

Bringing the Migrant Community to the Governance Table

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A qualitative case study on governance of the "taalmilieucoach" project in Bospolder-Tussendijken's energy transition



Yannick Drijfhout
Master Thesis Sociology

Bringing the Migrant Community to Governance Table

A qualitative case-study on governance of the *taalmilieucoach*-project in Bospolder-Tussendijken

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Researcher

Yannick Drijfhout

Supervisor and first reader

Wenda Doff

Second reader

Gijs Custers

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Abstract

The energy transition is one of the biggest and most urgent challenges the Netherlands is facing. In order to switch to renewable energy sources, a combination of public and private actors is involved to tackle the diversity of challenges related to this process. Besides technological alterations of energy infrastructures, transitions form a social challenge that lay bare, and possibly even strengthen, the present social inequalities inherent to urban environments. This thesis focusses on a local project revolving around *taalmilieucoaches*, that are migrant women who voluntarily participate in a sustainability intervention that is part of the energy transition in the neighbourhood Bospolder-Tussendijken. The goal of this research is to explore how governance actors cooperate in social challenges in the Dutch energy transition, and to find out how citizens with a migration background position themselves as civil society actors. The results indicate that the complexity of the energy transition creates a governance process in which private market actors and the decentralized government complicate participatory partnerships, due to which civil society is not gaining the autonomy it is seeking. Simultaneously, the *taalmilieucoaches* gain autonomy due to their new position in the public sphere, which allows them to mediate between their ethnic community and the energy transition. This research therefore shows that their experience of ecological citizenship leads to a sense of responsibility and advocacy, that allows them to overcome the governmentality. Instead, the *taalmilieucoaches* strengthen the position of civil society vis-à-vis in the energy transition.

Key words: *energy transition, governance, ecological citizenship, environmental-friendly behavior, migrant networks*

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Introduction

1.1 General description research

Environmental problems are increasingly confronting political actors, economic markets and citizens with the need to act. Cities are the primary places where the transition towards sustainable energy sources occurs (Hoppe & van Bueren, 2015). These processes are not merely technical, but also social in the sense that a new energy system demands behavioural change (Sovacool et al., 2015). The transition towards renewable forms of energy has caused a shift towards more local systems of energy use and decentralized forms of power structures (Verbong & Geels, 2012).

On these local scales, governance structures seek to be participative and inclusive. The network society has modified underlying processes of how power is constructed, leading to an increasing emphasis on networks instead of institutions in decision making processes (Castells, 1996). This allows for more diversity than in a system of top-down state governing, as such, networks of actors have taken central position in policymaking and implementation (Bang & Esmark, 2009). Neoliberal discourses on behavioural change lead to the delegation of responsibilities into the hands of individual citizens, while unequal access to resources and limited agency fall to the background (Lennon et al., 2020). As a result, the presence and relevance of organisations that rely on both government funding and the capacity of the community in question for sustained collective action, gains ground (Carmona, de Magalhães, & Hammond, 2008).

The transfer of responsibility from the state to its citizens creates an ambivalent situation. On the one hand, scholars are sceptical towards this delegation because it illustrates the neoliberalist belief in own responsibility; in this “neoliberal forms of governance” the government acts ‘at a distance’, thereby delegating responsibility towards individuals (Rose, 1999). On the other hand, striving towards an integral role for citizens in the energy transition has the capability to empower communities (Hoppe et al., 2015; Creamer et al., 2018) Active citizens can become important stakeholders in decision making process, allowing them to share benefits with other involved actors (Lennon et al., 2019). By giving citizens central positions in absorbing and making changes in the energy transition, citizens take on new roles in the public sphere. This study focusses on governance structures in the energy transition and the enactment of citizenship in these processes.

1.2 Case study

This study focuses on the urban area Bospolder-Tussendijken (BoTu), which is situated in Rotterdam-West. The neighbourhood is marked by a high degree of socio-economic poverty and unemployment, due to a relatively high amount of people lacking proficient education, which results in financial debts and reliance on social assistance benefits (Minkman et al., 2020). Simultaneously, BoTu is a *superdiverse* neighbourhood where approximately seventy percent of the inhabitants has a non-Western migration background (Municipality Rotterdam, 2019). Furthermore, linked to the city's membership in the Global Resilient Cities Network (GRCN), the neighbourhood forms the locus of the local municipality's aim to create a resilient neighbourhood that can adequately handle challenges and change in their lives (Municipality Rotterdam, 2019). The energy transition and climate adaptation are specific changes that serve as a context in which dealing with change can be fostered (Municipality Rotterdam, 2019). While the goal of a resilient neighbourhood is set at 2028, BoTu is transitioning to renewable sources of energy usage in the coming years.

2. Problem statement

In deprived neighbourhoods, pro-environmental behavior is hampered due to structurally constraining socio-economic positions that are relatively low; the market and state find difficulties in reaching groups in these areas (Huijnk & Andriessen, 2016). In BoTu's energy transition, collaboration between public and private actors takes place to foster engagement with the diverse set of social groups residing in the neighbourhood. Governing a multifaceted challenge as the energy transition is a complex process, in which the municipality seeks to strengthen the local community through educating, training, and giving citizens a role in the energy transition (Municipality Rotterdam, 2019).

The energy transition therefore offers civil society actors chances to take on new roles. By gaining prominence within the public sphere, the transformation inherent to the energy transition can empower individuals. Simultaneously, especially in neighbourhoods that can be considered disadvantaged due to a concentration of poverty, there is contention about the neoliberal discourse that individualizes the responsibility for *green behavior* (e.g. Malier, 2019; Lennon et al, 2020; Shove, 2010). Therefore, this research seeks to gain an understanding of how collaboration between different governance actors takes shape in the energy transition, and to find out how citizens place themselves within the civil society sphere.

2.1 Research goal

The purpose of this qualitative research is to gain insight into how environmental governance is taking shape in the energy transition, and to study how citizens in a socio-economically disadvantaged urban neighbourhood make use of their agency in the energy transition. This research will specifically focus on a local initiative that is subsidized by the local municipality, while led by a local voluntary-based organization named *Stichting Pauw*. The purpose of this initiative is to enhance citizens' knowledge about the energy transition, which should enable them to become integral actors in the process. A manifestation of this are the *taalmilieucoaches*, that are *Stichting Pauw* volunteers who visit BoTu residents to perform sustainability tasks and inform them about environmentally friendly behavior and the energy transition. An example of a sustainability task is isolation foil behind the radiator. Focussing on this *taalmilieucoach* initiative allows to gain insight into collaboration between public and private actors in socially challenging issues in the energy transition, and to gain in-depth insights into how citizenship is enacted by the *taalmilieucoaches* in this process.

2.2 Research question

Based on the above context, the following research question is formulated:

How is environmental governance represented in the interaction between different actors in BoTu's taalmilieucoach project, and how do taalmilieucoaches act out their role in the energy transition?

The following sub-questions emerge from this main research questions, while serving as a guidance to formulate an answer to the research question:

- How are different modes of governance present in BoTu's energy transition?
- How do active agents in deprived neighbourhoods position themselves in relation to other actors?
- How do active agents in deprived neighbourhoods express their agency in relation to governance structure

3. Relevance

3.1 Academic relevance

In academic research, human aspects of energy systems and their social consequences have often been overlooked, which is problematic because renewable energy goals can only be achieved by incorporating social science into physical sciences (Sovacool et al., 2015). This study revolves around civil society, and therefore adds onto the branch of research that focusses on civil society as being a potential source of social and governmental innovation which creates opportunities to develop innovative environmental interventions (Magnani & Osti, 2015; Sefyang & Smith, 2007). Furthermore, empirically focussing on governance in the Netherlands will allow for academic insights from an area that can be seen as a precursor, because the Dutch state began tackling environmental issues in an innovative and interactive manner ahead of the time the term ‘governance’ emerged in academic literature (Keijzers, 2000). Lastly, the focus on citizens with a migration background creates insights into the complex relationship between changing citizenship and immigration. Bosniak (2000) notes that experiences related to citizenship surpass the boundaries of the nation-state in modern societies; this research gives insight into how citizens give shape to this in relation to contemporary challenges.

3.2 Societal relevance

After the 2021 G7-summit, the PTOS pointed out that the transition towards renewable forms of energy “is the existential problem of humanity, and it should be treated that way” (Biden, . The current energy transition is a political challenge causing the involvement of national and local governments because it concerns a shift in energy systems that underpin society. BoTu is a neighbourhood subjected to intensive policy implementation based on the aim to steer resilience into the local society, studying the *taalmilieucoach*-project will help gain a better understanding of how change is perceived in a superdiverse urban context. Furthermore, insights into how governance develops in the energy transition can help foster sustainable cooperation between public and private actors. Therefore, in-depth insights into how cooperation between different actors develops in a hyperdiverse urban context will contribute to a clearer image of suitable policy answers, which is considered a major challenge for cities striving to foster resilience (Spaans & Waterhout, 2016).

4. Theoretical framework

This chapter revolves around the theoretical concepts that are central to this research. First, different modes of environmental governance will be discussed. Then, the role of civil society actors in the energy transition will be reviewed. This theoretical framework will end with an elaboration on ecological citizenship.

4.1 Governance in the energy transition

After the 1960s, governance emerged as a response to the understanding that solely relying on the central government is unsuitable in light of the current societal challenges (Zuidema, 2015). As a result, the interaction between different actors gained more relevance, in which non-governmental actors are designated more responsibility in the policy arena” (Driessen et al., 2012). Environmental governance is therefore involves multiple actors, that experience mutual dependency which reflects the increasing complexity of social structures in which they are ingrained (Bressers & Rosenbaum, 2003). The collaborative nature of different actors is therefore central to the concept of governance in the energy transition (Durant, Fiorino & O’Leary, 2017). This perspective views societies as consisting of diverse actors, which are entities that possess agency that can be constrained or empowered by structural elements. Structure relates to the framework in which these actors express their agency; this limits or expands what actors can achieve, and must therefore be taken into account (Kooiman et al., 2008). Sociological reasoning builds on the premise that actors are perpetually making changes to these structures while simultaneously being inflicted by their influence (Giddens, 1984).

The intermingling of state and private actors’ interests is especially relevant in governing sustainability issues: Glasbergen (2007) notes that instead of a strong state, we need the chances a strong society offers, that are at least partially based on private initiatives from the market and civil society. Cooperation between these different actors does not evolve organically into a structural plan, but has to be coordinated in mutually agreed partnerships (Heldeweg, Sanders & Harmsen, 2015). Governance is thus based on cooperation and interdependence between public and private actors, that view the public good as their joint responsibility (Carmona et al., 2008). Table 1 lays out the structure of the different modes of governance in the energy transition.

Table 1: modes of governance and key features (Driessen et al., 2012)

	Decentralized governance	Public-private governance	Interactive governance	Self-governance
Key actors (Kickert et al., 1997)	Local government actors	Government actors central; private sector also essential role	Multiple actors	Private sector and/or civil society
Stakeholder position (Kapoor, 2001)	High chance of stakeholder involvement	Autonomy market stakeholders within fixed boundaries	Equal roles for all network actors	Self-governing identities decide level of involvement of other stakeholders
Model of representation (Newig & Fritsch, 2009)	Pluralist	Corporatist (formalized public-private governing arrangements)	Partnership (participatory public-private governing)	Partnership (participatory private-private governing)
Rules of interaction (Van Tatenhove, Arts & Leroy, 2000)	Formal rules	Formal and informal exchange rules	Broad set of cooperative rules	Informal rules, self-crafted formal rules
Mechanisms of social interaction (Hanf & Scharpf, 1978)	State decides autonomously about collaborations within top-down determined boundaries	Private actors decide autonomously about collaboration within determined boundaries	Interactive	Bottom-up
Goals and targets (Driessen, Glasbergen, Verdaas, 2001)	Uniform and level-specific goals and targets	Uniform goals, targets actor specific	Tailor-made and integrated goals and targets	Tailor-made goals and targets
Instruments (Richards, 2000)	Public covenants (agreements) and performance contracts	Incentive based instruments	Negotiated agreements	Voluntary instruments

S: State
M: Municipality
MA: Market actors
CS: Civil society

In decentralized governance, public governance actors are the main figure in an approach that allows local municipalities to tailor objectives to local contexts (Zuidema, 2015). In an energy transition governed through decentralized governance, “local governments take the lead and the market and civil society are the recipients of the government’s incentives” (Driessen et al., 2012). Critics have noted that integral to this structure, is a dependency on local performance and hence, of the accessible local willingness and ability to perform decentralized tasks and responsibilities. Public-private governance is marked by horizontal relationships between the state and market actors, which results in a degree of responsibility for the public wellbeing appropriated by private actors belonging to the economic market or civil society. This challenges the rigid separation between public and private actors and fits the energy transition, in which public and private organization are in an interdependent relationship in transforming energy systems towards renewable forms (Sander & Heldeweg, 2013).

Interactive governance occurs when the government, market actors, and civil society are collaborating as a network of partners on equal terms with one another (Van Heffen, Kickert & Thomassen, 2000). The combination of governing efforts is a response to increasing societal diversity and complexity, and is a governing answer to climate change. The interactive approach distinguishes itself by being applicable at different societal scales, in which vertical governing structures can exist alongside horizontal structures (Kooiman et al., 2008). The deliberative basis of this approach can be viewed as a burden, because the multiplicity of stakeholders with different priorities involved can make it difficult to find a viable balance (Edelenbos, 2005). However, this criticism undermines that the government initiated collaborative governance because of the awareness that the network society, where networks of actors, people, and economic flows have become key to policymaking and implementation, affects the role of the state (Castells, 1996; Edelenbos, 2005). As a result, the government has become one of the actors who must search for cooperation with different actors as to interactively balance towards decisions.

Self-governance arrangements are characterized by cooperation between private actors, made up out of market actors and civil society actors; the state has a background role but will always have some degree of interference (Driessen et al., 2012). This mode of governance is marked by extensive autonomy of these private actors, which can initiate new approaches themselves. It thereby relates to Beck’s (2007) argument for the recreation of politics by giving society shape from below, where actors implementing lessons learned at different places. Local actors get the opportunity to challenge underlying ideas as to come up with innovative ideas on how to solve problems in the energy transition (Kemp, Rotmans &

Loorbach, 2007). Simultaneously, this mode of governance can also be viewed as a result of the hollowing out of the state, because the government delegates responsibilities towards the private sector (Joppke, 2007).

4.2 *Civil society in energy transition*

The 21st century energy transition requires a profound transformation that will lead to the development of new social rules and responsibilities for citizens (Lennon et al., 2019). As a result of cooperative governance structures, local actors play an integral role in altering sustainability in citizens' behavior. The rational choice theory builds on the belief that citizens are rational actors, whose behavior is shaped by rewards and punishments. It asserts that humans are *homo economicus*; according to this theory, social interaction is an exchange of approval and certain other valued behaviors, therefore individuals are motivated by the economic information they have in the context in which they act (Scott, 2000). Local actors partaking in community-based initiatives often build on rational choice theory to create behavioral change (Schäfer et al., 2018). The underlying policy assertion building on the rational choice theory, is the ABC model, which beliefs that social change depends upon values and attitudes (A), which are assumed to drive behavior (B) that individuals choose (C) to embrace (Shove, 2010). As such, policy interventions believe that individual action which is harmful to the earth can be changed by providing better information or incentives. One can distinguish between *impact knowledge*, concerning the 'why' question, and *procedural knowledge*, relating to the 'how' question in relation to engaging in particular actions (Bolderdijk et al., 2013).

Participation in governance processes is related to environmental issues; as a result, the environmental policy field operates as experimental area for the nature of political participation (Van Tatenhove & Leroy, 2003). The environmental policy domain is concerned with different kind of actions that are intentionally taken to avoid or decrease adverse effects on the environment (Driessen et al., 2012). Interventions in this policy field seek to alter knowledge, behavior and choices that affect the environment (Lemos & Agrawal, 2006). This can be realized through political participation, which can generally be defined as the engagement of agents in the process of governing issues, the form in which actors cooperate depends on the prevalent governance structure (Van Tatenhove & Leroy, 2003). These authors distinguish between societalisation, the involvement of civil society, and marketisation, which entails the inclusion of market representatives in the political arena. In

the past half a century, the political participation of immigrant women gained ground in these governance processes. The reason for this is related to greater autonomy and independence in the process of settling in arrival countries. By having access to public services and resources, migrant women get the chance to blend into mainstream society, which can lead to better participation in the public sphere and their possible development as public actors (Sassen, 2002).

Allowing room for private actors to partake in the realization of behavioural change, has been criticized because it allows for policy design along the lines of governmentality (Foucault, 1991). Generally, governmentality asserts that neoliberalism has turned citizens prominently into individualized subjects, responsible for one's own environment and development. The belief in changing values to alter behaviour therefore creates a template for intervention that establishes citizens as decision-makers, while the government is the facilitator that encourages people to make pro-environmental decisions and inhibit from undesirable behavior (Shove, 2010). Citizens who voluntarily restrain their behavior can be viewed as individuals whose individual reality has been efficiently stimulated by self-government techniques as to change into *greener* citizens (Malier, 2019). According to Foucault's governmentality, neoliberalism is problematic because it allows state's main task to be: creating and sustaining a market environment that enables individual entrepreneurial freedom (Simons & Masschelein, 2006).

4.3 Ecological citizenship

To gain a better understanding of how citizens participate and give shape to energy transition governing processes, it is integral to zoom in on citizenship. Citizenship can be viewed as composed of three elements: status, rights and identity. In the 21st century, citizenship status has become more accessible through the liberalization of citizenship. Social rights have attained a diminished sense of importance, while identity has increasingly come to the foreground in citizenship debates (Joppke, 2007). In the light of environmental issues, ecological citizenship has emerged as a social identity, which encompasses citizenship as a legal status based on *jus solis* or *jus sanguinis* (Dobson, 2003). Instead of building on rights attained by status, this form of non-territorial citizenship relies on responsibilities, that demand at minimum for a recognition of the relative environmental impact of a citizen and at best for active efforts to reduce it (Wolf, Brown & Conway, 2009). The virtues of justice are also of primary importance, because the increasing consumerism of the affluent is seen as the root of environmental injustice.

As opposed to liberal notions of citizenship that prioritize the public sphere, the private sphere forms an important aspect of ecological citizenship because it forms the space where ecological footprints are produced (Dobson, 2003). Another aspect is non-territoriality, which is based on the virtues of ecological citizenship being unbounded to political polities. Instead, solidarity is based on the interpersonal interdependence, because individuals with large ecological footprints negatively affect the lives of those with small ecological footprints. Ecological citizenship can thus be viewed as a sustainability practice followed from the non-territorial consequences of lives lived in the Global North. Non-reciprocally is the last aspect of ecological citizenship, because the normative form of citizenship entails that all citizens who participate in activities that contribute to climate change are accountable for reducing their share in the cause of the problem. Steering climate adaptive behavior through embodying the social identity of ecological citizenship, is not about acting less irrational; instead, this paradigm entails that by adhering to the principles of ecological citizenship, agents view people as subjects that can realize change, instead of objects that need to be changed (Van Poeck, 2010).

Ecological citizenship can be viewed as an expression of agency based on internal beliefs. However, critical about ecological citizenship is the “insistence on the efficacy of individual political agency” (Saiz, 2005, p.176). This namely implies that individuals can be held solely responsible to exert oneself becoming better citizens, which ignores the structural context that shapes and constrains citizens’ capability to act in certain ways (Wolf, Brown & Conway, 2009). This critique aligns with the Social Practice Theory, that criticizes the individualization of environmental responsibility, because behavioral patterns are embedded within the social context it occurs in, instead of existing outside of it. It offers a different perspective to the understanding that awareness leads to behavioral change. Social Practice Theory points out that individuals’ behavior is learned and socially embedded, which contends the individualized understanding that the individual consumer is an autonomous individual (Shove, 2010).

5. Methodology

5.1 Method

This research is a qualitative case study of Bospolder-Tussendijken. This method allows for “an in-depth exploration from multiple perspectives of the complexity and uniqueness of a particular project, policy, institutions, program or system in a ‘real-life’ context” (Simons, 2014, p.21). Qualitative research lends itself well for studying a social world that can impossibly be measured through a fixed set of indicators. I deployed Blumer’s (1954) approach of *sensitizing concepts* by building on the understanding that the concepts provided a general sense of reference and guidance in approaching empirical instances. In order to answer the research question, I have conducted semi-structured interviews with six governance actors that are related to the taalmilieucoaches-project and four citizens participating as *taalmilieucoaches*. The latter were individuals were sampled via my contactperson, that selected individuals based on their fluency in the Dutch language. The interviews were transcribed and subsequently coded with Atlas.ti, which led to 64 codes (see Appendix). These relate to the modes of governance and its key features, the role of civil society actors, and ecological citizenship.

5.2 Data selection & analysis

To get a understanding of what the taalmilieucoaches are taught, I followed the taalmilieucoaches course by RMC. This allowed me to establish an interview guide based on the sensitized concepts of citizenship vis-à-vis the energy transition. The interviews with governance actors are based on the different modes of governance established in Table 1. The interview guide served as a framework in combination with follow-up questions, allowing for in-depth information (see Appendix).

The analysis was guided by thematic analysis. In order to move from codes to themes, I focused on repetitions of recursively occurring topics. Following Ryan and Bernard’s (2003) foundation for thematic analysis, similarities and differences between transcripts were used to find out how respondents discuss topics differently. By reflecting on codes directly linked to main themes and sub-themes, as in codes that are characteristics of the main themes, the recursive organizing of themes was directed towards the research question into warranted themes.

5.3 Ethical considerations

It is important to remain aware of the implications that are linked to regularly researched areas. The project BoTu 2028 increases the need for insights into how the neighbourhood is responding to change, which poses the risk of over-researching. As such, De Vrieze (2021) noted that the residents are experiencing a sense of “research fatigue” or even “research stress”. This can cause the perspective of the researched to be informed by indifference, which can be detrimental to collecting in-depth data (Clark, 2008). It is therefore important to remain aware of who is willing to be interviewed for this research. In relation to the data methods, it is important that privacy and confidentiality are reassured in the research process (Bryman, 2016). The collected data can contain sensitive information for all actors.

Statements about cooperation between civil society actors, market actors, or the municipality, can possibly deteriorate the relationship between these actors. Therefore, all respondents will sign an informed consent form that states their information will be treated confidentially and their names will be anonymized. However, in the results sections it is important that it is clear which respondent belongs to which actors. Therefore every used quotation has been emailed for consent of use to the respondent in question.

6. Governance context

Before elaborating on the results, it is integral to understand which actors are involved. The phenomenon of “milieucoach” is not unique in the city of Rotterdam. It was initiated by the *Rotterdams Milieu Centrum (RMC)* ten years ago, as a civil society bottom-up initiative aimed at stimulating environmentally conscious behavior in an interactive way. *Stichting Pauw* is a social foundation, which initiated the *taalmilieucoach* project in the context of the energy transition by approaching the municipality. They created team of multilingual migrant women, who seek to involve BoTu residents who do not speak Dutch in the energy transition. *WijkEnergieWerkt* was already active in Bospolder-Tussendijken, executing a plan that seeks to employ BoTu residents within the energy transition through doing sustainability interventions inside people’s homes. The municipality responded to *Stichting Pauw*’s initiation by bringing these two parties together. This resulted in a group of volunteers gathered by *Stichting Pauw*, who followed the “milieucoach” course from the RMC and learned about sustainability interventions from *WijkEnergieWerkt* in order to fulfil the role of *taalmilieucoaches* in BoTu. Eneco and Havensteder, as the two private parties with significant stakes in BoTu’s energy transition, looking for ways to collaborate with civil society actors. This section is based on the interviews with the actors representing the *RMC*, *Gemeente Rotterdam*, *Stichting Pauw*, *WijkenergieWerkt*, and *Eneco*.

6.1 Governance processes *taalmilieucoach* project

All respondents expressed a willingness and realization that the process taking place within the energy transition, that of getting used to new practices and energy market structures, can only take shape through joint efforts of public and private actors. From interviewing different actors out of the governance triangle, it becomes clear that the design of collaboration between market, state, and civil society actors differs from the actual implementation. In the wider energy transition, the established private actors collaborate with the municipality in a business case in which they have established a mutual goal: ensuring households in the neighbourhood stop using natural gas through installing district heating. This technical long-term goal creates a governance structure in which different elements of public-private governance are present in governing the energy transition.

As a result of the formalized covenants between private parties and the municipality, civil society actors, including the *taalmilieucoach* initiative, have to fight for their position at the governance table. This background role is combined with a financial dependency on the municipality. Civil society actors that are active in the energy transition can only exist through subsidiaries of the municipality. Several respondents that are directly or indirectly involved in the *taalmilieucoach* initiative related to this background role of civil society actors:

“We constantly have to take risks, because the subsidiary money didn’t come in yet, the ascription is there, but if we don’t do anything, they’ll say: what have you actually done in the past year? And that is the bureaucracy of the municipality, causing a lot of uncertainty and due to which we always need a councilor or alderman, to arrange it. For the big corporates, an Eneco and Havensteder, that is way easier. They have, especially with the energy transition, less difficulties to get the municipality at the table.” (Respondent 4, RMC)

In a similar vein, respondent 1 notes that private market actors and the municipality are in charge in governing the energy transition. The respondent notes that “as a small party, or even below that, as individual citizens, you have to fight against that, or find your way, that is the factual context in which we operate”.

Furthermore, actors involved in the *taalmilieucoach* project are characterized by having a mutual goal with different targets. The goal of different actor relate to an overarching theme: “we all have the same goal, namely: not only making Bospolder-Tussendijk free of natural gas, but enhancing the sustainability” (Respondent 3, *Gemeente Rotterdam*). However, actors have different indicators that establish whether this objective is attained successfully. Therefore actors also have different priorities, due to which civil society actors are struggling to position themselves in public-private governance structure.

In the *taalmilieucoach* project, the municipality has taken a leading role by bringing two civil society actors together, which were looking for the municipality’s subsidiaries in order to execute their social projects. The municipality, as a central actor in public-private governance, has thereby overlooked that these actors in fact have different targets. *Stichting Pauw* seeks to activate people through working with volunteers, while *WijkEnergieWerkt* is looking for profit in order to create employment and pay out salary to local residents.

The goal of the municipality in the energy transition is to “connect different initiatives existing within civil society” (Respondent 3, *Gemeente Rotterdam*). The following quotation illustrates this:

So from the municipality, I want to say directing, but coordination role is perhaps a better term, we have taken a coordination role by organizing a number of meetings with an independent party to start the conversation about how we cooperate (Respondent 3, *Gemeente Rotterdam*).

This quotation also shows the ambiguity of the municipality’s role, the multiplicity of challenges within the the energy transition leads to a different perception of the municipality’s role by civil society actors. Respondent 1 (*Stichting Pauw*) describes how the cooperation in the *taalmilieucoach* project was steered by a directing role of the municipality:

We were positioned here from outside the neighbourhood. We were actually placed here by the municipal official (...), with a kind of coercion. She inflicted *WijkenergieWerkt*, who had refurbished a few houses in a completely different subsidy framework, with us. ‘Look here: you get a project, and you will do this with us’. *WijkenergieWerkt* actually also had something like: we would like to be facilitated by the municipality, so saying ‘no’ is not an option.

Respondent 5 (*WijkenergieWerkt*) also related to the dominant role the municipality takes in bringing civil society actors together in the *taalmilieucoach* project, which obstructs cooperation on equal terms between network actors:

Facilitator is that you make it possible that something can take place, but that you stay further away from how it is actually designed. But that is not what the municipality is doing here, the municipality is really in charge. They say we want that, we want that, and we don't want that.

This shows that civil society actors do not possess the autonomy to decide independently on with who to collaborate. In contrast, the formalized public-private covenants allow for a greater sense of autonomy for the private market actors that have a stake in the *taalmilieucoach* project. Private actors have the authority to decide independently with which

civil society actors they seek to collaborate. Respondent 1 (*Stichting Pauw*) illustrates this by stating that:

Eneco was more like “you are an interesting party, but business takes place on a different level”. We are fortunate that our energy transition subsidy provider, with who we have very good contact, has a lot of confidence in us, so she defends or, I must say, also represents our project a bit.

This also counts for collaborations between civil society actors and private market actors. Furthermore, it shows that civil society actors need the municipality, in the form of the subsidy provider that advocates for civil society actors to find horizontal connection with market actors.

The formal agreement between the municipality and market actors, and the diverse set of goals inherent to civil society makes it difficult to establish a participatory partnership. Respondent 9 (*Eneco*) expressed how the relationship between on the one hand civil society, and on the other hand, market actors, is affected:

There is quite a bit of suspicion, to say the least, towards the larger parties: the municipality, Eneco. Based on like ‘well, I am forced to make use of district heating, off the gas’. So you have to do your best to convince those people that it is necessary, and that, in any case, it won't make them any worse.

This lack of trust was also expressed by civil society actors themselves. In relation to Eneco collaborating with civil society actors, respondent 5 referred to greenwashing. Also, *Stichting Pauw* and Eneco have been in conclave about possible cooperation, on which respondent 1 (*Stichting Pauw*) expressed the following: “they make a nice story out of it, but they just want to have their money”.

Simultaneously, Eneco expresses that it is willing to cooperate with civil society actors. Respondent 9 (*Eneco*) expressed that the first meeting with *Stichting Pauw* is part of the private market actor “increasingly looking for cooperation with societal partners; we search for active cooperation with the largest municipalities in the Netherlands to see what we can mean on a local level”. However, civil society actors are reluctant to start participatory partnerships with private market actors, which creates a complex situation for the municipality. Respondent 5 (*WijkenergieWerkt*) illustrates this in the following quotation:

Everyone serves their own purpose, and the challenge is to bring that together as much as possible. But you notice, for example, that Delfshaven Energycooperative (civil society initiative) is very committed to self-management and ownership. But the municipality is dealing with an Eneco that has a concession, so that is the only one allowed to supply the heat. For the municipality, the Delfshaven energy cooperative may be a very difficult party to work with, because they have a different goal, they want something different.

This quotation shows that the municipality has agreed on specific terms with private actors, which complicates the cooperation between civil society and these actors. Civil society's specific targets within the energy transition differ from the established goals in the formalized public-private covenant. The results therefore show how the presence of self-governance characteristics, expressed through tailor-made goals and targets, in combination with the presence of public-private partnership characteristics, complicate collaboratively governing the energy transition.

Another self-governance aspect is the use of voluntary instruments. This can on the one hand be seen as a direct consequence of the collaboration between the municipality and civil society actors. Respondent 2 (*Stichting Pauw*) pointed out that the project serves as a stepping stone towards work. In similar vein, respondent 5 (*WijkenergieWerkt*) pointed out that the goal of the project initiators is unrelated to salary, instead, the project aims to activate local citizens in the public sphere. On the other hand, this deliberate choice also overlaps with the municipalities' intention to take more of a background role whilst bringing civil society more to the forefront. By including taalmilieucoaches within the energy transition, individuals belonging to civil society are utilized as voluntary instruments. Respondent 3 (*Gemeente Rotterdam*) illustrates how the taalmilieucoaches allow the municipality to act more at a distance:

So the moment you get behind the front door, you have to start a conversation with people about 'things inside your home need to be adapted', so that is an advantage of the taalmilieucoaches. But you can also see what else might be going on, we already did that in other neighbourhoods. We also did the same in the

Heindijk, then we worked without coaches, but we ourselves, as civil servants from the municipality, started ringing people's doorbells.

It becomes clear that the goal of different actors involved in this project is to create a structure in which the government acts at a distance, and takes a role in civil society and private actors have far-reaching autonomy and are able to initiate new approaches themselves. However, the collaboration with public and private actors of this initiative, and in the energy transition, is characterized by different rules and mechanisms than in a structure of self-governance. The taalmilieucoaches therefore have to cope with autonomous market actors, while not gaining autonomy themselves due to a coordinating municipality.

7. *Taalmilieucoaches* as civil society actors

This section focusses on the results of the interviews with the *taalmilieucoaches*. The results shed light on how these citizens give shape of to their role as public actors in the energy transition. This part is structured along the lines of four central elements of ecological citizenship, respectively: responsibilities, non-reciprocally, private sphere, and non-territoriality.

7.1. *Recognition of responsibilities*

All respondents showed a sense of responsibility towards climate change, however, to whom this responsibility is owed and who bears the heaviest responsibility in the energy transition, is nuanced differently by respondents. First of all, responsibilities are based on inter-generational and inter-personal relationships. Respondent 8 explained why climate-adaptive behavior is important in the following quotation:

That you can do something from yourself, and be frugal not just for your wallet; you may well have enough money to pay then solved for you. But you also just have to think about the future, about your children, grandchildren, that one day they could have a lot of problems due to pollution of the earth.

According to this *taalmilieucoach*, rationally choosing for environmentally conscious behavior based on financial incentives is not the right motivation. This statement comes from the only respondent not residing in BoTu, who expressed that she thinks this sense of ecological responsibility towards the climate, based on inter-personal and inter-generational responsibilities, is lacking in the neighbourhood.

For the *taalmilieucoaches* residing in Bospolder-Tussendijken, they take on new roles in the energy transition that are based on their sense of involvement and belonging towards the local neighbourhood community. Respondent 6 shows how the role of language mediair influences the sense of responsibility:

I bear responsibility towards people who speak my mother tongue. They trust that if I visited them and gave them information, I have informed them a bit about this

energy transition. They trust me, so I take that responsibility, it has to go and exactly as I informed them. And not that I will soon be faced with surprises myself. Eneco, who gives a 30-year contract, and who says 'your situation will not decline', then I also want that to actually happen, and not that I get those people I visit to just accept that energy transition and participate.

It becomes clear that this respondent experiences a sense of responsibility towards the people she visits. Respondent 7 expressed a feeling of responsibility towards the direct living environment, while stressing that both the state and its citizens carry mutual responsibility in ecological problems:

It has to come from both sides. Well, I've seen people are lacking. I myself once walked out, with a bag, with my daughter and my granddaughter, just to pick up litter.

At the same time, respondent 7 expressed concerns about the way residents treat their living environment. They lack a sense of responsibility, but the respondent is aware of her responsibilities and as she mentions later: she seeks to pass this active environmentally conscious behavior on to people around her, also when not performing sustainability tasks. This behavior aligns with the way responsibility is experienced by the taalmilieucoaches, which is characterized by feeling obliged to take own responsibility in the energy transition. Respondent 10 refers to this in the following quotations:

That starts with you, I'll stick to that. Everything starts with you. You can't pass it on if you don't do it yourself. A very stupid example: you cannot say to your child: you have to throw that glass in the glass container and you are not doing it yourself.

Simultaneously, these civil society actors that experience own responsibility based on being connected to people and the environment around them, also feel that the state is an actor bearing responsibility. Respondent 10 refers to the “stimulating” role the state should have in creating awareness of shared responsibility:

I do think that the government should encourage environmental friendly acts

more. We now have underground containers, nine times out of ten they are full. And then we throw the bags next to it, and what happens then: yes rats, mice, etcetera. Then there is environmental pollution, and then we are to blame. No, because those bins are not emptied often enough. It is very nice that we have received beautiful containers, but it has no added value. If it is not emptied in time, it has no added value.

7.2. *Private sphere*

The energy transition affects what happens in the private sphere, therefore the *taalmilieucoaches* enter this area of life. Different respondents related to this by exemplifying how this role has affected their private sphere as well. Respondent 8 points out that “change begins inside people’s home”; respondent 10 points out that the materials they install inside people’s home, such as a water saving tap or showerhead, has changed them from an “energywaster into an energysaver”.

Their function as a language intermediary strengthens the need to enter the private sphere. Different respondents pointed out that trust is an important element, because residents experience a sense of distrust due to misunderstanding what is happening in the energy transition. Respondent 8 explains that due to uncertainties, residents are becoming “fearful”. As a result, “they close their doors, and say ‘I do not want to experience anything anymore’”. Respondent 8 explains the role of culture in creating a bond of trust in the energy transition:

You have to clear thing up with a kitchen table conversation, and give them a familiar feeling for that change. It is very often so, that when there is someone from your own culture, someone who speaks your language; that will gain trust. I've been to people’s homes before, because I can build that bond of trust because I'm from their culture. They think: she understands me.

The ability of respondents to speak Dutch as well as Arabic, Berber, or Turkish allows them to engage local migrant communities within the energy transition. Respondent 7 explains this in the following quotation:

So they can read it, but they don't understand it due to those difficult words. So I'm the person who then explains it, in my way, and certainly in my language. So

for those people it is very important to explain face-to-face; at people's homes, the energy transition takes shape. Because such a folder, they do not understand, and they just put it on their couch somewhere. So going door-to-door is very important for these people.

Simultaneously, respondents also showed awareness of the relevance of the private sphere. By focusing on how unsustainable practices affect the public environment, respondent 8 overcomes acting sustainably as a result of acting less irrational, but out of care for the planet and future generations:

It's not just about dirt on the street, it's about a lot of things in the house that you have to be careful and be different in. Well, you can see the whole world as a family, and how you just want to be frugal at home every month so that you don't pay much to Eneco; in that way, you actually should also take care for others, for the whole world, for our children, for our grandchildren.

7.3. Non-reciprocally

Besides an awareness of how practices affect future generations and other people, respondents also expressed a sense of need for cooperation. In the following quotation of respondent 7, responsibilities go hand in hand with obligations based on non-reciprocally: “people are responsible themselves for global warming, so we have to ensure that we help each other out in the energy transition”.

In essence, the virtues of ecological citizenship create non-reciprocity by claiming the thing in return for their efforts is a “clean environment” (Respondent 8). The *taalmilieucoaches* feel a sense of responsibility towards their ethnic community, which shows how non-reciprocally is formed. Respondent 6 describes this in the following quotation:

Kind of a sense of responsibility towards other people who can't speak the language that I can. So to help them, in the sense of explaining what the energy transition is all about; what will come their way soon. That gave me satisfaction, to inform those people about it.

As a result of their autonomous role in the public sphere, migrant women are empowered by acting for their community. Therefore the energy transition allows them to not gain any personal benefit, but act out of care and compassion towards the migrant community who have sacrificed some of their life in order to build up a new life in another part of the world. Respondent 10 also expressed that obligations in the role of *taalmilieucoach* are felt towards “the ones that stay behind” in the energy transition. Respondent 10, thereby expresses a moral obligation towards their ethnic community: “I am referring to the people not being able to speak the Dutch language; the first generation. They only came here to work hard”.

In order to be able to perform the role of representative for specific groups, that they are reaching in their role as *taalmilieucoach*, entering the private sphere is necessary. Through entering the private sphere, *taalmilieucoaches* become advocates for citizens that are unable to express their concerns towards the larger actors in the energy transition. In their first pilot, that was run in the Gijssingsflat, respondent 6 and 10 pointed out that different wrongdoings surfaced. Respondent 6 shows that by bearing the responsibilities related to *taalmilieucoach*, they seek to hold private actors responsible:

I asked them to bring their projectlead forward. They still have to find that out, who that is exactly, from Havensteder. Then I want to start the dialogue with them to denounce these wrongdoings, like “this is not possible”.

This shows that responsibilities towards their ethnic community are combined with a feeling of empowerment that allows to build on cooperation within civil society towards private actors.

7.4. Non-territoriality

The ethics of care and compassion are at the same time also creating a sense of togetherness in the diverse neighbourhood. The local obligations go hand in hand with a realization that climate change is a phenomenon unbounded to one territorial area. Respondent 6 shows how the *taalmilieucoaches* are able to align with non-territoriality:

I can be the one that starts thinking about climate change and help out of course, but the whole world has to do this. This is not only something in the Netherlands,

or Bospolder-Tussendijken, this is a worldwide issue. Climate change is not only here, that concerns the whole world.

Non-territoriality comes back in this expression by referring to the obligations of entities with a large ecological footprint, who have to decrease their negative environmental contributions because these affect the entire planet. For the taalmilieucoaches, this global duty is also based on religious beliefs. According to the Islam, the Earth is in loan, so “just like we have to take care of our bodies, we have to take care of the Earth” (Respondent 10). Simultaneously, this respondent expressed that religion is not the primary motivation, without religion this sense of responsibility would also be there, because it is “humane”.

For the respondents, the relevance of inter-personal relationships weighs heavier than belonging to a specific territorial entity. Respondent 8 expresses how taking responsibility and sharing this responsibility with one’s social network is necessary in order to decrease the relatively impactful ecological footprint:

I am a person that has become aware, and now that I’ve changed my behavior, I can influence my environment. If everyone does that, then we will make it; the whole world will make it then. It always starts with yourself.

Respondent 7 also shows awareness of how actions in developed countries have an effect across time and space, due to which non-territoriality is a logical aspect of this form citizenship:

They should actually start with people who have the most dirt emissions of CO₂, those exhaust gasses. They should start with that. They have to set certain rules of 'this is what the emissions should be from factories', 'this is the number of vehicles that are allowed to drive around', and I'm fine with that if it changes, but otherwise it's just mopping while the tap's opened.

While the non-territoriality arises from their concerns about global warming, their role of advocacy is based on their sense of belonging to the ethnic community and the neighbourhood. Therefore, respondent 6 and 10 also expressed their indignity towards the energy transition and pilots being run in BoTu. Respondent 10 speaks of an “imbalance” between civil society actors and private actors in BoTu, as a result, the respondent states:

We need to work together, there needs to be more collaboration with the residents. That skewed relationship; the government decides, the resident pays. No, if the resident pays, then they are also allowed to decide.

Respondent 6 puts question marks behind pilots being run in a vulnerable neighbourhood: “they have to start with the most polluting people, and not in this neighbourhood, that is already a 'deprived neighbourhood', which is already a poor neighbourhood. And then they start here... 'why?', I keep on wondering”. While collaborating with the municipality in socially assisting residents, the respondents are thus also critical towards the municipality because they are aware of the vulnerability in this neighbourhood.

Conclusion

This chapter brings the research findings together and formulates an answer to the research question. The modes of governance will be discussed in relation to the findings that emerged in the research process. Subsequently, how civil society actors express their agency in the governance triangle will be discussed, this will lead to the conclusion about ecological citizenship vis-à-vis the energy transition.

The energy transition in BoTu is characterized by public-private governance based on cooperation between the municipality and private actors. The *taalmilieucoach* project illustrates how the municipality seeks to govern societal challenges through interactively cooperating with both public and private actors, while the implementation of the project also shows how the municipality seeks to take a background role. Top-down coordination thus occurs alongside bottom-up collaboration, because challenges in the energy transition exist alongside and overlap with one other. The complexity of these challenges leads to the municipality struggling with granting civil society actors autonomy in designing interventions for the public sphere. The central role of the government in tackling societal challenges, articulated through a guiding role instead a facilitating of the municipality, shows how policy making in the light of complexity demands flexibility because every context demands its own contingent path (Scholten, 2020). The *taalmilieucoach* project shows how the absence of flexibility from the municipality complicates a participatory partnership between civil society actors, social private enterprises, and private enterprises. The governance structure that puts civil society at equal foot with other actors, is therefore not accomplished. This is obstructed by the lack of trust between public actors and private actors, which is built on a difference in structuration of marketisation and societalisation. The involvement of market actors is more structured than civil society's involvement, because Eneco and Havensteder are entities with better access to the state due to their clear stake. The involvement of civil society actors is complex and hence more loosely defined. As a result, while the wider goal of sustainability could lead to reconciliation, the cooperation between private and public actors is characterized by friction in the *taalmilieucoach* project.

When zooming on in the specific role of the *taalmilieucoaches* in the energy transition, it becomes clear that migrant women are empowered in relation to other local governance actors. The *taalmilieucoaches* are therefore able to shape their position in the public sphere, which shows that by fulfilling a seemingly practical role, citizens can take an advocative stance and become a mediator between citizens and larger actors in the energy transition.

Simultaneously, the unstructured societalisation creates diffusion in the exact way these citizens enact their role within the public sphere; citizen participation is diffused along the principles of the rational citizen and the politically engaged in the *taalmilieucoach* project. The volunteers embrace the idea of *homo economicus* by seeking to lower their own energy consumption and costs, and those of the people they visit. This latter goal is motivated by the low socio-economic position of BoTu residents, due to which saving money is seen as an improvement of people's lives. There is an assumption that citizens are rational actors, therefore local residents are, to some extent, viewed as irrational individuals that need to be changed. Consequently, the private sphere is viewed as an important space where their role is enacted. Although this poses the risk of individualizing the responsibility for environmentally friendly behavior, the *taalmilieucoaches* are aware of the socio-economic constraints that maintain environmentally unfriendly behavior. By embodying the social identity of ecological citizenship, their new role in the public sphere also entails positively contributing to a greener world. In combination with the bearing of obligations based on inter-personal and inter-generational responsibilities, which takes on both local and global forms, the *taalmilieucoaches* overcome the objectification of citizens into irrational actors whose behavior needs to be altered.

On the other hand, the *taalmilieucoaches* epitomize the *homo politicus* by being active in institutions for public and private assistance, and the immigrant community (Sassen, 2002). They act as mediators representing civil society towards private actors and the state in the energy transition. The *taalmilieucoaches* include individuals with a migration background that struggle with partaking in the energy transition, through which they seek to contribute to the local understanding of what is happening in the energy transition. Relying on citizens in a vulnerable neighbourhood to become engaged in a process that is initially top-down coordinated, can be viewed as a problematic choice by the local municipality. By designing a policy that indirectly aims at behavioural change of vulnerable citizens, this project aligns with Foucault's (1991) governmentality. Citizens with more ownership over their lives, which for example articulates itself in the energy transition through owning a house and being able to install solarpanels, are more reluctant towards people entering their house to implement sustainability interventions (Kleinhans, 2012). By doing voluntary work and performing a job also executed by paid civil servants, the *taalmilieucoaches* can be viewed as instruments of the local municipality to meet their ends. However, to subdue this potential, the *taalmilieucoaches* role of advocacy towards other actors in the energy transition governance processes is integral. The *taalmilieucoaches* spread both procedural and impact knowledge

about the energy transition, however, they combine this with a sense of responsibility towards the environment and their ethnic community. As a result, their role in the public sphere is not necessarily a vehicle of the state's power. Instead, the way taalmilieucoaches deploy their agency is a manifestation of communal responsibilities; thereby, to some extent, reflecting the needs the bottom-down steered necessity for increased sustainability, but more focused on the virtues of justice towards their own community. The taalmilieucoaches therefore also show that the ethics of care and compassion, that are integral to ecological citizenship, can be used as vehicles to form a body of civil society advocacy vis-à-vis the state.

Discussion

This research shows how qualitative interviewing can lead to an in-depth understanding of governance in transition processes. The risk of using this method is that the interview can be steered towards a certain direction through follow-up questions, which can lead to respondents overemphasizing elements of their experience. By attending an online meeting between different governance actors, I sought to strengthen my reflection on the statements made about cooperation in the energy transition. This meeting did show that structuring the involvement of civil society actors is challenging, because of the variety of stakes and goals involved. The small scale of this study can be viewed as a limitation, because it impedes making inferences to other contexts.

Simultaneously, this research shows that relying on the experiences of involved actors allows to bring together the macro governance structure and the micro level. In doing so, the duality of structure and agency, in which social structures consist of agents and are simultaneously produced by these agents, becomes evident in the cooperation between actors and the agency of taalmilieucoaches. The governance structure is formed by the willingness of public and private actors to collaborate, but at the same time complicated by agents expressing their agency based on belonging to an institution that has specific goals within the energy transition. This study then shows that although the individuals are constrained by the governance structure that is dominated by concrete public-private market actor partnerships, empowered citizens are able to deploy their agency to be part of deliberative processes with these actors.

Future studies can focus on how class and income differently affects the way individuals express their agency, or more specifically, the empowerment of migrant women. In superdiverse contexts, this can shed light on the processes that allow immigrants to take an autonomous position within the public sphere and lead to a improved understanding of how ecological citizenship is formed. Building on the results of this research, future research can focus on civil servants in transitioning processes, to find out how burdens that interfere with interactively governing the issue at stake, can be overcome.

This study shows how the energy transition is dominated by a neoliberal discourse that acknowledges the autonomy of market actors over that of the citizens' input. To interactively design interventions in the energy transition, civil society actors should be allowed structural access to the state based on concrete partnerships. This is necessary in order to create an equal network structure between governance actors, which can lead to

improved partnerships between private market actors and civil society actors. The central position of the state will always remain relevant, but the mechanisms of interaction should infuse civil society with the same degree of autonomy as private market actors.

Simultaneously, this research shows that the need for structural environmentally friendly change lends itself for a new form of non-territorial citizenship. In a world where communities are increasingly formed online, networks struggling to partake in society can be strengthened through autonomous agents that have turned their awareness into action. While religion and belonging to one's ethnic community are regularly problematized in culturalist political discourses, this shows how these aspects are, in superdiverse contexts, in fact, vehicles for incorporation into the host society. Concluding take-away of this research is therefore that belonging to different groups in the public and private sphere should be treated as the norm, which adds a layer of complexity to governance processes but is the urban societal context we have arrived at.

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Appendix

Interview guide governance actors

- Persoonlijke/professionele achtergrond
 - Hoe bent u betrokken geraakt bij de energietransitie?
 - Wat zijn de beweegredenen om hieraan mee te doen?
- Inzicht verhouding tussen gemeente - initiatief - burger
 - Hoe zou u de samenwerking tussen gemeente - initiatief – markt beschrijven?
 - Formeel of informeel?
 - Wordt er samengewerkt met de markt?
 - Is er een duidelijk doel van de gemeente m.b.t. samenwerking taalbedrijf?
 - Hoe is de verhouding tussen gemeente en initiatief?
- Kijk op positie inwoner BoTu in klimaatverandering en energietransitie
 - Hoe ziet u de rol van de burger in de energietransitie?
 - Hoe zijn de verantwoordelijkheden verdeeld?
 - Hoe wordt er rekening gehouden met de diversiteit binnen BoTu energietransitie?
- Governance
 - Bij wie ligt eindverantwoordelijkheid voor slagen energietransitie BoTu? Bij individu of collectief?

Interview guide 'taalmilieucoaches' - ecological citizenship

- Responsibilities that drive being a “taalmilieucoach”
- Wat waren je beweegredenen om taalmilieucoach te worden?
- Wat denk je over klimaatverandering?
- Wie is verantwoordelijk voor klimaatverandering?
- Wie is verantwoordelijk voor oplossing klimaatverandering?
- The presence of (non)-reciprocally
- Tot wie voel je de verantwoordelijkheid om de klusjes van taalmilieucoach te doen?
- Wat vond je van de milieucoachcursus?
- The view on entering people's private sphere to alter behaviour and practices
- Hoe vindt u het om bij mensen thuis langs te gaan en klusjes te doen? Waardevol?
- Hoe denkt u bij te dragen aan duurzaam gedrag?
- Non-territorial, i.e. what features of post-cosmopolitanism
- Wat heeft u geleerd van taalmilieucoach rol?
- Heeft u zelf ook dingen thuis veranderd?

ATLAS.ti Report


Master Thesis x Veldacademie

Codes

Report created by Yannick Drijfhout on 19 Jun 2021

- **Advocating for CS**
Created: 31/05/2021 by Yannick Drijfhout, **Modified:** 31/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 11 Transcript respondent 10 (taalmilieucoach).docx
- **Against competitiveness**
Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
- **Ambiguity energy saving**
Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
- **Autonomy actors**
Created: 10/05/2021 by Yannick Drijfhout, **Modified:** 10/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 1 Transcript respondent 5 (WijkEnergieWerkt).docx
- **Behavioural change**
Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
- **Change of practices**
Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
- **Competitiveness CS actors**
Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
- **Contradicting interactive governance**
Created: 11/05/2021 by Yannick Drijfhout, **Modified:** 11/05/2021 by Yannick Drijfhout
Used In Documents:

Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Energy saving**

Created: 28/05/2021 by Yannick Drijfhout, **Modified:** 28/05/2021 by Yannick Drijfhout

Used In Documents:

 7 Transcript respondent 7 (taalmilieucoach).docx

○ **Equal role network partners**

Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout



Used In Documents:

 6 Transcript respondent 3 (gemeente).docx

○ **Explanation function energy saving**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout


Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx  7 Transcript respondent 7 (taalmilieucoach).docx

○ **Failed self-governance**

Created: 11/05/2021 by Yannick Drijfhout, **Modified:** 11/05/2021 by Yannick Drijfhout



Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx

○ **Formal and informal**

Created: 11/05/2021 by Yannick Drijfhout, **Modified:** 11/05/2021 by Yannick Drijfhout



Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx  4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Friction Stichting Pauw and WijkEnergiewerkt**

Created: 10/05/2021 by Yannick Drijfhout, **Modified:** 10/05/2021 by Yannick Drijfhout



Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx  4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Greenwashing Eneco**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout



Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx  4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Guiding role municipality**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout

Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx  5 Transcript respondent 4 (RMC).docx

○ **Helping migrants**

Created: 28/05/2021 by Yannick Drijfhout, **Modified:** 28/05/2021 by Yannick Drijfhout







Used In Documents:

 7 Transcript respondent 7 (taalmilieucoach).docx

○ **Inclusive energy transition**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout




Used In Documents:

 2 Transcript respondent 6 (taalmilieucoach).docx  4 Transcript respondent 1 & 2 (Stichting Pauw).docx  6 Transcript respondent 3 (gemeente).docx  8 Transcript respondent 8 (taalmilieucoach).docx  9 Transcript respondent 9 (Eneco).docx  11 Transcript respondent 10 (taalmilieucoach).docx

○ **Incorporation private sphere**

Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout

Used In Documents:

 2 Transcript respondent 6 (taalmilieucoach).docx  7 Transcript respondent 7 (taalmilieucoach).docx  8 Transcript respondent 8 (taalmilieucoach).docx

○ **Incorporation private sphere energy transition**

Created: 31/05/2021 by Yannick Drijfhout, **Modified:** 31/05/2021 by Yannick Drijfhout



Used In Documents:

 11 Transcript respondent 10 (taalmilieucoach).docx

○ **Inter-generational responsibilities**

Created: 18/05/2021 by Yannick Drijfhout, **Modified:** 18/05/2021 by Yannick Drijfhout

Used In Documents:

 2 Transcript respondent 6 (taalmilieucoach).docx  11 Transcript respondent 10 (taalmilieucoach).docx

○ **Inter-personal relations**

Created: 28/05/2021 by Yannick Drijfhout, **Modified:** 28/05/2021 by Yannick Drijfhout




Used In Documents:

 7 Transcript respondent 7 (taalmilieucoach).docx

○ **Interactive governance**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout

Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx  6 Transcript respondent 3 (gemeente).docx  9 Transcript respondent 9 (Eneco).docx

○ **Interactive interaction**

Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout

Used In Documents:

 6 Transcript respondent 3 (gemeente).docx

○ **Intermediair in public sphere**

Created: 28/05/2021 by Yannick Drijfhout, **Modified:** 28/05/2021 by Yannick Drijfhout

Used In Documents:

2 Transcript respondent 6 (taalmilieucoach).docx 7 Transcript respondent 7 (taalmilieucoach).docx

○ **Lack of communication**

Created: 29/05/2021 by Yannick Drijfhout, **Modified:** 29/05/2021 by Yannick Drijfhout

Used In Documents:

7 Transcript respondent 7 (taalmilieucoach).docx 11 Transcript respondent 10 (taalmilieucoach).docx

○ **Local opportunities governance**

Created: 10/05/2021 by Yannick Drijfhout, **Modified:** 10/05/2021 by Yannick Drijfhout

Used In Documents:

1 Transcript respondent 5 (WijkEnergieWerkt).docx

○ **Market actors as producers**

Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout

Used In Documents:

6 Transcript respondent 3 (gemeente).docx

○ **Migrant women empowerment**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout

Used In Documents:

2 Transcript respondent 6 (taalmilieucoach).docx 4 Transcript respondent 1 & 2 (Stichting Pauw).docx 7 Transcript respondent 7 (taalmilieucoach).docx 8 Transcript respondent 8 (taalmilieucoach).docx

○ **Non-reciprocally**

Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout

Used In Documents:

2 Transcript respondent 6 (taalmilieucoach).docx 7 Transcript respondent 7 (taalmilieucoach).docx 8 Transcript respondent 8 (taalmilieucoach).docx 11 Transcript respondent 10 (taalmilieucoach).docx

○ **Non-territoriality**

Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout

Used In Documents:

2 Transcript respondent 6 (taalmilieucoach).docx 8 Transcript respondent 8 (taalmilieucoach).docx 11 Transcript respondent 10 (taalmilieucoach).docx

○ **Objects to be changed**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout

Used In Documents:

4 Transcript respondent 1 & 2 (Stichting Pauw).docx



○ **Obligation sustainable behaviour**

Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout

Used In Documents:

- 📄 2 Transcript respondent 6 (taalmilieucoach).docx
- **Private-private partnership**
Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 6 Transcript respondent 3 (gemeente).docx
- **Public-private governance**
Created: 10/05/2021 by Yannick Drijfhout, **Modified:** 10/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 1 Transcript respondent 5 (WijkEnergieWerkt).docx
 - 📄 4 Transcript respondent 1 & 2 (Stichting Pauw).docx
 - 📄 5 Transcript respondent 4 (RMC).docx
- **Rational choice**
Created: 31/05/2021 by Yannick Drijfhout, **Modified:** 31/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 11 Transcript respondent 10 (taalmilieucoach).docx
- **Recognition of responsibility**
Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 2 Transcript respondent 6 (taalmilieucoach).docx
 - 📄 8 Transcript respondent 8 (taalmilieucoach).docx
 - 📄 11 Transcript respondent 10 (taalmilieucoach).docx
- **Relatedness ecological citizenship**
Created: 29/05/2021 by Yannick Drijfhout, **Modified:** 29/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 8 Transcript respondent 8 (taalmilieucoach).docx
- **Religious aspect ecological citizenship**
Created: 31/05/2021 by Yannick Drijfhout, **Modified:** 31/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 11 Transcript respondent 10 (taalmilieucoach).docx
- **Responsibilities energy transition**
Created: 18/05/2021 by Yannick Drijfhout, **Modified:** 18/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 2 Transcript respondent 6 (taalmilieucoach).docx
- **Responsibility based on ecological footprint**
Created: 18/05/2021 by Yannick Drijfhout, **Modified:** 18/05/2021 by Yannick Drijfhout
Used In Documents:
 - 📄 2 Transcript respondent 6 (taalmilieucoach).docx
 - 📄 7 Transcript respondent 7 (taalmilieucoach).docx
- **Responsibility state climate change**
Created: 29/05/2021 by Yannick Drijfhout, **Modified:** 29/05/2021 by Yannick Drijfhout

Used In Documents:

 7 Transcript respondent 7 (taalmilieucoach).docx  11 Transcript respondent 10 (taalmilieucoach).docx

○ **Role municipality SOK**

Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout

Used In Documents:

 6 Transcript respondent 3 (gemeente).docx

○ **Rules of interaction interactive governance**

Created: 20/05/2021 by Yannick Drijfhout, **Modified:** 20/05/2021 by Yannick Drijfhout



Used In Documents:

 6 Transcript respondent 3 (gemeente).docx

○ **Self-governance**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout

Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx  6 Transcript respondent 3 (gemeente).docx

○ **Sharing environmental information**

Created: 12/05/2021 by Yannick Drijfhout, **Modified:** 12/05/2021 by Yannick Drijfhout


Used In Documents:

 2 Transcript respondent 6 (taalmilieucoach).docx

○ **Social capital**

Created: 14/05/2021 by Yannick Drijfhout, **Modified:** 14/05/2021 by Yannick Drijfhout


Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Social interaction public-private governance**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout


Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Social learning**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout



Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Social stratification**

Created: 18/05/2021 by Yannick Drijfhout, **Modified:** 18/05/2021 by Yannick Drijfhout


Used In Documents:

 2 Transcript respondent 6 (taalmilieucoach).docx  8 Transcript respondent 8 (taalmilieucoach).docx

○ **Speaking against voluntarism**

Created: 10/05/2021 by Yannick Drijfhout, **Modified:** 11/05/2021 by Yannick Drijfhout


Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx

○ **Stakeholder position public-private governance**

Created: 17/05/2021 by Yannick Drijfhout, **Modified:** 17/05/2021 by Yannick Drijfhout


Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx

○ **Unequal position CS actors**

Created: 24/05/2021 by Yannick Drijfhout, **Modified:** 24/05/2021 by Yannick Drijfhout


Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx

○ **Unequal role network partners**

Created: 11/05/2021 by Yannick Drijfhout, **Modified:** 11/05/2021 by Yannick Drijfhout



Used In Documents:

 1 Transcript respondent 5 (WijkEnergieWerkt).docx

○ **Voluntary instruments**

Created: 18/05/2021 by Yannick Drijfhout, **Modified:** 18/05/2021 by Yannick Drijfhout

Used In Documents:

 4 Transcript respondent 1 & 2 (Stichting Pauw).docx  6 Transcript respondent 3 (gemeente).docx

CHECKLIST ETHICAL AND PRIVACY ASPECTS OF RESEARCH

INSTRUCTION

This checklist should be completed for every research study that is conducted at the Department of Public Administration and Sociology (DPAS). This checklist should be completed *before* commencing with data collection or approaching participants. Students can complete this checklist with help of their supervisor.

This checklist is a mandatory part of the empirical master's thesis and has to be uploaded along with the research proposal.

The guideline for ethical aspects of research of the Dutch Sociological Association (NSV) can be found on their website (http://www.nsv-sociologie.nl/?page_id=17). If you have doubts about ethical or privacy aspects of your research study, discuss and resolve the matter with your EUR supervisor. If needed and if advised to do so by your supervisor, you can also consult Dr. Jennifer A. Holland, coordinator of the Sociology Master's Thesis program.

PART I: GENERAL INFORMATION

Project title:

Name, email of student: Yannick Drijfhout, 453230yd@eur.nl

Name, email of supervisor: Wenda Doff, wendadoff@hotmail.com

Start date and duration: 21/03/2021 – 20/06/2021

Is the research study conducted within DPAS

NO

If 'NO': at or for what institute or organization will the study be conducted?
(e.g. internship organization)

Veldacademie

PART II: HUMAN SUBJECTS

1. Does your research involve human participants. YES

If 'NO': skip to part V.

If 'YES': does the study involve medical or physical research? NO
Research that falls under the Medical Research Involving Human Subjects Act ([WMO](#)) must first be submitted to [an accredited medical research ethics committee](#) or the Central Committee on Research Involving Human Subjects ([CCMO](#)).

2. Does your research involve field observations without manipulations that will not involve identification of participants. NO

If 'YES': skip to part IV.

3. Research involving completely anonymous data files (secondary data that has been anonymized by someone else). NO

If 'YES': skip to part IV.

PART III: PARTICIPANTS

1. Will information about the nature of the study and about what participants can expect during the study be withheld from them? YES
2. Will any of the participants not be asked for verbal or written 'informed consent,' whereby they agree to participate in the study? YES
3. Will information about the possibility to discontinue the participation at any time be withheld from participants? NO
4. Will the study involve actively deceiving the participants? NO

Note: almost all research studies involve some kind of deception of participants. Try to think about what types of deception are ethical or non-ethical (e.g. purpose of the study is not told, coercion is exerted on participants, giving participants the feeling that they harm other people by making certain decisions, etc.).

5. Does the study involve the risk of causing psychological stress or negative emotions beyond those normally encountered by participants? NO
6. Will information be collected about special categories of data, as defined by the GDPR (e.g. racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a person, data concerning

- | | | |
|-----|--|----|
| | mental or physical health, data concerning a person's sex life or sexual orientation)? | NO |
| 7. | Will the study involve the participation of minors (<18 years old) or other groups that cannot give consent? | NO |
| 8. | Is the health and/or safety of participants at risk during the study? | NO |
| 9. | Can participants be identified by the study results or can the confidentiality of the participants' identity not be ensured? | NO |
| 10. | Are there any other possible ethical issues with regard to this study? | NO |

If you have answered 'YES' to any of the previous questions, please indicate below why this issue is unavoidable in this study.

1. *It will be impossible to delve into the entire nature of this research. I will briefly introduce the topic of this study, stating that: it is about the energy transition in BoTu; I focus on the "taalmilieucoaches" and their responsibilities and motivations for this role; and I will interview the people involved as I am interested in the cooperation between involved actors.*

What safeguards are taken to relieve possible adverse consequences of these issues (e.g., informing participants about the study afterwards, extra safety regulations, etc.).

I will send this research to respondents.

Are there any unintended circumstances in the study that can cause harm or have negative (emotional) consequences to the participants? Indicate what possible circumstances this could be.

It is possible that statements about cooperation can negatively affect further cooperation. Therefore, I will take into account how to formulate and select quotations.

Please attach your informed consent form in Appendix I, if applicable.

Continue to part IV.

PART IV: SAMPLE

Where will you collect or obtain your data?

I will collect data in interviews with 'taalmilieucoaches' from Stichting Pauw, and with governance actors that are involved in the design and implementation of this energy transition project.

Note: indicate for separate data sources.

What is the (anticipated) size of your sample?

10 people

Note: indicate for separate data sources.

What is the size of the population from which you will sample?

The "taalmilieucoach" group consists of 8 individuals, while there are approximately 10 to 20 people involved as governance actors.

Note: indicate for separate data sources.

Continue to part V.

Part V: Data storage and backup

Where and when will you store your data in the short term, after acquisition?

Interviews: on a personal USB; at a later point, shared folder Veldacademie.

Note: indicate for separate data sources, for instance for paper-and pencil test data, and for digital data files.

Who is responsible for the immediate day-to-day management, storage and backup of the data arising from your research?

Me, Yannick Drijfhout

How (frequently) will you back-up your research data for short-term data security?

Interviews in shared folder are automatically backedup; Atlas.ti notes will be backed up every week on an USB-stick.

In case of collecting personal data how will you anonymize the data?

I will refer to respondent #.

Note: It is advisable to keep directly identifying personal details separated from the rest of the data. Personal details are then replaced by a key/ code. Only the code is part of the database with data and the list of respondents/research subjects is kept separate.

PART VI: SIGNATURE

Please note that it is your responsibility to follow the ethical guidelines in the conduct of your study. This includes providing information to participants about the study and ensuring confidentiality in storage and use of personal data. Treat participants respectfully, be on time at appointments, call participants when they have signed up for your study and fulfil promises made to participants.

Furthermore, it is your responsibility that data are authentic, of high quality and properly stored. The principle is always that the supervisor (or strictly speaking the Erasmus University Rotterdam) remains owner of the data, and that the student should therefore hand over all data to the supervisor.

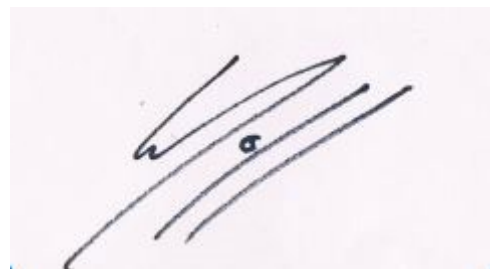
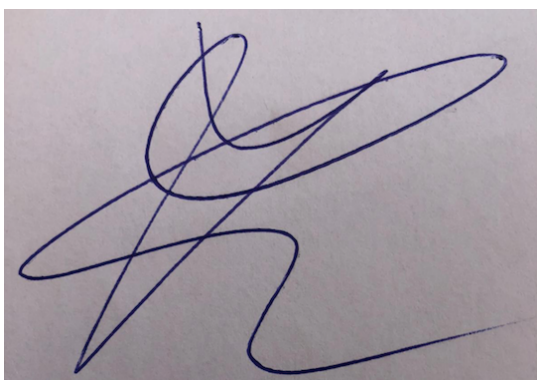
Hereby I declare that the study will be conducted in accordance with the ethical guidelines of the Department of Public Administration and Sociology at Erasmus University Rotterdam. I have answered the questions truthfully.

Name student: Yannick Drijfhout

Name (EUR) supervisor: Wenda Doff

Date: 18-03-2021

Date: 15-03-2021



Informed Consent Form

Respondent:

Naam:

Geboortedatum:

Woonplaats:

Nader te noemen de geïnterviewde verklaart als volgt:

De geïnterviewde verleent aan de Erasmus Universiteit Rotterdam (Erasmus School of Social and Behavioural Sciences) en de Veldacademie het recht om het op ... door Yannick Drijfhout in het kader van het project Afstudeerscriptie Sociologie gesprek op te nemen, te bewaren in haar archieven en de archieven van de Veldacademie en te gebruiken voor het verrichten van wetenschappelijk onderzoek over ‘taalmilieucoaches’ binnen de energietransitie. De geïnterviewde verklaart dat het doel van dit onderzoek hem/haar volledig duidelijk is.

Geïnterviewde geeft hierbij uitdrukkelijk toestemming voor het gebruik van zijn/haar persoonsgegevens in de database, die in dit interview zijn vastgelegd voor het verrichten van wetenschappelijk onderzoek. Yannick Drijfhout, zijn scriptiebegeleiders en de Veldacademie hebben toegang tot de data. De data zal gedurende de looptijd van de monitor Veerkrachtig Bospolder-Tussendijken (tot 1 januari 2029) worden bewaard. Daarna wordt de data vernietigd.

De Erasmus Universiteit Rotterdam en de Veldacademie zullen dit interview uitsluitend ter beschikking stellen in het kader van wetenschappelijk onderzoek en daarbij als voorwaarde stellen dat er alleen in geanonimiseerde vorm over gepubliceerd mag worden.

Geïnterviewde heeft te allen tijde het recht toegang tot zijn of haar persoonsgegevens te verkrijgen en om de verwerking van zijn of haar persoonsgegevens te corrigeren, te laten verwijderen of te beperken. Geïnterviewde heeft te allen tijde ook het recht om het interview af te breken, zonder hiervoor een reden op te geven. Tot slot heeft geïnterviewde het recht om zowel bij de Erasmus Universiteit Rotterdam als de Veldacademie een klacht in te dienen over de interviewer.

Aldus opgemaakt in tweevoud, waarvan één exemplaar ter hand gesteld aan de geïnterviewde en één exemplaar aan de Erasmus Universiteit Rotterdam en de Veldacademie te Rotterdam op 28-04-2021.

Yannick Drijfhout (453230yd@eur.nl)

Erasmus Universiteit Rotterdam / Veldacademie

Functionaris voor gegevensbescherming Erasmus Universiteit Rotterdam: privacy@eur.nl