-qualitative questionnaire directly with the interviewee and integrate some parts of it. You might want to go through the pre-qualitative questionnaire briefly with them, checking especially if their answers comply with the geographical context of reference identified by each case study. Apart from the following questions, get into details if parts of the pre-qualitative questionnaire have not been filled in.

a. With whom of these actors do you share other activities? Which ones in particular?

b. With whom of these actors do you share values/opinions/visions and beliefs? Which ones in particular?

c. (If no public actor is mentioned within the network) Do you collaborate with any public actor? How and for what?

This is a control question to avoid misunderstanding of the exercise in the pre-qualitative questionnaire.

5. Institutions

Institutions are broadly understood as 'systems of rules' that shape the behavior of people. In this section, the aim is to analyze which are the relevant institutions with which the social innovation is confronted and to identify their role and functioning. We will ask the interviewee to list the norms by their positive or negative impact on the social innovation, then we will proceed with questions aimed at exploring each norm cited by him/her. Please tick if the norms are legally enforced or not.

We'd like to know if there are particular norms/rules/practices that act as barriers or facilitators for your **initiative. They may for example influence the feasibility of your activities, the implementation process, or the ability of your organization to expand/scale-up (in positive or negative ways).**

a. Thinking about those norms, would you mind listing which are acting as barriers for your *initiative*?

	Barriers	Tradition vs. Legally Enforced
1		
2		
3		

b. Thinking about those norms, would you mind listing which are acting as facilitators for your *initiative*?

	Facilitators	Tradition vs. Legally Enforced
1		
2		
3		

b. (Repeat for each norm)

- **Speaking about norm XXX, in which way does the specific rules/practices affect the social innovation activity?**
- **Which types of actors/people tend to respect and enforce this rule/practice? Who are the people that remain untouched by it and why?**

c. Do you have the impression your activities are modifying decision-making processes in your context?

6. Closing up

Information on the interviewee

Name: _____

Contact: _____

Age: |_|_| Gender: |_|

Educational level: _____

Occupational status:

Employed

Unemployed

Inactive

[If employed] Which kind of job do you have?

Please collect a brief description of the type of activity and sector.

Role in the organisation: _____
Since when are you active in the initiative: year |_|_|_|_|



Creating Economic Space for Social Innovation

Template for focused discussion groups with beneficiaries

Black: Question for the group

Green: Instruction for the interviewer

Red: Objective of the group discussion

to be discussed jointly

Short presentation of the project CRESSI; make explicit the objectives of the discussion; reassurance on privacy of the final content and the use of the audio recorder.

(opening – roundtable, every participant presents him/herself)

1. Who are you, since how much time are you involved in the social innovation and what is your activity as producer/citizen/beneficiary within it?

10-15 minutes (1 moderator)

It is important to be extremely effective in asking information, by trying to go directly to their point of view about the relation between the social innovation and their own life experience.

For the research group, the aim of the analysis is to investigate the concept and the concrete experiences of autonomy (defined as the capacity to make own choices in line with own life-projects), from a multidimensional perspective. The continuum goes from:

DISEMPOWERMENT

(low autonomy)

EMPOWERMENT

(high autonomy)

2. Discussing about your activities/collective projects as producers/citizen/beneficiaries, what are the choices that you think are important for achieving your goals?

Open discussion within the group – about one hour (1/2 collaborator(s) + 1 moderator)

During the open discussion it is important to constantly refer to their personal experience with the social innovation, asking for relevant anecdotes/stories. It is also important to re-launch in order to direct the discussion towards the dimensions which are left uncovered by the first round of reasons (ref. NACEMP). During the conversation between moderator and the group, 1 or 2 collaborators write tags with relevant answer strings to be used in the following section.

Use the following prompts to deepen the investigation:

3. What have you learnt from your 'encounter' with the social innovation?
4. What are the choices that you wouldn't do/wouldn't have done if you had not got in contact with the social innovation?

After this discussion phase, we start the game. The moderator explains what is going to happen in the following minutes, while a collaborator prepares the board by dividing it in six columns (one for each of the NACEMP dimensions). We ask the group to classify the grounded strings into the NACEMP dimensions, presenting them to them one by one. It is a game and it must be presented like this to the participants.

5. Now we will try to understand how the answers that you previously reported can be referred to different dimensions that people consider relevant when speaking about autonomy. In particular, we have identified the following six dimensions:
 - a. Nature: as capacity to contribute to the maintenance or changing of the environment that surrounds you (i.e. territorial quality, environmental sustainability)
 - b. Technology: as capacity to use/access to artificial means that help people in doing activities that you would not be able to do on your own
 - c. Culture: as capacity to influence/contribute to the way by which people interpret reality or act in everyday life
 - d. Economy: as capacity to accumulate resources or to guarantee stability
 - e. Security: as capacity to protect oneself from risks or negative outcomes that are not dependent on own actions
 - f. Politics: as capacity to participate in the decisions that govern collective life

Open discussion within the group – about one hour (1 collaborator + 1 moderator)

For each of the tags prepared in the previous section, the group is asked to put it in the relevant column. The moderator guides the discussion, while the collaborator attaches the tags to the board. This phase lasts until each tag has been placed.

(closing)

6. We're now heading to the end of our discussion. Before we go, I would like again to look at the result of the group work. Is there anything that you would like to modify? *(The collaborator reads aloud each tag, dimension by dimension)*