



"Surveillance, Privacy and Security: A large scale participatory assessment of criteria and factors determining acceptability and acceptance of security technologies in Europe"

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The SurPRISE project is conducted by a consortium consisting of the following partners:

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*APDCM, the Agencia de Protección de Datos de la Comunidad de Madrid (Data Protection Agency of the Community of Madrid) participated as consortium partner in the SurPRISE project till 31st of December 2012. As a consequence of austerity policies in Spain APDCM was terminated at the end of 2012.

Table of Contents

1. Introduction	1
1.1 The SurPRISE citizen summits.....	1
1.2 Evaluation data	1
1.3 Structure.....	2
2. Evaluation	4
2.1 Content elements	4
2.1.1 Information in general.....	4
2.1.2 Information magazine.....	4
2.1.3 Films.....	4
2.1.4 Questionnaire	4
2.1.5 Discussion rounds	5
2.1.6 Recommendation round	5
2.2 Research design.....	6
2.2.1 Process	6
2.2.2 Summary of quantitative citizen evaluation	6
3. National summaries	8
3.1 Austria	8
3.1.1 Content	8
3.1.2 Process	9
3.1.3 Quantitative citizen evaluation	10
3.2 Denmark.....	11
3.2.1 Content	11
3.2.2 Process	11
3.2.3 Quantitative citizen evaluations	12
3.3 Germany	13
3.3.1 Content	13
3.3.2 Process	15
3.3.3 Quantitative citizen evaluation	15
3.4 Hungary	16
3.4.1 Content	16
3.4.2 Process	17
3.4.3 Quantitative citizen evaluation	18
3.5 Italy.....	19
3.5.1 Content	19
3.5.2 Process	20
3.5.3 Quantitative citizen evaluation	21

3.6 Norway	22
3.6.1 Content	22
3.6.2 Process.....	23
3.6.3 Quantitative citizen evaluation	23
3.7 Spain	24
3.7.1 Content	24
3.7.2 Process.....	25
3.7.3 Quantitative citizen evaluation	26
3.8 Switzerland	27
3.8.1 Content	27
3.8.2 Process.....	28
3.8.3 Quantitative citizen evaluation	29
3.9 United Kingdom.....	32
3.9.1 Content	32
3.9.2 Process.....	33
3.9.3 Quantitative citizen evaluation	35

1. Introduction

This report provides an overall evaluation of the organisation and content elements from the SurPRISE citizen summits, conducted in nine European countries in January through March 2014.

Each partner country has provided an evaluation report of the summit(s) conducted in their respective countries, based on quantitative evaluation questions asked at the end of the citizen summits, qualitative evaluations given by citizens via postcards and statements taken down in the minute takers' and table facilitators' notes. In some countries the partner has furthermore based parts of the evaluation on evaluation interviews with the table facilitators.

1.1 The SurPRISE citizen summits

In order to learn more about how lay people interpret the use of technology with surveillance functionalities intended to address security problems, citizen summits have been organised in nine European countries as a part of the SurPRISE project. The summits were public meetings where around 200 citizens in each country gathered to have face-to-face conversations about the use of *Surveillance Oriented Security Technologies* (SOSTs). Citizens received the same information, both before and during the meeting, by means of information provided in the recruitment phase, information magazine, short documentary films and facilitation at the actual summit by meeting facilitators and table moderators. Participants engaged in the same facilitated process and answered the same set of questions.

The citizen summit participants were lay people, who were selected in order to reflect the diversity of the country where the summit was held with regards to age, gender, educational level and occupation.

At the citizen summits, citizens were assigned to groups of 6-8 people. Each group was led by a table facilitator, who moderated the discussions, ensured that everybody was heard and helped people to go through all the activities of the day. A head facilitator led the summit from the central stage and guided the citizens through the anonymous and instant process of electronic voting which was split up in a number of voting sessions during the day. The questions asked were demographic questions, general attitude questions related to safety and security and questions related to specific SOSTs. At each table the participants spend the last part of the summit formulating one general recommendation for political entities in charge of choosing, using, and deploying security policies. Besides being a valuable source of information for academic research and decision makers, citizen summits are meant to be both a pleasant and enriching experience for the participants.

The SurPRISE citizen summits deliver a trans-national overview of what citizen summit participants across different European countries think of the relation between security, surveillance and privacy in general and the use of selected specific SOSTs (Smart CCTV, Cyber Surveillance by Deep Packet Inspection and Smart Phone Location Tracking) meant to address security problems. The combination of the quantitative and qualitative data gathered at the summits will give a detailed picture of what citizens think and offer insights about the reasons why citizens believe in certain things and hold certain visions. The analysis of the gathered data will be provided in the country reports (D6.1-9) and synthesis report (D6.10).

1.2 Evaluation data

In the SurPRISE description of work, deliverable 5.4 is described as follows:

D5.4) Citizen consultation group interview reports: This report will summarize the results of the Group interviews involving 3 or 4 tables of participants that be organized to collect information about their evaluation of the organization and content of the event.

The methodology for the large scale citizen summits has been developed quite a lot since the start of the project and formulation of the description of work. Especially the qualitative part of the data gathering has been strengthened by inclusion of the following elements:

- A recommendation round, where the citizens in smaller groups develop a recommendation for policy actions to the European politicians
- A structured note taking tool for all involved table facilitators

- Extensive minutes taken at three or more tables per summit by minute takers
- “Postcards” as a tool for expressing individual opinions that they felt were not included in e.g. voting questions or the table’s recommendation.

To make sure that the qualitative elements of the day were valuable both for the participating citizens and for scientific research, the schedule for the full day event was very tight. Therefore, it was decided to leave out the in-depth evaluation group interviews with a small group of citizens conducted at the end of the full day programme. Instead an evaluation concept was developed, where all participants were asked three quantitative evaluation questions at the end of the summit. In addition they could write their comments, critique and suggestions on postcards, which were handed in anonymously.

The three quantitative evaluation questions were:

- I have gained new insight from participating in the citizen summit (strongly agree, agree, neither agree nor disagree, disagree, strongly disagree, don’t know/don’t want to answer)
- I believe the citizen summit has contributed with important new knowledge to the policy makers (strongly agree, agree, neither agree nor disagree, disagree, strongly disagree, don’t know/don’t want to answer)
- Has your participation in the citizen summit changed your views on surveillance-oriented security technologies? (Yes, it is now more positive / Yes, it is now more negative / No, it is the same as before the citizen summit / I don’t know/I don’t want to answer.

The first question captures the participants’ own assessment the extent to which they have benefitted from participating in the event. “New insight” can mean a lot of different things to different people. However, this was intentioned since the aim was to obtain the participants’ subjective assessment, whether participating in the summit was worthwhile. The citizen summits being rewarding both in terms of new knowledge for academic research in the field and for policymakers, but also for the participants themselves, who invested a day in the event, was a crucial goal. Consequently, it was an important criterion of success that the participants felt their participation was worthwhile.

The second question captures the participants’ assessment of the potential impact of the summits and the value of the input that they pass on to the policymakers.

The last question is intended to investigate whether there is an unintended bias in the information material, films, and questions asked at the summit. It has been a significant focus and ambition of the consortium to present information on the surveillance-oriented security technologies as well as the correlating issues their deployment raises in a sober and unbiased manner. Therefore, it is of great importance to investigate whether there are indications of the participants felt a certain attitude towards the issue was prompted through the information material and research design.

In the aftermath of the events, the analysis of the responses was supplemented with input from postcards, minute takers’ and table facilitators’ notes. The postcards were available for citizens if they had points that they did not feel were included in the voting questions and if they had evaluating comments on the organisation of the event. There were minute takers sitting at least at three tables per citizen summit solely assigned to taking extensive notes from the debates throughout the day. These notes, plus the notes taken by the table facilitators in their template throughout the day, were investigated by all partners for evaluation input for this deliverable. Only the evaluating comments are part of this deliverable whereas the comments on content in the postcards and notes from table facilitators and minute takers are included in the country reports.

1.3 Structure

The following chapter presents a summary, accounting for the most important results related to the evaluation of the SurPRISE citizen summits in total. It illustrates that the citizen summits in general got very positive feedback from the participants, both with regards to information material, research design, and organisation. In the appendix, national accounts from each of the participating countries can be found.

Even though the categories are closely related to each other, the following report is separated under two overall categories to provide a more structured overview:

- Evaluation of content of the event – info material, film, questionnaire, group discussions on SOSTs, recommendation round
- Evaluation of method/process/organization of the event – timing of the day, balance between the different elements, feedback on head facilitator and table facilitator performance, and the citizens assessment of the possible impact of the events on policy making.

2. Evaluation

2.1 Content elements

2.1.1 Information in general

Presenting information on SOSTs (as for most other subjects) to people from all different kinds of cultural-, social- and educational backgrounds is quite a challenging task, where finding the right balance between complexity and comprehensibility is crucial.

Providing the same information to all participants across countries was necessary in order to ensure comparability of the gathered data. Therefore, the information magazine refers to the international and European legal framework applicable to privacy, security and surveillance matters rather than the actual laws and regulations in each partner country.

The written magazine sent to the participants beforehand ensured that the participants had sufficient time to get prepared for the topics addressed at the summit. The films shown at the summit made sure that everyone had the central issues and facts fresh in mind for the voting- and discussion rounds. This way, participants could read in-depth information at home, if they wanted to, but for those who are not strong readers, it was ensured that they also had the opportunity to learn the most important points before the start of discussions and the data gathering.

For the quantitative evaluation, it is clear that the vast majority of participants think that they gained new insights from reading the magazine, seeing the films, and discussing with the other participants (see figure 2.1). Only from a few table facilitators, it has been reported, that different levels of knowledge among the participants was a problem in the discussions- and recommendation sessions.

2.1.2 Information magazine

In general, the information magazine was well received, both with regard to content and design. It was used to study beforehand and as a hand book by citizens and table facilitators during the discussion- and recommendation rounds. From Norway, it was even reported that some participants wanted extra copies for distribution among friends and family.

Not all participants had read the magazine beforehand. Some stated that this was due to the fact that it was too long and/or complex. Having in mind that the citizens came with all different backgrounds, it is likely that some of them are not used to this kind of information being presented in a text format, and some of them were probably not strong readers.

2.1.3 Films

Overall, the films were well received and worked as a good kick-off for discussions. Some participants considered the films too positive towards the technologies; others thought they were too critical.

The discussions points at the end of each film could have been phrased as open questions, what could have improved the films' function as discussion-starters.

2.1.4 Questionnaire

In the SurPRISE project, the citizen summit methodology has been developed to include gathering of quite a big amount of quantitative data. During the development process, it has been discussed how much time would be possible to spend on the quantitative elements without negatively affecting the participants' engagement and attention, and how many questions it would be possible to ask within the given time frame.

Ultimately, it was possible to ask and give feedback on 83 questions (including 3 evaluation questions), and even though the attention dropped towards the end of the day, the vast majority of citizens participated until the end. Having parts of the questionnaire to be filled in individually on paper probably would have eased the process. Still, taking into account the number of questions, this part of

the event went well, though asking even more questions would not have been possible, without compromising the quality of the data gathered.

Besides the critics on the amount of questions asked, some participants also had trouble answering some of the questions. The problems mainly occurred because they thought that the questions could be understood in different ways, or that they were too general. Some participants found it hard to answer the “I’m concerned about...” questions, because they did not know what to answer when they did not feel concerned.

2.1.5 Discussion rounds

The discussion sessions were appreciated by the citizens, who were eager to contribute to the dialogue. The opportunity to meet and discuss with people from many different backgrounds was appreciated, and many would have liked more time for discussions.

In most cases, the participants respected the “rules of good dialogue” presented by the table facilitators no matter if they had conversations with people they agreed or disagreed with. The need for table facilitators to restrict eager participants’ speaking time was not strong, but at some tables dominant citizens needed to be limited in speaking time, while shy citizens had to be encouraged to participate. At some tables, where dominant participants were a problem, the intervention of a table moderator didn’t help much, but as the day progressed, the participants themselves found a way to make sure that all opinions were heard.

The paper with key issues, that the table facilitators could bring into the discussions proved to be useful, especially at those rather few tables, where debate wasn’t flowing by itself.

The focus in the debates was not always strictly focused on the specific SOST in question, and some table facilitators had difficulties determining when to interfere with the free discussion, and when to ask participants to focus more strongly on the specific SOST.

The discussion template was used by participants and table moderators during the films and while the discussions were going on.

2.1.6 Recommendation round

Participants were happy to give their recommendations, and in the end, many or all tables wanted to present their own in plenum.

For some table facilitators, it was a challenge to make participants go from the open discussion format of the SOST rounds to focusing on the formulation one recommendation in the recommendation round. Even though a template was provided and table facilitators being prepared to help participants formulating a recommendation, the quality of the recommendations regarding structure, precision in wording, and detail level varies quite a lot. At those summits, where a small version of the template was not provided for all participants, the process was not always as smooth as one could have wished for, because some needed a reminder on the structure several times during the session.

It proved challenging that the tables were limited in the number of recommendations that they were allowed to give. Many had several points that they wanted to pass on in the recommendations, which in several cases resulted in them making several recommendations in one. This made the recommendations less comprehensible to people who hadn’t been a part of the group the whole day. At the tables where participants didn’t manage to agree on one recommendation, they were allowed to split in two groups which produced different recommendations. It would probably have improved the quality of the recommendations, if tables were allowed to fill in one template for each recommendation they would like to give, while the table facilitator noted whether the reason for several recommendations was that the table participants disagreed, or if they had several things they agreed on.

2.2 Research design

2.2.1 Process

In general, the research design was well received by participants. They were eager to contribute, and the mood among them was good, even though the energy went down a bit towards the end of the rather long programme.

Participants got familiar with the voting system quite fast, and – at least in the beginning – appreciated the feedback, and were curious to see what others had voted. They didn't discuss their opinion during the voting session, but sometimes they brought in the voting results in the discussion sessions later in the programme.

Towards the end of many of the summits, participants got rather tired with the voting procedure. Reacting to this, at some summits the head facilitator chose to limit or leave out the feedback after each question.

The head facilitators have all been positively evaluated. They ensured a good environment for deliberation, and made participants feel welcome and secure in what was expected of them.

Overall, the table facilitators did a good job guiding the participants through the day, stimulating the debates, and making sure that the rules for good dialogue were adhered to. The training of table facilitators that many partners did prior to the summit proved to be time well spent, enhancing the quality of the work at the tables, but also ensuring the participants having a good experience.

2.2.2 Summary of quantitative citizen evaluation

The vast majority across summits think that they have gained new insights from participating (Figure 2.1), and they also trust that the events have generated valuable knowledge for politicians (Figure 2.2). This indicates that participants have found that their efforts were worthwhile, both with regards to the benefits they enjoyed themselves, and the outcome of the event. Regarding the second statement, there are differences between countries (see 3. National summaries). It is not clear if the differences are caused by participants putting different weight on the first (*"the event has generated valuable knowledge..."*) or the second part (*"...for politicians"*) of the statement.

More than 50% of participants answer that they haven't changed their attitudes towards SOSTs from participating. Of those who have changed opinion, more answer that they are know more negative towards SOSTs than positive towards SOSTs (Figure 2.3).

"I have gained new insight from participating in the citizen summit"

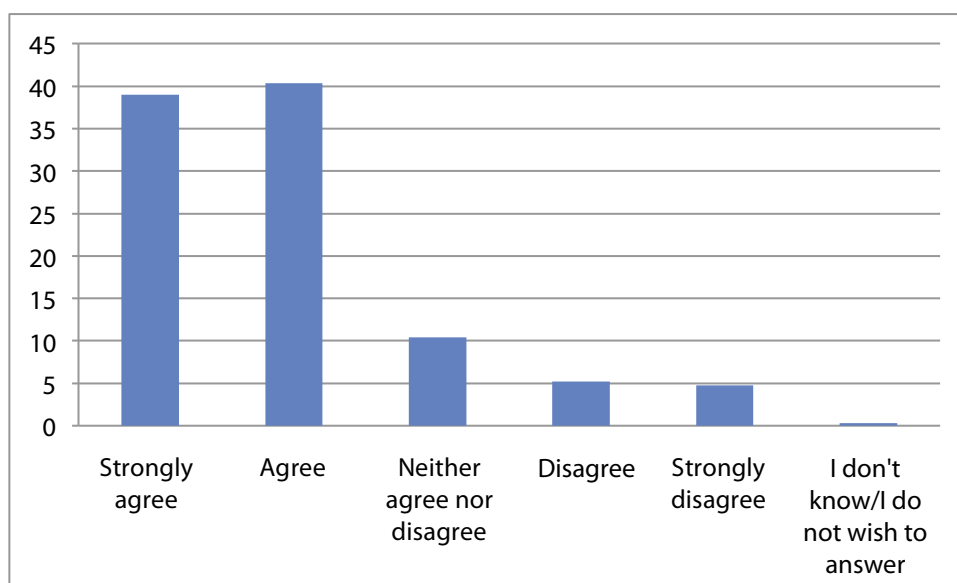


Figure 2.1 Answers to the statement "I have gained new insight from participating in the citizen summit" in percent out of total number of respondents (N=1655)

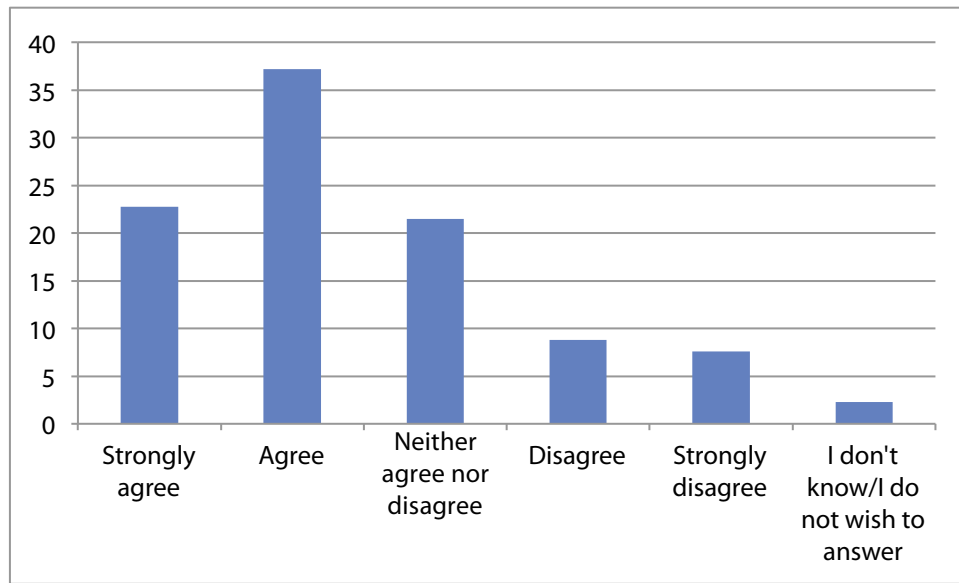
"I believe that the citizen summits have generated valuable knowledge for the politicians"

Figure 2.2 Answers to the statement "I believe that the citizens summits have generated valuable knowledge for the politicians" in percent out of total number of respondents (N=1655)

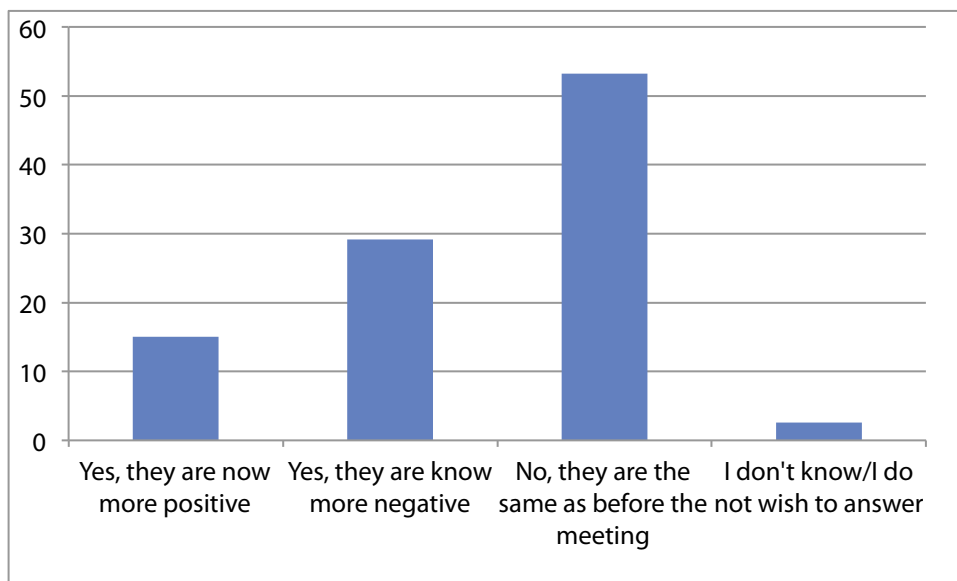
Has this experience changed your attitudes regarding surveillance oriented security technologies?"

Figure 2.3 Answers to the statement "I believe that the citizen summit has generated valuable knowledge for the politicians" in percent of total respondents (N=1655)

3. National summaries

In this appendix, the national contributions to the overall evaluation of the citizen summits can be found as delivered by the SurPRISE partners.

3.1 Austria

Summit held: in Vienna, February 22nd 2014

This evaluation is based on statements made from citizens via postcards and in filmed interviews, extensive minutes taken at three tables, notes that we were given from some of the table facilitators as well as an evaluation meeting held by employees at ITA who took part in the summit as table facilitators, minute takers and interviewers.

3.1.1 Content

Information material in general

The information material (magazine and films) were overall very positively received. More than 70 % said that they gained new perspectives from participating in the summit.

Magazine

The magazine was used actively by citizens, also during the event, where some participants were looking up things they were not certain about. At some tables, the table facilitators used the magazine at some points of the discussions.

Films (Smart CCTV and Smartphone location tracking)

The films worked well as a good kick-off for the discussions.

Questionnaire

The majority of participants seemed to be satisfied with the questionnaire in general. A few persons argued that some of the questions were not distinct and could be interpreted in different ways. This was mainly raised by some elderly participants.

SOST discussions

General: very good and vivid debates on the vast majority of tables. Although in most cases, discussions were quite flowing, the support of table facilitators was crucial at some points to stimulate discussions based on the templates and guidelines. These were very useful tools for table facilitators as well as participants.

Time for discussions seemed to be sufficient in total while most tables could have used more as in each round, lively discussion were going on until the head facilitator reminded to come to an end.

During the end of the discussions, when the head facilitator closed the rounds, for some people there seemed to be a demand for broader discussion in the plenum.

Very few table facilitators had to deal with smaller struggles, one participant was highly concerned about the team taking pictures and filming the event. But these concerns were resolved by team members explaining the informed consent and that every participant had the right to be excluded from photos and films. But at most tables, there were no problems at all with a very positive prevailing mood.

Recommendation round

The recommendation round went very well. Handouts for both, table facilitators and participants included the recommendation template similar to the SOST discussion rounds to make sure that everyone understands how this round works, and to what extent it differs from the SOST discussions.

The quality of the recommendations in total was relatively high; some were very well-formulated referring to sound discussions.

3.1.2 Process

Research design

In general the feedback was very positive towards the purpose of and all components of the event. With 73% the vast majority stated to have won new perspectives on the main issues of the summit - privacy and security. About 57% of the participants agreed or strongly agreed that the meeting had generated valuable knowledge for politicians. 48% of participants did not change their attitude towards SOSTs while 3% had a more positive and also 48% had a more critical attitude after participating in the event.

Internet surveillance and DPI were the most concerned issues in the majority of debates at the tables. Technology in general played an important role, however, in most discussions the different aspects of surveillance, security and privacy not merely linked to specific technologies received much higher attention. This underlines to the high relevance of these issues for the majority of participants and some awareness about the privacy-security discourse in general. Some discussions reached a qualitatively high level.

The notes and observations during the summit show that the degree of knowledge among participants was quite diverse which had some impact on the quality of discussions. The general quality level of discussions was unexpectedly high for such a diverse group of people with different backgrounds.

Several participants made additional input via the postcards, some also provided their notes to their table facilitators. This gives the impression that the summit raised awareness and interest for the topic also beyond the summit. Some people also gave feedback via email expressing their thanks for the good organization and that they also discuss these issues with family, friends etc.

The alternatives to SOSTs did not take up much space in minutes and table facilitators' notes, even though more than 60 % of participants answered that they agreed or strongly agreed that they were important (questions 10 and 97).

Head facilitator

The head facilitator was an excellent choice and did a great job. We received several positive feedback also after the summit via email from some participants for the great summit in general.

He had a good overview and perception on what was going on in the audience and was relatively flexible in smoothly increasing speed of question rounds in order to remain in time. In total it was a good choice to announce 1 hour longer for the whole event than the time needed according to the detailed schedule. We used about 20 minutes more but managed to finish earlier than officially planned. So the participants did have the impression to win 40 minutes. This was psychologically important and possibly contributed to the impression that all participants were very concentrated and motivated during the whole event even in the very last round.

Table facilitators

The table facilitators did a good job guiding their table through the day, making sure that the discussions had a good progression, and that the recommendations were written according to the methodology.

It will always be a difficult task to keep the balance between how much discussions should be moderated, to make it smooth, and make sure that points are not lost, and at the other hand letting the participants have a free dialogue, that is not prompted by the table facilitator's inputs. Some facilitators could maybe have used a bit more experience in when to do what.

3.1.3 Quantitative citizen evaluation

Slide 117

106. Durch die heutige Veranstaltung habe ich neue Perspektiven zu Privatsphäre und Sicherheit gewonnen.

1. Stimme voll zu

2. Stimme eher zu

3. Stimme weder zu noch dagegen

4. Stimme eher nicht zu

5. Stimme überhaupt nicht zu

6. Weiß nicht oder möchte nicht antworten

Stimme voll zu

Weder noch

Überhaupt nicht

Weiß nicht

30%

43%

11%

9%

7%

1%

1

2

3

4

5

6

Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

1.1 64(29.63%)

2.2 92(42.59%)

3.3 23(10.65%)

4.4 19(8.8%)

5.5 16(7.41%)

6.6 2(0.93%)

Total:216

Slide 118

107. Durch die heutige Veranstaltung wurde wertvolles Wissen für die Politik erzeugt.

1. Stimme voll zu

2. Stimme eher zu

3. Stimme weder zu noch dagegen

4. Stimme eher nicht zu

5. Stimme überhaupt nicht zu

6. Weiß nicht oder möchte nicht antworten

Stimme voll zu

Weder noch

Überhaupt nicht

Weiß nicht

26%

33%

17%

12%

10%

2%

1

2

3

4

5

6

Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

1.1 56(26.05%)

2.2 70(32.56%)

3.3 37(17.21%)

4.4 25(11.63%)

5.5 22(10.23%)

6.6 5(2.33%)

Total:215

Slide 119

108. Hat die heutige Veranstaltung Ihre Einstellung zu überwachungs-basierten Sicherheitstechnologien verändert?

1. Ja, bin jetzt positiver eingestellt.

2. Ja, bin jetzt kritischer eingestellt.

3. Nein, meine Einstellung hat sich nicht verändert.

4. Weiß nicht oder möchte nicht antworten.

3% (7)

48% (105)

48% (105)

1% (2)

Question Title:

108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

1.1 7(3.2%)

2.2 105(47.95%)

3.3 105(47.95%)

4.4 2(0.91%)

Total:219

3.2 Denmark

Summit held: in Aarhus, January 18th 2014

This evaluation is based on statements made from citizens via postcards and in filmed interviews, extensive minutes taken at three tables, notes that we were given from some of the table facilitators as well as an evaluation meeting held by employees at the DBT who took part in the summit as table facilitators, minute takers and interviewers 4 days after the summit.

3.2.1 Content

Information material in general

The information material (magazine and films) were overall very positively received. More than 80 % said that they gained new knowledge from participating. That being said, many requested additional information about the current legislation in the area and some requested further information about specific SOSTs.

Magazine

The magazine was used actively by citizens, also during the event, where some participants were looking up things they were not certain about.

Films (Smart CCTV and Smartphone location tracking)

The films worked well as a kick-off for the discussions. A few citizens found them too critical towards the technologies. Others found them very informative.

Questionnaire

Some expressed the opinion that the questions were too general and could be interpreted in different ways: "I am not sure what I am asked".

Several citizens objected to the "It concerns me..." questions, because they didn't know what to answer, if they were not concerned.

Some participants found that the questions were sometimes biased in a SOST-negative way.

SOST discussions

General: Good debates. Nice that the table facilitators were there to moderate, but also allowed the discussion to flow "by itself".

Most tables could have used more time for discussions, while at a few tables the given time was sufficient.

A few citizens suggested that it would be a benefit if composition at the tables was changed between the discussions rounds, so that you had the chance to discuss with more people.

Key issues paper worked well as a tool to keep the debate going.

At some tables, where rather dominant, older participants were sitting, the youth of the table facilitators was a challenge. In general it was challenging to limit the eager participant's speech-time.

Recommendation round

At some tables, the participants were slowed down in writing their recommendation, because they had difficulties remembering the structure in which it should be written. Printing smaller versions of the recommendation template for all participants would have solved this problem.

3.2.2 Process

Research design

In general the feedback was very positive towards the purpose of and all components of the event.

75% of participants agreed or strongly agreed that the meeting had generated valuable knowledge for politicians. 65% of participants did not change their attitude towards SOSTs while 14% had a more positive and 18% had a more negative attitude after participating in the event. (See charts)

From the minutes taken at three tables and table facilitators notes it is clear that Deep Packet Inspection was discussed at several tables, and some participants directly expressed concern about this technology not being a part of the meeting, as they saw it as the most problematic one.

Both at postcards and from the table facilitator's notes and feedback it is clear that some tables had a clear division between persons with a lot of knowledge in the area, and those with little, meaning that the discussion was not so smooth – some came with very specific points where others could only discuss at a more general level.

The alternatives to SOSTs did not take up much space in minutes and table facilitators' notes, even though more than 60 % of participants answered that they agreed or strongly agreed that they were important (questions 10 and 97).

Head facilitator

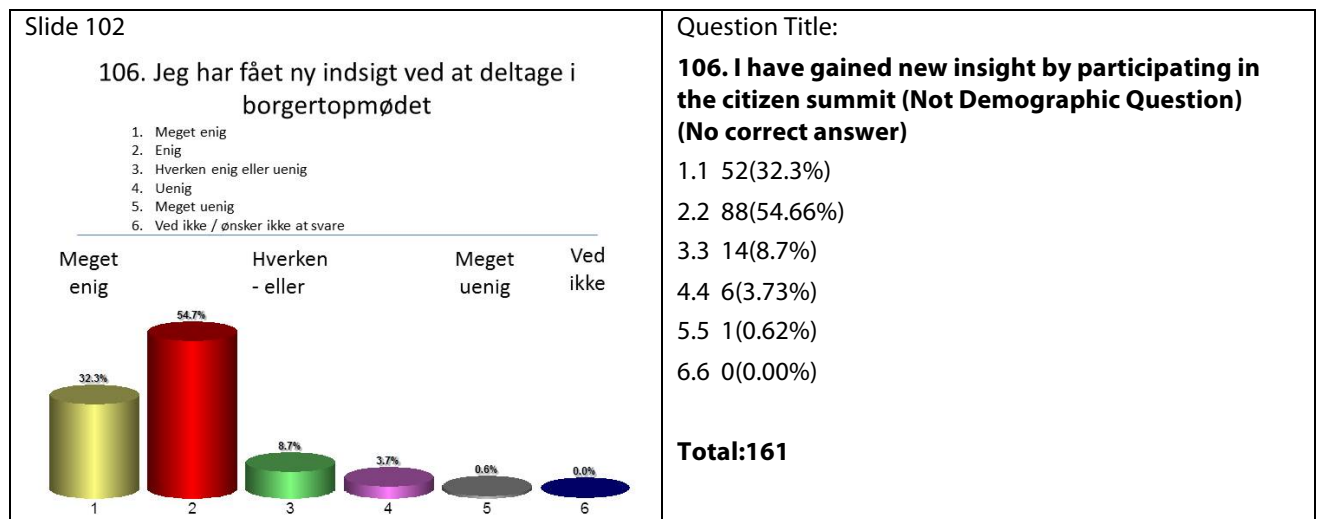
Thanks to our head facilitator the meeting progressed successfully, participants felt comfortable and knew what their task was and the time schedule was held all day.

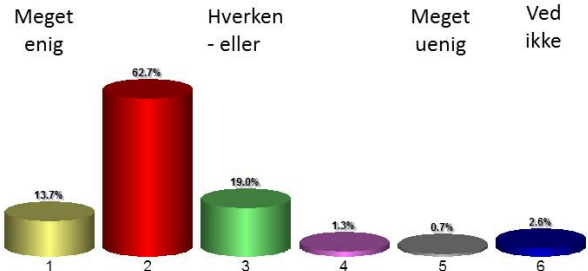

Table facilitators

The table facilitators did a good job guiding their table through the day, making sure that the discussions had a good progression, and that the recommendations were written according to the methodology.

It will always be a difficult task to keep the balance between how much discussions should be moderated, to make it smooth, and make sure that points are not lost, and at the other hand letting the participants have a free dialogue, that is not prompted by the table facilitator's inputs. Some facilitators could maybe have used a bit more experience in when to do what.

3.2.3 Quantitative citizen evaluations



<p>Slide 103</p> <p>107. Jeg mener, at borgertopmødet har bidraget med vigtig ny viden til politikerne</p> <p>1. Meget enig 2. Enig 3. Hverken enig eller uenig 4. Uenig 5. Meget uenig 6. Ved ikke / ønsker ikke at svare</p>  <p>Meget enig Hverken - eller Meget uenig Ved ikke</p> <p>1 2 3 4 5 6</p>	<p>Question Title:</p> <p>107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)</p> <p>1.1 21(13.73%) 2.2 96(62.75%) 3.3 29(18.95%) 4.4 2(1.31%) 5.5 1(0.65%) 6.6 4(2.61%)</p> <p>Total:153</p>
<p>Slide 104</p> <p>108. Har din deltagelse i borgertopmødet ændret dit syn på overvågningsorienterede sikkerhedsteknologier?</p> <p>1. Ja, det er mere positivt nu 2. Ja, det er mere negativt nu 3. Nej, det er det samme som før borgertopmødet 4. Ved ikke / ønsker ikke at svare</p>  <p>Total: 155</p>	<p>Question Title:</p> <p>108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)</p> <p>1. Yes, they are now more positive 22(14.19%) 2. Yes, they are now more negative 28(18.06%) 3. No, they are the same as before the meeting 100(64.52%) 4. I don't know / I do not wish to answer 5(3.23%)</p> <p>Total:155</p>

3.3 Germany

Summit held in: Kiel, March 29th 2014

This evaluation is based on statements made from the citizens as participants of the German citizen summit in Kiel on March 29th 2014. It was a very successful and smooth event located in the center of Kiel, with 190 participants present. The opinions gathered from the citizens were obtained through the statements voiced in the summit group discussions and the postcards, which were caught through the minutes of the table facilitators as well as more in-depth minutes taken at three tables by additional minute writers. After the citizen summit, the table facilitators and minute writers were asked specific questions about their own impressions and evaluation of the event.

3.3.1 Content

Information material in general

The information material (magazine and films) was overall positively perceived. The majority of participants said that they gained new knowledge from participating (see charts). It was very positively seen that during the event, additional information was given through legal staff concerned with data protection matters related to police, justice, and state protection from ULD in an interview by the head facilitator. This information concerned the current deployment of the SOSTs covered during the summit

(Smart phone location tracking and Smart CCTV) and the correlating national, respectively local legislation. Some participants requested further information about specific SOSTs, respectively technical details, efficiency of surveillance, the deploying institutions, and the correlating legal grounds.

Magazine

The magazine was used very actively by the summit participants. It was read very thoroughly by most of the citizens beforehand, but also used during the event by many of them to look up information about the SOSTs. However, a small number of participants criticized the information material as being slightly biased towards a negative attitude about SOSTs.

Films (Smart CCTV and Smartphone location tracking)

In general, the films were perceived very well. Some criticized that technical explanations could have been slightly better, especially regarding the difference between cell tower requests and GPS tracking in the smartphone location tracking SOST film. Some participants felt the films were too conclusive, meaning that they should have raised more open questions at the end which could have triggered the follow-up group discussions.

Questionnaire

The questionnaire was the element of the summit the citizens were most unsure about. A number of participants voiced their opinion that the questions asked were ambiguous. The wording of the questions was perceived partially as unclear, biased, or even suggestive towards a pro-privacy and SOST-critical attitude. A few citizens said it could have a suggestive effect seeing the results of each clicker voting round while others perceived this positive as a transparent process.

Some citizens asked questions about the methodology behind the clicker questions. Moreover, the citizens felt that too many questions were asked. Nevertheless, the majority of the citizens was actively participating in the clicker rounds and took great effort to contribute to the results.

Also on the Germany summit, several citizens objected to the “It concerns me...” questions, because they didn’t know what to answer, if they were not concerned.

Some participants wished for more national-related questions. The questions related to the misuse-potential of SOSTs were perceived positively. Moreover, while the wording of some questions was criticized, the citizens said that in general, they appreciate the possibility to vote on certain topics with the clickers.

SOST discussions

The SOST discussions were highly appreciated by the participating citizens. The discussions went very well and were interesting to the citizens.

The advantages/disadvantages notes helped greatly in focusing on the topic and triggering the following discourse while everyone had a chance to voice their opinion, relying on their own notes. This especially counted for the apparently more shy participants. In general, the second SOST (Smart CCTV) discussion went a bit smoother since all citizens knew the procedure by then.

The discussion atmosphere was very good and partly, the citizens made an effort in presenting their own contributions in a quite structured and disciplined manner.

The citizens felt that the time plan was very ambitious and said more little breaks would have been appreciated. Still, the time plan was well met.

Most of the citizens said they could have used more discussion time. It was acknowledged that the table moderators made sure that at each table, single citizens could not dominate the discussion.

Recommendation round

Also for the recommendation round, the citizens said they could have used more time. Some citizens said it was difficult to formulate just one recommendation and that they would have liked to create more than one recommendation for their table. It was appreciated that the recommendation round was not exclusively fixed on just the SOSTs addressed during the summit.

The additional postcards were used eagerly by the citizens

3.3.2 Process

Research design

In general, the feedback was very positive towards the purpose of and all components of the event. About 54% of participants agreed or strongly agreed that the citizen summit gave them a new perspective on privacy and security. About 58% of participants agreed or strongly agreed that the meeting had generated valuable knowledge for politicians. 66% of participants did not change their attitude towards SOSTs while 5% had a more positive and 26% had a more negative attitude after participating in the event (See appendix).

The event in general attracted participants with partially some knowledge related to the topics. So the table facilitators had to take care that also the citizens with less expert or just semi-expert knowledge could voice their opinions as well.

The smartphone location tracking SOST discussion triggered a lot of side topics (like Facebook, smartphone apps etc.), so the table facilitators had a harder job to keep the discussion focused on the topic than in the other SOST discussion.

Head facilitator

The head facilitator led through the event in a clear and entertaining manner and yet managed to keep the time schedule. He did a very good job in communicating what was expected of the citizens that day and everyone knew what their task was.

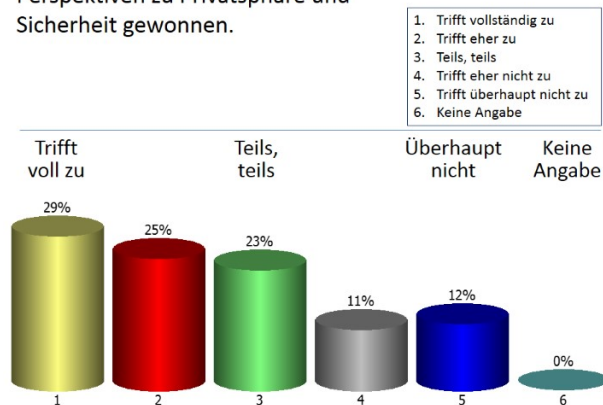
Table facilitators

The table facilitators did an excellent job at their tables. They were well prepared by the table facilitator training they had in advance. Thanks to them, shy or less talkative participants always had a chance to voice their opinions as well, which was also appreciated by the citizens themselves. They took care that each citizen knew what was expected at which time and that the recommendations were written according to the methodology.

3.3.3 Quantitative citizen evaluation

Slide 102

106. Durch die heutige Veranstaltung habe ich neue Perspektiven zu Privatsphäre und Sicherheit gewonnen.



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question)
(No correct answer)

1.1 54(29.03%)

2.2 46(24.73%)

3.3 42(22.58%)

4.4 21(11.29%)

5.5 23(12.37%)

6.6 0(0.00%)

Total:186

<p>Slide 103</p> <p>107. Durch die heutige Veranstaltung wurde wertvolles Wissen für die Politik erzeugt.</p> <div data-bbox="191 324 798 716"> <p>1. Trifft vollständig zu 2. Trifft eher zu 3. Teils, teils 4. Trifft eher nicht zu 5. Trifft überhaupt nicht zu 6. Keine Angabe</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1. Trifft vollständig zu</td> <td>36%</td> </tr> <tr> <td>2. Trifft eher zu</td> <td>22%</td> </tr> <tr> <td>3. Teils, teils</td> <td>27%</td> </tr> <tr> <td>4. Trifft eher nicht zu</td> <td>8%</td> </tr> <tr> <td>5. Trifft überhaupt nicht zu</td> <td>5%</td> </tr> <tr> <td>6. Keine Angabe</td> <td>2%</td> </tr> </tbody> </table> </div>	Response	Percentage	1. Trifft vollständig zu	36%	2. Trifft eher zu	22%	3. Teils, teils	27%	4. Trifft eher nicht zu	8%	5. Trifft überhaupt nicht zu	5%	6. Keine Angabe	2%	<p>Question Title:</p> <p>107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)</p> <p>1.1 67(36.22%) 2.2 40(21.62%) 3.3 50(27.03%) 4.4 15(8.11%) 5.5 9(4.86%) 6.6 4(2.16%)</p> <p>Total:185</p>
Response	Percentage														
1. Trifft vollständig zu	36%														
2. Trifft eher zu	22%														
3. Teils, teils	27%														
4. Trifft eher nicht zu	8%														
5. Trifft überhaupt nicht zu	5%														
6. Keine Angabe	2%														
<p>Slide 104</p> <p>108. Hat die heutige Veranstaltung Ihre Einstellung zu überwachungs-basierten Sicherheitstechnologien verändert?</p> <div data-bbox="223 896 782 1209"> <p>1. Ja, bin jetzt positiver eingestellt. 5% (9)</p> <p>2. Ja, bin jetzt negativer eingestellt. 26% (49)</p> <p>3. Nein, meine Einstellung hat sich nicht verändert. 66% (123)</p> <p>4. Keine Angabe. 2% (4)</p> <p>Total: 185</p> </div>	<p>Question Title:</p> <p>108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)?</p> <p>1.1 9(4.86%) 2.2 49(26.49%) 3.3 123(66.49%) 4.4 4(2.16%)</p> <p>Total:185</p>														

3.4 Hungary

Summit held: in Budapest, February 25th 2014

This evaluation is based on the notes of minute takers. Extensive minutes were taken at three tables. In addition, opinions of participants who evaluated the process and the magazine during the Budapest pilot were taken into consideration.

3.4.1 Content

Information material in general

Citizens reported low level of information about surveillance-oriented security technologies in general. Especially because of this, they thought that the information materials of this project had helped them a lot. Three out of four said that they gained new knowledge from participating.

When comparing the magazine and the film, they suggested to include more information in the films, and less in text, i.e. the films should be longer with more info, while the magazine should be shorter.

Magazine

The magazine was regarded as understandable, interesting and neutral. The additional information in boxes also were liked especially by those who were more interested in the working of the technology itself. The magazine was generally regarded as informative except for those who had a lot of prior knowledge about the discussed topics. For them the magazine was not deep enough. A few expressed

that it is pity that no such kind of magazines exist in Hungary for other citizens who did not participate in the citizen summit.

Films (Smart CCTV and Smartphone location tracking)

The films were evaluated slightly even better than the magazine. Citizens felt that the films raised many important and new questions, and they appreciated that they showed both sides/viewpoints. They regarded the films as understandable and interesting similarly to the magazine.

Questionnaire

Some expressed the opinion that the questions were too general not SOST specific enough. Many found the questionnaire too long and boring to have the same set of questions two times. At the same time, they enjoyed the voting with the clickers and that the answers appeared directly on the big screen.

SOST discussions

People enjoyed table discussions very much. They were so interested, that they spoke about the actual SOST even in breaks. They could even have had longer table discussions and less voting. They were happy to participate. Some thought that the only negative outcome was to become more negative about SOSTs.

Recommendation round

Recommendation round was slow, because they were lost in details. There were tables where only a few participants worked hard maybe, because this was toward the 6th hour of the summit, and participants became rather tired.

Most of the people cooperated to fulfil the task and listened to all opinions.

3.4.2 Process

Research design

The response to the research design was very positive, however, only a small majority felt that the event generated valuable knowledge for politicians.

The majority of participants (63%) did not change their opinion during the deliberation process. Compared to other countries, a specialty of the Hungarian summit was that significantly more participants left with a favourable opinion about SOSTs (24%) than with worse opinion (9%). The reason might be that Hungary tested smart CCTV cameras as second, and the attitudes towards CCTV cameras is rather positive in Hungary, the main problem with them is not the privacy infringing effect, but rather their ineffectiveness, and the smart version was often taken as a variant that solves the technical problems of the traditional cameras.

Head facilitator

One of the main positive of the summit was the good atmosphere thanks to the brilliant head facilitator. This role was played by the managing director of Medián, Endre Hann.

Table facilitators

The table facilitators were recruited from among MA and PhD students who studied sociology. They were recruited via their professors, who felt this occasion as a good opportunity for their students to practice what they had learnt about qualitative methodologies in research. In addition, the work was advertised on a mailing list of researchers working in social sciences, as well as Medián's freelance based professional moderators participated in the project.

A thorough briefing was given to the table moderators, and in addition, students and those who did not have enough practice in group moderation participated in practical training.

3.4.3 Quantitative citizen evaluation

Slide 110

106. Új dolgokat tudtam meg az állampolgári találkozó résztvevőjeként.

1. Nagyon egyetért

2. Inkább egyetért

3. Egyet is ért, meg nem is

4. Inkább nem ért egyet

5. Nagyon nem ért egyet

6. Nem akar, vagy nem tud válaszolni

Nagyon egyetért

Egyet is ért, meg nem is

Nagyon nem ért egyet

Nem tudja

38.3%

31.6%

14.0%

6.2%

9.3%

0.5%

1

2

3

4

5

6

Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

1.1 74(38.34%)

2.2 61(31.61%)

3.3 27(13.99%)

4.4 12(6.22%)

5.5 18(9.33%)

6.6 1(0.52%)

Total:193

Slide 111

107. Szerintem az állampolgári találkozó értékes tudást hozott létre a politikusok számára.

1. Nagyon egyetért

2. Inkább egyetért

3. Egyet is ért, meg nem is

4. Inkább nem ért egyet

5. Nagyon nem ért egyet

6. Nem akar, vagy nem tud válaszolni

Nagyon egyetért

Egyet is ért, meg nem is

Nagyon nem ért egyet

Nem tudja

25.5%

31.1%

23.5%

8.7%

10.7%

0.5%

1

2

3

4

5

6

Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

1.1 50(25.51%)

2.2 61(31.12%)

3.3 46(23.47%)

4.4 17(8.67%)

5.5 21(10.71%)

6.6 1(0.51%)

Total:196

Slide 112

108. Ez a tapasztalat megváltoztatta az Ön véleményét a megfigyelésen alapuló biztonsági technológiákról?

1. 'Igen, pozitívabb lett a véleményem'

2. 'Igen, negatívabb lett a véleményem'

3. 'Nem változott a véleményem'

4. Nem akar, vagy nem tud válaszolni

25.7% (53)

9.2% (19)

63.6% (131)

1.5% (3)

Question Title:

108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

1.1 53(25.73%)

2.2 19(9.22%)

3.3 131(63.59%)

4.4 3(1.46%)

Total:206

3.5 Italy

Summit held: in Florence, February 8th 2014

This evaluation is based on feedback given by citizens during the summit, reported by the table facilitators who were requested to fill a specific form containing evaluation points.

3.5.1 Content

Information material in general

The information material (magazine and films) received a very positive feedback by participants and table facilitators. The combination of the magazine, complete and detailed but accessible, with the films, captivating but accurate, ensured that all participants, irrespective of their level of education and age, or varying degrees of thoroughness in reading the magazine, were able to contribute to the discussions and participate to the vote. The result of the vote on the first of the three final evaluation questions is in line with the accounts of the table moderators: 93.3% of the participants strongly agreed or agreed with the statement “I have gained new insight by participating in the citizen summit” (see appendix).

Magazine

The magazine has overall received a good feedback. Some table facilitators reported that some citizens had not read the magazine because they considered it too long and complex. However, the majority of the participants had read the magazine and gave good feedback on its content (especially the inclusion of real life examples) and structure. According to both the participants and the table facilitators the magazine has been a good tool to conduct informed table discussions.

Films (DPI and Smartphone location tracking)

The films were very well received, even more than the magazine, as they were considered very accessible and explanatory. They have also worked well as a good kick-off for the discussions.

A table facilitator observed that some participants simply adopted the opinions of the experts as their own point of view.

At two tables some participants remarked that the films seemed to be expressing an underlying view. One table perceived that the limitations of the technologies were given more space than the benefits, while the other perceived precisely the opposite and during the discussions they brought into question the benefits mentioned by the material.

In any case the answer to the third evaluation question was very balanced: 44.5% of the participants stated that their participation to the summit had changed their attitudes regarding security technologies (for 18.7% of the citizens the attitudes had become more positive and for 25.8% the attitudes had become more critical), and 51.6% of the participants stated that the summit had not changed their attitudes (see charts).

Questionnaire

Many participants have expressed the opinion that the questions were too general and sometimes too vague or unclear; they said that the questions could be interpreted in different ways, thus causing them to ask to the table moderator for explanations or to use the option: “I don’t know / I do not wish to answer”. Some participants found difficult and potentially confusing the mix of positive and negative statements.

Many participants said that the questions were too many and noticed the repetition of the same questions.

Some participants thought that the questions were all tending to a negative perception of the SOSTs.

SOST discussions

The discussions on SOSTs were mostly positive and constructive, and participants respected the rules of good dialogue, whether they shared similar views or not. Two moderators stressed that participants’ composed approach underlined a lack of depth of the discussions. Only one moderator highlighted that

citizens relied on the opinions of the two most knowledgeable participants sitting at the table. Conflicts deriving from the divergence of opinions were always contained, and they diminished as participants received more information during the day. Very few moderators needed to intervene to stimulate the debate and lead participants in the right direction, or to prompt the views of shy citizens. The presence of many participants not holding Italian citizenship was welcomed, as it enriched the dialogue.

Recommendation round

Drafting a common recommendation was easy for the most part, because participants had already reached an agreement during the discussion of the SOSTs. The time needed to draft them varied greatly, from as little as 10 minutes to the 30 minutes allocated. Problems reported include the insufficient time allocated to discuss thoroughly all relevant aspects; the lack of agreement among participants; the fact that participants were not proficient in Italian (one case); the difficulty came from the lack of interest of the participants (two cases). Only a minority of facilitators reported that it was necessary to make additional efforts and stimulate the debate to reach concrete proposals.

3.5.2 Process

Research design

Participants felt welcome and deeply enjoyed the event. They appreciated the methodology and were enthusiastic at how the summit was organized. In particular, participants liked the rotation between voting sessions, discussion sessions and breaks (the 5 course, multiple-choice, warm buffet lunch was particularly successful). Many valued the importance of elaborating recommendations and wanted to be reassured as to the successful delivery of their contributions, although they expressed pessimism as to the possibility that politicians would listen to them. This attitude was reflected in the vote to the second evaluation question: 40.6% of the participants agreed or strongly agreed with the statement “I believe the citizen summit has generated valuable knowledge for the politicians”, but 25.6% nor agreed nor disagreed, 31.1% disagreed or strongly disagreed and 2.8% did not know what to answer (see appendix).

Some citizens had never taken part in a similar event and enjoyed, in particular, the possibility to confront themselves with strangers and people coming from completely different backgrounds (23% of participants expressed they belonged to a minority). Some participants had not realized they would receive a gift voucher, which reduced the rate of distorted participation. Many citizens recommended repeating similar events and expressed the desire to be informed of the results of the events in other countries and the project as a whole.

Head facilitator

The head facilitator was an experienced conductor of participatory events. Participants appreciated his dynamic approach. On the one hand he was judged competent, clear and precise; he misread a few statistics, but the audience nicely corrected him (which testified to a high level of attention. Some lamented that he was too quick in closing the voting sessions, but the problem was mostly related to the questionnaire and the criticalities tied to it. On the other hand, participants thought he was pleasantly informal (e.g. he was wearing a shirt and a coloured bow tie, no jacket, and some bells that he used to pace the phases of the event). He made many jokes to break the ice and keep the level of attention high. Only one moderator reported that the reference to a famous old song (“Un Italiano”, by Toto Cutugno) was inappropriate due to the presence of minorities (but the joke, in context, did not have discriminating nuances). After the second SOST he complemented the audience for their excellent performance, and participants spontaneously applauded. His style definitely contributed to the success of the event, as people left the room happy and wishing to take part in a similar event soon.

Table facilitators

The majority of table facilitators (36) were experienced, and most declared that moderating was an easy task, even towards the end of the day, when participants were understandably tired. Problems included the lack of a precise mandate during the discussion of SOSTs (one facilitator); the fact that the discussion drifted off-topic (one facilitator); the alleged low level of education of some participants (two

facilitators); and the presence of one shy participant at their table that never took part in the discussions, even if solicited (three facilitators). The interest of the participants at each table played an important role in the overall assessment: at the (very few) tables where citizens were visibly uninterested the moderator expressed having had to work harder. However, many moderators underlined they had a very pleasant experience due to the interest and engagement of participants (at one table participants even exchanged contacts to keep in touch after the event).

3.5.3 Quantitative citizen evaluation

<p>Slide 111</p> <p>106. Partecipando a questo evento ho imparato qualcosa di nuovo.</p> <ol style="list-style-type: none"> 1. Molto d'accordo 2. D'accordo 3. Né d'accordo né in disaccordo 4. In disaccordo 5. Molto in disaccordo 6. Non sa o non vuole rispondere <table border="1"> <thead> <tr> <th>Response Option</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1. Molto d'accordo</td> <td>43.3%</td> </tr> <tr> <td>2. D'accordo</td> <td>50.0%</td> </tr> <tr> <td>3. Né d'accordo né in disaccordo</td> <td>5.0%</td> </tr> <tr> <td>4. In disaccordo</td> <td>0.6%</td> </tr> <tr> <td>5. Molto in disaccordo</td> <td>0.6%</td> </tr> <tr> <td>6. Non sa o non vuole rispondere</td> <td>0.6%</td> </tr> </tbody> </table>	Response Option	Percentage	1. Molto d'accordo	43.3%	2. D'accordo	50.0%	3. Né d'accordo né in disaccordo	5.0%	4. In disaccordo	0.6%	5. Molto in disaccordo	0.6%	6. Non sa o non vuole rispondere	0.6%	<p>Question Title:</p> <p>106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)</p> <ol style="list-style-type: none"> 1. 78(43.33%) 2. 90(50.00%) 3. 9(5.00%) 4. 1(0.56%) 5. 1(0.56%) 6. 1(0.56%) <p>Total:180</p>
Response Option	Percentage														
1. Molto d'accordo	43.3%														
2. D'accordo	50.0%														
3. Né d'accordo né in disaccordo	5.0%														
4. In disaccordo	0.6%														
5. Molto in disaccordo	0.6%														
6. Non sa o non vuole rispondere	0.6%														
<p>Slide 112</p> <p>107. Penso che questo evento abbia prodotto risultati di grande interesse per i politici.</p> <ol style="list-style-type: none"> 1. Molto d'accordo 2. D'accordo 3. Né d'accordo né in disaccordo 4. In disaccordo 5. Molto in disaccordo 6. Non sa o non vuole rispondere <table border="1"> <thead> <tr> <th>Response Option</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1. Molto d'accordo</td> <td>10.0%</td> </tr> <tr> <td>2. D'accordo</td> <td>30.6%</td> </tr> <tr> <td>3. Né d'accordo né in disaccordo</td> <td>25.6%</td> </tr> <tr> <td>4. In disaccordo</td> <td>16.7%</td> </tr> <tr> <td>5. Molto in disaccordo</td> <td>14.4%</td> </tr> <tr> <td>6. Non sa o non vuole rispondere</td> <td>2.8%</td> </tr> </tbody> </table>	Response Option	Percentage	1. Molto d'accordo	10.0%	2. D'accordo	30.6%	3. Né d'accordo né in disaccordo	25.6%	4. In disaccordo	16.7%	5. Molto in disaccordo	14.4%	6. Non sa o non vuole rispondere	2.8%	<p>Question Title:</p> <p>107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)</p> <ol style="list-style-type: none"> 1. 18(10.00%) 2. 55(30.56%) 3. 46(25.56%) 4. 30(16.67%) 5. 26(14.44%) 6. 5(2.78%) <p>Total:180</p>
Response Option	Percentage														
1. Molto d'accordo	10.0%														
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5. Molto in disaccordo	14.4%														
6. Non sa o non vuole rispondere	2.8%														

<p>Slide 113</p> <p>108. La partecipazione a questo evento ha cambiato la sua opinione riguardo alle tecnologie per la sicurezza orientate alla sorveglianza?</p> <p>1. 'Sì, ora sono più favorevole'</p> <p>18.7% (34)</p> <p>2. 'Sì, ora sono più contrario'</p> <p>25.8% (47)</p> <p>3. 'No, la mia opinione è la stessa rispetto a prima dell'evento'</p> <p>51.6% (94)</p> <p>4. Se non sa o non vuole rispondere</p> <p>3.8% (7)</p> <p>Total: 182</p>	<p>Question Title:</p> <p>108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)</p> <p>1. 34(18.68%)</p> <p>2. 47(25.82%)</p> <p>3. 94(51.65%)</p> <p>4. 7(3.85%)</p> <p>Total:182</p>
--	--

3.6 Norway

Summit held: in Oslo, February 1ST 2014

The evaluation is based on feedback from participants via postcards, minutes taken at four tables, evaluation questions at the end of the event and notes from the table facilitators.

3.6.1 Content

Information material in general

The information magazine and the films got positive response. Nearly 90 % of the participants said that they gained new knowledge from participating (Q106).

Magazine

The magazine was only to a small degree used by the participants during the event, but several asked for more copies to be handed out to friends and family. Both the content and design got very positive feedback.

Films (Deep packet inspection and Smartphone location tracking)

We received few comments on the films from the participants. Two of the table facilitators said that the "discussion points" at the end of each film were too much formulated like solutions. This made it challenging to start the discussion afterwards. They would have liked the film to end with a couple of questions to trigger the discussion round.

Questionnaire

Several participants expressed that the questions were difficult to answer because they were not precise enough (both questions and answers). Some also mentioned that the questions were leading, and that the wording made it possible to guess what the results would be in advance.

SOST discussions

The participants were very positive about the discussion rounds. Several of them told us that they really enjoyed meeting new people and learning from others about the topic. Some expressed that they would have wanted more time in the discussion rounds.

The table facilitators reported that most participants took notes both before and during the discussion, and that the template for this worked well.

At some tables there were participants that were both more eager and knowledgeable than others, but the table facilitators managed this in a good way, making sure that everyone was able to speak.

Recommendation round

Each table was given one ex of the recommendation template in A3 format. This worked well, and everyone was able to see what was written down. At most tables, the table facilitator was the ones doing the writing.

Some tables needed a little more time to write down their recommendations after discussion, and they got a couple more minutes to do this. At the end of the recommendation round, the director of the NBT walked around the room and got three participants to read their table's recommendation.

3.6.2 Process

Research design

Many participants gave very positive feedback on the citizen summit. 84 % answered agreed or strongly agreed that the summit generated valuable knowledge for politicians. They were very positive about being part of the event, and saw the involvement of citizens in policy discussions as productive.

55 % of the participants left the meeting with the same view on SOSTs as they had when they arrived. 11 % were more positive and 33 % were more negative towards the SOSTs after them meeting.

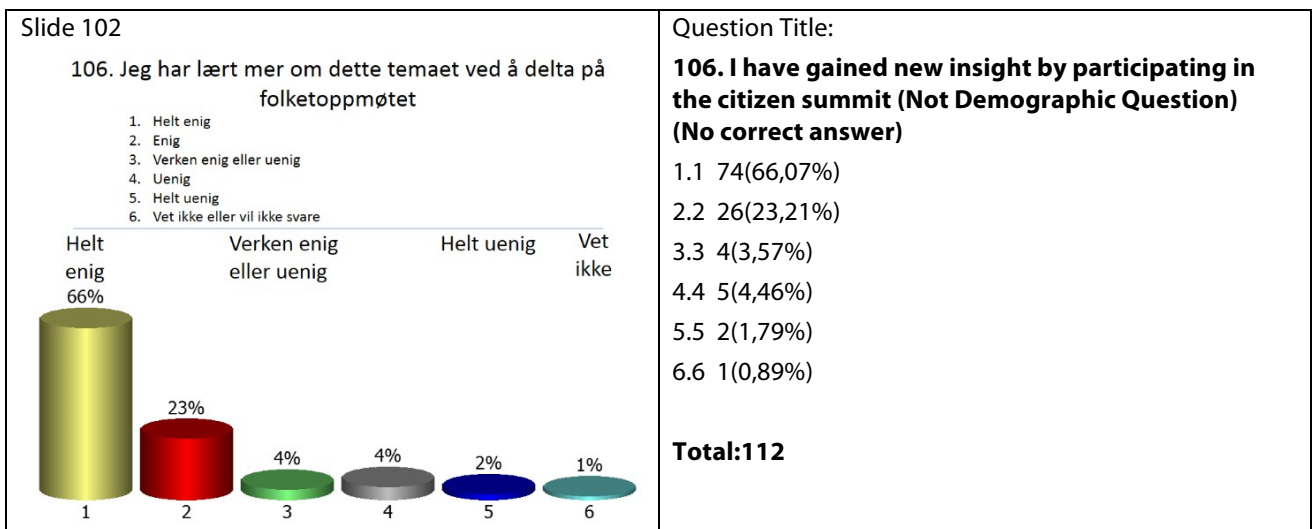
Head facilitator

The head facilitator kept the schedule during the whole day, and made room for small adjustments when necessary and needed. This included a small change in the program due to some technical difficulties, and scheduling of extra breaks when we were ahead of the time schedule. She informed the participants and the table facilitators about the tasks ahead, and explained what we were doing next.

Table facilitators

The table facilitators led the participants thought the day in a good manner. There were different levels of knowledge about the topic among the facilitators, and some of them found it difficult not being able to answer technical questions the participants had. By referring to the information material, the participants were nevertheless content with the response from the table facilitators.

3.6.3 Quantitative citizen evaluation



<div>Slide 103</div> <div>107. Jeg tror folketoppmøtet har produsert nyttig kunnskap for politikere</div> <div><div><div>1. Helt enig</div><div>2. Enig</div><div>3. Verken enig eller uenig</div><div>4. Uenig</div><div>5. Helt uenig</div><div>6. Vet ikke eller vil ikke svare</div></div><div><div><div>Helt enig</div><div>Verken enig eller uenig</div><div>Helt uenig</div><div>Vet ikke</div></div><div><div><div>38%</div><div>46%</div><div>11%</div><div>1%</div><div>1%</div><div>4%</div></div><div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div></div></div></div></div>	<div>Question Title:</div> <div>107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)</div> <div><div>1.1 43(37,72%)</div><div>2.2 53(46,49%)</div><div>3.3 12(10,53%)</div><div>4.4 1(0,88%)</div><div>5.5 1(0,88%)</div><div>6.6 4(3,51%)</div></div> <div>Total:114</div>
<div>Slide 104</div> <div>108. Har denne opplevelsen forandret ditt syn på overvåknings- og sikkerhetsteknologi?</div> <div><div><div>1. Ja, jeg er mer positiv</div><div>2. Ja, jeg er mer negativ</div><div>3. Nei, synspunktene mine er de samme som før møtet</div><div>4. Vet ikke eller vil ikke svare</div></div><div><div><div>11% (12)</div><div>33% (36)</div><div>55% (60)</div><div>2% (2)</div></div></div><div>Total: 110</div></div>	<div>Question Title:</div> <div>108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)</div> <div><div>1. Yes, they are now more positive</div><div>23(10,91%)</div><div>2. Yes, they are now more negative</div><div>36(32,73%)</div><div>3. No, they are the same as before the meeting</div><div>60(54,55%)</div><div>4. I don't know / I do not wish to answer</div><div>2(1,82%)</div></div> <div>Total:110</div>

3.7 Spain

Summit held: in Madrid, February 1st 2014

This evaluation is based on feedback given by citizens during the summit by postcards and the interviews in the video, and reported by the table facilitators and the note takers.

3.7.1 Content

Information material in general

The information material (magazine and films) was overall very positively received. Citizens were pleased to receive the magazine at home, and appreciated that the information was presented in a clear language. They also noted that the support with the films was very useful to refresh some of the ideas of the magazine that had most caught their attention. While the SurPRISE magazine and the movies we have used seem a good starting point, citizens in the debates explicitly suggested they would have appreciated even more information about security technologies. At the end of the event, in question 93, 54,76% of the participants said that after watching the SurPRISE films, discussing with fellow participants and reading the information booklet they know a good amount but it would be useful to learn more.

Magazine

The magazine was used as a reference during the discussions. Content and format of the magazine received positive comments.

Films (Smart CCTV and DPI)

A minor criticism suggested that the experts seemed far away as well as poorly familiar with Spanish problems, producing a feeling of a propaganda film. In spite of this criticism, the general opinion is that the films were very interesting and enriching. Furthermore citizens also highlighted that the interviews with experts gave them a deeper view of the conflict and helped them to form their own opinion and to structure the speech.

Questionnaire

One of the main problems with the questionnaire proceeds from the category "do not know or no answer" because citizens felt obliged to use the clicker even if they did not have an opinion. As a result, they did not use the clicker when they did not want to answer. In all questions the percentage of no response is low but approximately 15% of the participants did not use the clicker in order not to answer.

Many participants have expressed the opinion that some questions related to privacy and human rights were difficult to understand and answer; they said that the questions could be interpreted in different ways, and the head facilitator had to repeat several times the questions and possible responses.

Many participants said that the questions were too many and, although at first they liked the idea of using clickers to respond, at the end of the event they were tired of the procedure, also because most of the times the possible answers were always the same.

Something similar happened with feedback after each question at the beginning of the event the citizen commented the results, but when the demographic questions began some citizens felt uncomfortable receiving feedback.

SOST discussions

The discussions on SOSTs were mostly positive and constructive, and participants respected the rules of good dialogue, only one of the tables in the debate did not work well because there was a citizen who presented herself as an expert in security technologies although she really did not have a field related to that profession.

Citizens considered short the time allocated to the first discussion on surveillance cameras and requested that the second round of discussion on DPI could last ten minutes more. A similar request was presented for the round of recommendations. Finally, all the tables at the end wanted to present their findings to the floor.

Recommendation round

The recommendation round was well received by the citizens who were very grateful to have the opportunity to make recommendations to policy makers. But they found it was very difficult to move from discussing related advantages and disadvantages of technologies to discuss specific recommendations. Some of the tables failed to agree on a single recommendation and offered more than one, not because of lack of agreement among participants but because of the big number of topics discussed during the event.

3.7.2 Process

Research design

Participants offered a very positive attitude toward the organization of the participation process feedback. They considered themselves fortunate to have been involved in this experience, they will be happy to participate in similar future events and to receive information about the results. A 76% of the participants felt that they gained a new perspective. The 65% agree or strongly agree with the sentence "this event produce a valuable knowledge for politicians". 41% of participants did not change their

attitude towards SOSTs while 16% had a more positive and 39% had a more negative attitude after participating in the event.

Head facilitator

The head facilitator was a member of the research team. Participants appreciated her dynamic approach and felt comfortable with her. From the start of the event participants felt comfortable while she was trying to combine the due respect the seriousness of the research with a few jokes to make people confident and comfortable. After the first debate the participants helped to make the event more dynamic and continued to encourage those who were late in responses using clickers in a lively atmosphere, even clapping when a high number of responses were achieved. Her style definitely contributed to the success of the event, as people left the room happy and wishing to take part in a similar event soon.

Table facilitators

The majority of table facilitators (25) were experienced and this is confirmed in the high quality of qualitative data we received. In three tables along with the moderator there was a note taker and audio recorders were placed in five tables. Facilitators' opinion was positive, and they also would like to participate again in similar experiences. Our own review is also positive and we would like to maintain the collaboration, as the working environment and their direct involvement have been excellent.

3.7.3 Quantitative citizen evaluation

<p>Slide 102</p> <p>106. He adquirido una nueva perspectiva al participar en la cumbre ciudadana</p> <ol style="list-style-type: none"> 1. Completamente de acuerdo 2. De acuerdo 3. Ni en acuerdo ni en desacuerdo 4. En desacuerdo 5. Completamente en desacuerdo 6. Si no sabe o no quiere responder a esta pregunta <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1. Completamente de acuerdo</td> <td>45%</td> </tr> <tr> <td>2. De acuerdo</td> <td>32%</td> </tr> <tr> <td>3. Ni en acuerdo ni en desacuerdo</td> <td>11%</td> </tr> <tr> <td>4. En desacuerdo</td> <td>7%</td> </tr> <tr> <td>5. Completamente en desacuerdo</td> <td>5%</td> </tr> <tr> <td>6. Si no sabe o no quiere responder a esta pregunta</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	1. Completamente de acuerdo	45%	2. De acuerdo	32%	3. Ni en acuerdo ni en desacuerdo	11%	4. En desacuerdo	7%	5. Completamente en desacuerdo	5%	6. Si no sabe o no quiere responder a esta pregunta	0%	<p>Question Title:</p> <p>106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)</p> <p>1.1 73(45.34%)</p> <p>2.2 51(31.68%)</p> <p>3.3 18(11.18%)</p> <p>4.4 11(6.83%)</p> <p>5.5 8(4.97%)</p> <p>6.6 0(0.00%)</p> <p>Total:161</p>
Response	Percentage														
1. Completamente de acuerdo	45%														
2. De acuerdo	32%														
3. Ni en acuerdo ni en desacuerdo	11%														
4. En desacuerdo	7%														
5. Completamente en desacuerdo	5%														
6. Si no sabe o no quiere responder a esta pregunta	0%														
<p>Slide 103</p> <p>107. Creo que la cumbre ciudadana ha generado un conocimiento valioso para los políticos.</p> <ol style="list-style-type: none"> 1. Completamente de acuerdo 2. De acuerdo 3. Ni en acuerdo ni en desacuerdo 4. En desacuerdo 5. Completamente en desacuerdo 6. Si no sabe o no quiere responder a esta pregunta <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1. Completamente de acuerdo</td> <td>33%</td> </tr> <tr> <td>2. De acuerdo</td> <td>32%</td> </tr> <tr> <td>3. Ni en acuerdo ni en desacuerdo</td> <td>14%</td> </tr> <tr> <td>4. En desacuerdo</td> <td>7%</td> </tr> <tr> <td>5. Completamente en desacuerdo</td> <td>12%</td> </tr> <tr> <td>6. Si no sabe o no quiere responder a esta pregunta</td> <td>2%</td> </tr> </tbody> </table>	Response	Percentage	1. Completamente de acuerdo	33%	2. De acuerdo	32%	3. Ni en acuerdo ni en desacuerdo	14%	4. En desacuerdo	7%	5. Completamente en desacuerdo	12%	6. Si no sabe o no quiere responder a esta pregunta	2%	<p>Question Title:</p> <p>107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)</p> <p>1.1 55(32.93%)</p> <p>2.2 54(32.34%)</p> <p>3.3 23(13.77%)</p> <p>4.4 11(6.59%)</p> <p>5.5 20(11.98%)</p> <p>6.6 4(2.4%)</p> <p>Total:167</p>
Response	Percentage														
1. Completamente de acuerdo	33%														
2. De acuerdo	32%														
3. Ni en acuerdo ni en desacuerdo	14%														
4. En desacuerdo	7%														
5. Completamente en desacuerdo	12%														
6. Si no sabe o no quiere responder a esta pregunta	2%														

Slide 104

108 ¿Esta experiencia ha cambiado sus actitudes con respecto a las tecnologías de seguridad basadas en la vigilancia?

1. Sí, ahora son más positivas

16% (28)

2. Sí, ahora son más negativas

39% (67)

3. No, son las mismas que antes de participar en la cumbre ciudadana

42% (72)

4. Si no sabe o no quiere responder a esta pregunta

3% (5)

Total: 172

Question Title:

108 Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

1.1 28(16.28%)

2.2 67(38.95%)

3.3 72(41.86%)

4.4 5(2.91%)

Total:172

3.8 Switzerland

Summits held in: Zurich, March 8th 2014; Grandson, March 22th 2014 and Lugano, March 29th 2014.

The evaluation is based on feedback from participants via postcards, on feedback given by citizens during the summit and from the notes of the table facilitators.

3.8.1 Content

Information material in general

Magazine

The magazine was positively received by the participants. Some citizens used the magazine during the event. Some participants asked for a second exemplar of the brochure because they wanted to share it with friends. In Grandson 86,05% of the participants said that they gained new knowledge from participating (see appendix). In comparison, in Zurich 77,91% and in Lugano 93,25% of the participants said that they gained new knowledge from participating.

Films

We didn't get many feedbacks from the films. Three participants (1 in Zurich and 2 in Grandson) asked for the links of the films because they wanted to use them for school events. In Grandson for some participants, it was difficult to understand all the information which was said in the films. They would have appreciated the opportunity to see the film a second time (especially the DPI one). Some citizens found them very critical towards the two technologies.

Questionnaire

Several participants mentioned that the questions were manipulative. Especially the set of questions saying "I am concerned with..." were criticized: these questions created a feeling of fear and were not neutral enough. Other questions were formulated in a way that the results were quite obvious and could be guessed in advance. Some participants didn't know what to vote, because they were at the same time for and against the proposition (they were ambivalent). Someone pointed out that the questions didn't asked about opinions related to the commercial use of the technologies. One participant asked to have a dynamic process with questions written by the participants themselves and then answered. This was of course impossible to implement within the format of the summit, but could be something to think about for future events.

SOST Discussions

Most participants were satisfied with the two discussion rounds. They appreciated to exchange their ideas with others participants. They could have discussed more than 45 minutes about it. Participants respected the rules of good dialogue. Some participants would have liked to change the composition of the group for the second technology (to see what other participants think). Almost all the participants used the templates to write down their ideas during the films and the discussions. The templates were very useful.

Recommendation round

The participants liked the idea to write one recommendation for the table. A majority of the participants wanted to write two recommendations instead of one. Some citizens pointed out the fact that the structure of the recommendation was not clear enough (what do we have to write under the first title and the second? What is the difference between the three questions? Etc.).

3.8.2 Process

Research Design

In Switzerland, the research design worked very well. The fact that Switzerland organised three smaller events instead of one big, also contributed to this. But we can see some differences between the three summits.

The majority of the participants felt welcome and liked participating at this event. They liked the different parts of the day (voting, discussions and films). But in Grandson as well as in Lugano, many participants complained that the voting part was too long. They would have preferred to have more discussion and less voting. The participants were interested in the results of the voting. Several tables gave a feedback in plenum after the discussion rounds and the recommendation round.

But, all in all, the atmosphere in Grandson was more critical towards the whole process than in Zurich and in Lugano. At the end of the day, only 30% of the citizens agreed or strongly agreed that the meeting had generated valuable knowledge for politicians (in Zurich it was nearly 80% and in Lugano 48.57 %). And 40 participants wrote something on their postcards (nearly a half of the participants!), which can be understood as a signal that they didn't feel that their voice will be heard via clickers and table discussions. In Grandson 30% participants said that they changed their mind during/after the event. In Zurich 35.3 % change their mind and in Lugano 30.05%,

Head facilitator

The head facilitator in Grandson was a professional facilitator and coach. He also trains moderators and coaches. He conducted the event perfectly and the timing was respected.

In Zurich the head facilitator, was a trained journalist who is now rector of a professional school. She has experience with moderation and facilitation. She conducted the event perfectly and the timing was respected.

In Lugano the head facilitator, was a trained journalist with experience in facilitation of participatory event. He conducted the event perfectly and the timing was respected.

Table facilitators

In Zurich, table facilitators were high-school students, with a prior professional degree (age 20 to 25). In Lugano, table facilitators were graduated persons who had worked with the head facilitator on other similar events. In Grandson, table facilitators were all coaches who had been trained by the head facilitator.

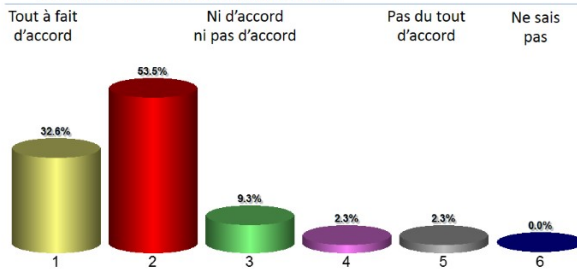
3.8.3 Quantitative citizen evaluation

Grandson

Slide 110

106. Participer à ce forum m'a permis d'apprendre de nouvelles choses

1. Tout à fait d'accord
2. D'accord
3. Ni d'accord ni pas d'accord
4. Pas d'accord
5. Pas du tout d'accord
6. Je ne sais pas ou je ne souhaite pas répondre



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

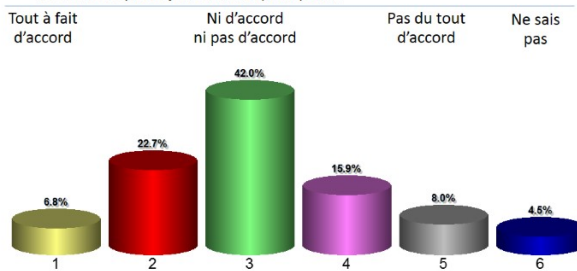
- 1.1 28(32.56%)
- 2.2 46(53.49%)
- 3.3 8(9.3%)
- 4.4 2(2.33%)
- 5.5 2(2.33%)
- 6.6 0(0.00%)

Total:86

Slide 111

107. Je pense que cet événement a produit des résultats d'un grand intérêt pour les politiciens.

1. Tout à fait d'accord
2. D'accord
3. Ni d'accord ni pas d'accord
4. Pas d'accord
5. Pas du tout d'accord
6. Je ne sais pas ou je ne souhaite pas répondre



Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

- 1.1 6(6.82%)
- 2.2 20(22.73%)
- 3.3 37(42.05%)
- 4.4 14(15.91%)
- 5.5 7(7.95%)
- 6.6 4(4.55%)

Total:88

Slide 112

108. La participation à ce forum a-t-elle modifié votre opinion sur les technologies de sécurité basées la surveillance?

1. Oui, maintenant mon opinion est plus positive
4.5% (4)
2. Oui, maintenant mon opinion est plus négative
25.8% (23)
3. Non, mon opinion est la même qu'avant le forum
65.2% (58)
4. Je ne sais pas ou je ne souhaite pas répondre
4.5% (4)

Total: 89

Question Title:

108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

- 1.1 4(4.49%)
- 2.2 23(25.84%)
- 3.3 58(65.17%)
- 4.4 4(4.49%)

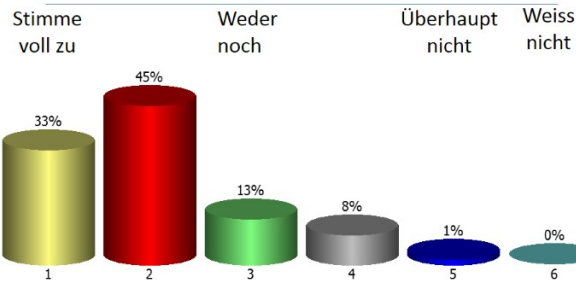
Total:89

Zürich

Slide 110

106. Durch die heutige Veranstaltung habe ich neue Perspektiven zu Privatsphäre und Sicherheit gewonnen.

1. Stimme voll zu
2. Stimme zu
3. Stimme weder zu noch dagegen
4. Stimme eher nicht zu
5. Stimme überhaupt nicht zu
6. Weiss nicht oder möchte nicht antworten



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

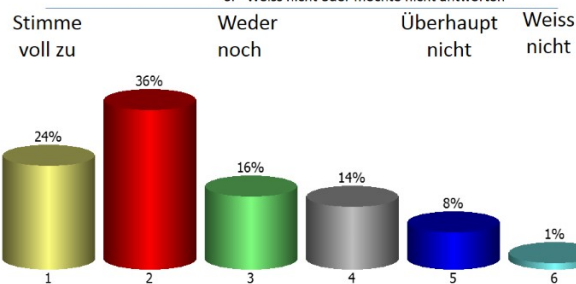
- 1.1 28(32.56%)
- 2.2 39(45.35%)
- 3.3 11(12.79%)
- 4.4 7(8.14%)
- 5.5 1(1.16%)
- 6.6 0(0.00%)

Total:86

Slide 111

107. Durch die heutige Veranstaltung wurde wertvolles Wissen für die Politik erzeugt.

1. Stimme voll zu
2. Stimme zu
3. Stimme weder zu noch dagegen
4. Stimme eher nicht zu
5. Stimme überhaupt nicht zu
6. Weiss nicht oder möchte nicht antworten



Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

- 1.1 20(23.53%)
- 2.2 31(36.47%)
- 3.3 14(16.47%)
- 4.4 12(14.12%)
- 5.5 7(8.24%)
- 6.6 1(1.18%)

Total:85

Slide 112

108. Hat die heutige Veranstaltung Ihre Einstellung zu überwachungs-basierten Sicherheitstechnologien verändert?

1. Ja, bin jetzt positiver eingestellt.

5% (4)

2. Ja, bin jetzt negativer eingestellt.

31% (26)

3. Nein, meine Einstellung hat sich nicht verändert.

65% (55)

4. Weiss nicht oder möchte nicht antworten.

0% (0)

Total: 85

Question Title:

108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

- 1.1 4(4.71%)
- 2.2 26(30.59%)
- 3.3 55(64.71%)
- 4.4 0(0.00%)

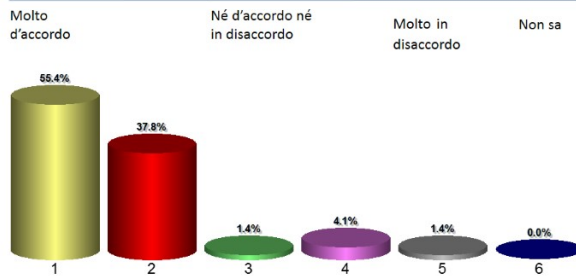
Total:85

Lugano

Slide 110

106. Partecipando a questo evento ho imparato qualcosa di nuovo.

1. Molto d'accordo
2. D'accordo
3. Né d'accordo né in disaccordo
4. In disaccordo
5. Molto in disaccordo
6. Non sa o non vuole rispondere



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

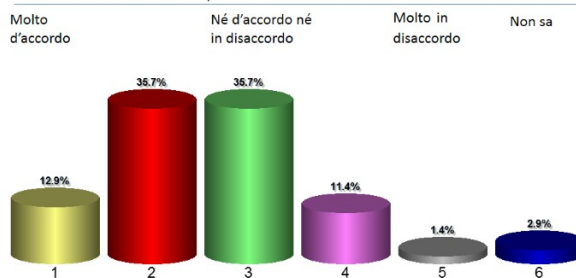
- 1.1 41(55.41%)
- 2.2 28(37.84%)
- 3.3 1(1.35%)
- 4.4 3(4.05%)
- 5.5 1(1.35%)
- 6.6 0(0.00%)

Total:74

Slide 111

107. Penso che questo evento abbia prodotto risultati di grande interesse per i politici.

1. Molto d'accordo
2. D'accordo
3. Né d'accordo né in disaccordo
4. In disaccordo
5. Molto in disaccordo
6. Non sa o non vuole rispondere



Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

- 1.1 9(12.86%)
- 2.2 25(35.71%)
- 3.3 25(35.71%)
- 4.4 8(11.43%)
- 5.5 1(1.43%)
- 6.6 2(2.86%)

Total:70

Slide 112

108. La partecipazione a questo evento ha cambiato la sua opinione riguardo alle tecnologie per la sicurezza orientate alla sorveglianza?

1. 'Sì, ora sono più favorevole'

9.6% (7)

2. 'Sì, ora sono più contrario'

20.5% (15)

3. 'No, la mia opinione è la stessa rispetto a prima dell'evento'

64.4% (47)

4. Se non sa o non vuole rispondere

5.5% (4)

Total: 73

Question Title:

108. Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

- 1.1 7(9.59%)
- 2.2 15(20.55%)
- 3.3 47(64.38%)
- 4.4 4(5.48%)

Total:73

3.9 United Kingdom

Summit held: in Birmingham, 1st and 15th of March 2014

This evaluation is based on statements written by citizens on postcards and on statements written by table facilitators in their reports. We have also incorporated observations made by the team that organized and ran the event throughout the day.

We ran two separate summits in Birmingham, attracting 105 and 109 attendees respectively.

3.9.1 Content

Information material in general

The information materials appeared to be well received by citizens.

Magazine

Citizens had ready access to copies of the magazine during the event and used them at times to inform the discussion. Some of the copies left on the tables at the end of the session had been annotated, which illustrates the engagement with the materials.

SR "[Participants] enjoyed the clicker sessions and were curious about the results too. Yes few of the participants did mention they never heard of DPI ever before reading the booklet."

Films (Smart CCTV and DPI)

Citizens were attentive while the films were being shown and it was clear that the issues covered helped to stimulate the subsequent discussion. Some citizens said that the films made them realize how little they knew about the topic while others commented that it had made them concerned about issues which ordinarily they did not consider.

PK: "I think that they understood the films quite well, because during the discussions they were referring to some scenes from the film (for example: referring to the clip on Smart CCTV, recording a man, who was talking on the phone in the middle of the street, etc.)."

Questionnaire

Citizens responded well to the use of the clicker technology and quickly learned how to answer efficiently. Most were attentive to the questions, appeared to understand what the questions were asking and were readily able to answer them. It was evident that being able to see the results helped to maintain their attention throughout the day.

AW "I observed that the group members used the clickers in a responsible way to respond to the questions. They were quite focused while answering and did not share thoughts with each other, rather answered the questions in line with their personal perspectives. They were paying attentions to the questions and were quite anxious to see the feedback shown on the screen. They were answering both the general as well as smart CCTV and DPI related questions. There were no problems experienced regarding the clickers."

We found that during the second SOST session, citizens had become familiar with the issues and were able to answer more quickly. There was some evidence of fatigue towards the end of the day, particularly during the final general questions about views on the technologies and the demographic questions. During the second of our two events, we decided not to show the 'results' from the demographic questions, partly because we felt that showing the answers might be intrusive but also because it saved time.

DH "Some participants did appear towards the end of the day to become a little fatigued with answering the questions, with some rolling their eyes and sighing when the head facilitator stated "just five more questions to go" etc."

PT "Surprise Citizen Summit was a really interesting event and I really enjoyed it. One suggestion would probably be to limit the comments on the feedback of clicker questions."

SOST discussions

In general, the discussion flowed smoothly, although have the facilitators available to ensure that the conversation flowed was also very useful. As expected, some table groups became quite exuberant and even a little noisy as the day progressed, while others were more restrained in their discussion. In those instances where there was a danger that certain attendees would monopolize the conversation, the table facilitators proved invaluable. However, as the day progressed, the table groups started themselves to 'police' the discussion and ensure that everyone had a chance to contribute.

MS "There were not any major problems, a few of the group members were very keen to share their views and spoke during the allocated minute for each member and I had to gently remind them quite a few times that the discussion would start following each member's minute. This happened less during the DPI round as the participants were keen to learn more about the technology. During the smart CCTV round there was quite a lot of discussion about non-smart CCTV but a few of the members steered the conversation back to smart CCTV without my interference. Some of the members were much quieter than others and it was necessary to bring them into the conversation, by the final discussion the other group members did this themselves and made sure each person had a chance to talk."

PT "The conversation among the group members of the table I was moderating was very engaging and insightful. Participants seemed to be interested in the issues in question. Everybody seemed to have a quite strong view and it was only one lady and a young boy who were less talkative but they also seemed to agree with their peers."

AW "The discussion among the group members was quite engaging. Everyone actively participated and shared their thoughts. Being a diverse group, age-wise and experience-wise, the group members were thoughtful of their opinions about CCTV and DPI."

Recommendation round

At both summits we found that citizens welcomed the opportunity to feedback their recommendations to policy makers. There was the sense that they felt 'ownership' of the suggestions that they made and wanted to share their views with others in the room. At the first summit, we were pressed for time so were only able to hear the recommendations of about four tables. Once it was clear that we would not be asking for feedback from all tables there was a sigh of disappointment from around the room. At the second summit, we ensured that we could share the recommendations from all tables. Some citizens clearly felt very strongly about the views they were expressing at this stage and one or two were even quite emotional about them.

MS "One of the problems discussed by the group was that the recommendation round was quite long, as they felt they had already discussed everything. Therefore I had to prompt a number of times with different questions. Some group members were very clearly motivated to only receive the reward and were less interested in the discussion but this was a very small minority as most were very clearly motivated to have their say. Some of the group members did not use computers at all and therefore felt unable to contribute much to the DPI debate, although this did spark some conversation around generational attitudes etc.,"

3.9.2 Process

Research design

The response to the research design was very positive. Over 92% of citizens at the first summit and 87% at the second summit agreed that they had gained new insight as a result of the event. 73% of those at the first summit and 67% at the second felt that new knowledge had been generated for politicians. A number of citizens at each event checked with us that these insights really would be fed back, and were very satisfied when we assured them that they would.

The technology worked very efficiently and our colleagues from Median provided excellent support in this regard. We had a high response rate to almost all questions. Those attending were quick to learn how to use the technology, seemed engaged by the information materials, and were readily able to answer the questions that were posed. A striking feature of the summits was the enthusiastic debate that took place at the tables.

Citizens clearly felt well looked after throughout the day and for the most part enjoyed taking part. We saw that friendships had been forged throughout the day, with some participants exchanging contact information and kissing other attendees as they left (this is not the norm in the UK!)

P20 "Thanks – good interesting day."

P29 "Wish you were here! Weather is great, food good, company fantastic."

P37 "I have found today's event very enjoyable and informative. And it was a pleasure to meet some of your colleagues."

P49 "Not enough chocolate on the profiteroles!"

MS "I think the event was very interesting, and the group were clearly happy to get the chance to have their say. The results of the question rounds were interesting and not what I expected, as I anticipated there would be far less support for DPI. Nearly all the group were very impressed with the organisation and said quite a few times how professional it all felt, which I think aided the discussion as they felt comfortable knowing how much planning had been involved."

DH "The participants commented on how well organised the day was, and, how in the main they had enjoyed the discussion and the opportunity to freely express their views. They also, in the main, commented on the high quality of catering, but some appeared somewhat agitated over the lack of coffee and toilet breaks. All participants said goodbye to one another and myself at the end of the summit and appeared to enjoy and learn from it and each other."

Head facilitator

The events were introduced by Phil Upton, a well-known local BBC radio presenter. He provided a thoughtful opening speech about the need to debate the issues around security technologies and explained its relevance to the local community. The Head Facilitator role was undertaken by Evan Davis, a well-known BBC personality who contributes to news programmes and also hosts the BBC's business entrepreneurship show *Dragons' Den*.

At the first event our Head Facilitator was unwell and was only able to run the morning session. The afternoon session was ably managed by one of our table facilitators who has extensive experience of such events. At the second event, our Head Facilitator ran the whole day. The reaction to the Facilitators was very positive. One event had even attracted a small fan club of older ladies by the end of the event.

SU "The conference was well organised. The two presenters on the stage kept all the participants' active throughout the day. Thanks to the organising team from the OU."

Table facilitators

The table facilitators did a very good job of organizing the discussion sessions and helping the participants to get the most from the day. The recommendations were presented in line with the research design and we received plenty of comments on postcards. The training session proved invaluable in supporting the facilitators in this regard, so that even those with less experience were well briefed on what they needed to do.

3.9.3 Quantitative citizen evaluation

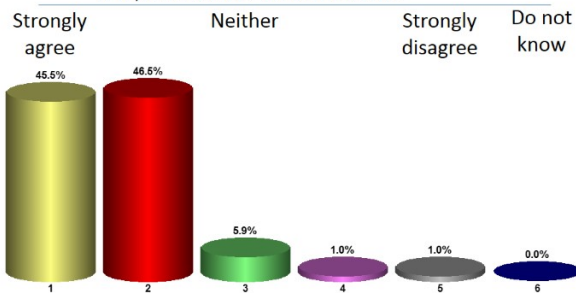
Overall, 85% of participants said they gained new insight by participating in the citizen summit and 67% of participants said they believe the citizen summit generated valuable knowledge for the politicians.

1st of March 2014

Slide 112

106. I have gained new insight by participating in the citizen summit

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. If you do not know or do not want to answer



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

- 1.1 46(45.54%)
- 2.2 47(46.53%)
- 3.3 6(5.94%)
- 4.4 1(0.99%)
- 5.5 1(0.99%)
- 6.6 0(0.00%)

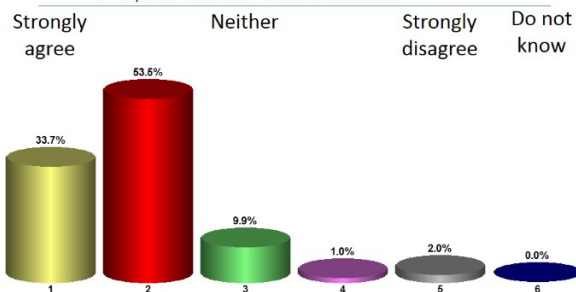
Total:101

15th of March 2014

Slide 112

106. I have gained new insight by participating in the citizen summit

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. If you do not know or do not want to answer



Question Title:

106. I have gained new insight by participating in the citizen summit (Not Demographic Question) (No correct answer)

- 1.1 34(33.66%)
- 2.2 54(53.47%)
- 3.3 10(9.9%)
- 4.4 1(0.99%)
- 5.5 2(1.98%)
- 6.6 0(0.00%)

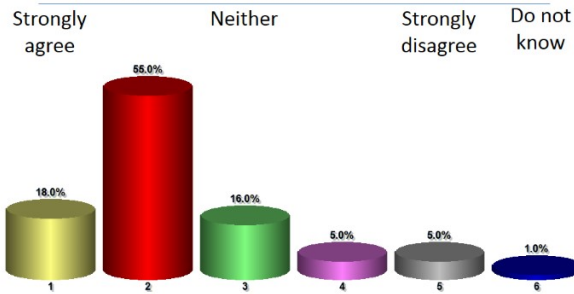
Total:101

1st of March 2014

Slide 113

107. I believe the citizen summit has generated valuable knowledge for the politicians

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. If you do not know or do not want to answer



Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

- 1.1 18(18.00%)
- 2.2 55(55.00%)
- 3.3 16(16.00%)
- 4.4 5(5.00%)
- 5.5 5(5.00%)
- 6.6 1(1.00%)

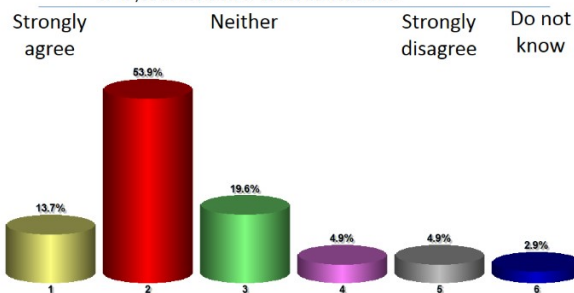
Total:100

15th of March 2014

Slide 113

107. I believe the citizen summit has generated valuable knowledge for the politicians

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. If you do not know or do not want to answer



Question Title:

107. I believe the citizen summit has generated valuable knowledge for the politicians (Not Demographic Question) (No correct answer)

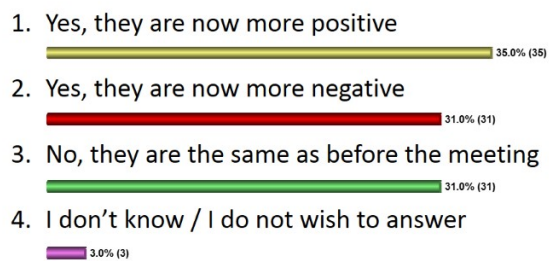
- 1.1 14(13.73%)
- 2.2 55(53.92%)
- 3.3 20(19.61%)
- 4.4 5(4.9%)
- 5.5 5(4.9%)
- 6.6 3(2.94%)

Total:102

1st of March 2014

Slide 114

108. Has this experience changed your attitudes regarding security oriented surveillance technology?



Question Title:

108 Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)

- 1.1 35 (35.00%)
- 2.2 31 (31.00%)
- 3.3 31 (31.00%)
- 4.4 3 (3.00%)

Total:100

15th of March 2014

<p>Slide 114</p> <p>108. Has this experience changed your attitudes regarding security oriented surveillance technology?</p> <p>1. Yes, they are now more positive 27.6% (29)</p> <p>2. Yes, they are now more negative 45.7% (48)</p> <p>3. No, they are the same as before the meeting 22.9% (24)</p> <p>4. I don't know / I do not wish to answer 3.8% (4)</p> <p>Total: 105</p>	<p>Question Title:</p> <p>108 Has this experience changed your attitudes regarding surveillance-oriented security technologies? (Not Demographic Question) (No correct answer)</p> <p>1.1 29 (27.62%)</p> <p>2.2 48 (45.71%)</p> <p>3.3 24 (22.86%)</p> <p>4.4 4 (3.81%)</p> <p>Total:105</p>
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