

# **Mapping Inclusion: Understanding Neighborhood Dynamics in Ommoord, Rotterdam**

Master thesis

Governance of Migration and Diversity: Public Administration

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### Abstract

Ommoord, a neighborhood in Rotterdam, the Netherlands, is currently experiencing a shift in its demographic make-up: slowly moving away from the traditionally majority older, white population of Dutch descent and towards a more diverse and younger population with increasingly a migratory background. This research maps the situation in Ommoord, focusing on the governance networks in place and how they work on inclusion within this context. 'Inclusion' is understood here as being made up of different conceptualizations, as this makes it possible to recognize a broad number of initiatives and approaches as falling under inclusion. However, it remains important to keep the distinctions in mind to help categorize different views on inclusion encountered in the neighborhood, since actors might have differing definitions of inclusion. The plurality of the term is an integral part of the theoretical conceptualization used here, as it can aid in understanding different actors, without imposing a certain view of inclusion on their stories. The leading research question guiding this research is: *"Which factors impede and which promote the interactions between different civil society actors on the topic of inclusion in light of demographic shifts in Ommoord?"*

To answer this question, a thematic analysis was made of interviews conducted with actors in the neighborhood, specifically focusing on the established community of older people of Dutch descent. Eleven interviews were conducted with recreation groups and residential association to gather the data necessary to answer the research question. Through its findings, this thesis offers an insight which is currently lacking in the academic literature: how the receiving community of older people of Dutch descent approach inclusion of people with a migratory background into their neighborhood. Additionally, it provides a mapping of the situation in Ommoord to aid the Rotterdam municipality in their neighborhood-based inclusion efforts.

The research found two formal top-down initiatives working towards a form of inclusion. The other networks in the neighborhood, none of them working on inclusion, are informal and bottom-up. Interestingly, only a limited number of impeding factors were found; while the power in the neighborhood is spread unevenly, those who hold power do share it through knowledge-sharing and providing guidance. As such, there seems to be a lack of power abuse for one's own gain in the neighborhood. Regarding promoting factors, there is a notable presence of trust between all actors in the neighborhood, likely in part due to the fact that they belong to the same in-group. Additionally, the willingness to work on inclusion, while lacking in some actors, is mostly present in Ommoord, forming a factor in favor of inclusion efforts. Yet, this willingness often does not extend beyond a mentality of equality within the organization, resulting in a lack of active inclusion efforts towards those outside of the organization. Finally, it was found that the demographic shift in the neighborhood currently seems to have little influence on the above and the behavior of the actors.

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## Introduction

Migration-based diversity has been increasing in Dutch cities (Lazëri & Coenders, 2022). Consequently, diversity has become an accepted reality in policymaking, with a rise in local-level approaches (Schiller, 2016). Rotterdam is one of those Dutch cities in which diversity and inclusion policy become increasingly relevant, as it develops its own policy made to fit the city (Schiller et al., 2023). Historically, diversity in Rotterdam has always gone hand in hand with exclusion of groups deemed other, limiting the integration of these groups (Van de Laar & Van der Schoor, 2019). Today, however, Rotterdam's policy is increasingly aimed against this, focusing on including all forms of diversity (e.g., Liu-van Dorp et al., 2023).

Despite the increased interest in inclusion, attention in research and policy on inclusion is traditionally centered on the migrant newcomer and *their* efforts, with the receiving community overlooked or seen as neutral (Phillimore, 2021). While there have been calls against this, the bias of a unilateral approach in research remains (Klarenbeek, 2021). In Rotterdam, as well as the larger Dutch context, this has resulted in a lack of in-depth knowledge about the collective approach of people of Dutch descent to inclusion; most notably in situations of demographic change where their position as a numerical majority is changing (Crul & Lelie, 2019).

Furthermore, the Rotterdam municipality is working on a neighborhood approach to inclusion but lacks a clear overview of the actors and their position regarding inclusion in each neighborhood. Here, the neighborhood Ommoord is the focus of this research. Currently, Ommoord is experiencing a demographic shift: where the majority of the residents used to be 'elderly' of Dutch descent, this has been shifting as more young families move to the neighborhood, who notably increasingly have a 'migratory background' (CBS, 2018a, 2024e). In this thesis, 'elderly' refers to 55 years and up, in line with the demarcation used by the Rotterdam Neighborhood Profile, *Wijkprofiel* (Rotterdam municipality, 2024). 'Person with a migratory background' refers to residents born outside the Netherlands or of whom one or both parents were born outside the Netherlands, following the categories by Statistics Netherlands (CBS, n.d.).

Despite the presence of new policy aimed at inclusion in the city, the behavior of those living in Rotterdam can tell a different story on the status of inclusion in the city (Vertovec, 2019). Therefore, this thesis will focus on different civil society actors representing older Dutch residents of Ommoord and their behavior. In doing so, it addresses the two knowledge gaps outlined jointly, mapping the neighborhood and the behavior of the receiving community within it. An exploratory approach will be taken, focusing on how different actors collaborate within governance networks on inclusion, understanding the dynamics and perspectives between these actors, along with their approach to including newcomers with a migratory background in the neighborhood. The goal is to provide further insight into how the demographic shift and

established community perspective affect the functioning of governance networks in Ommoord, as well as shed light on different civil society actors' collaborative efforts and views regarding inclusion. Following this, the research question is:

*Which factors impede and which promote the interactions between different civil society actors on the topic of inclusion in light of demographic shifts in Ommoord?*

This research holds societal value as it will help the Rotterdam municipality develop more efficient anti-discrimination and inclusion policies for the neighborhood. Since the research sheds light on the dynamics in play in the neighborhood, it provides insights into the inclusion potential and the areas that can use improvement. It further discerns the perceptions held in the neighborhood and the existing governance networks, as well as illuminating whether actors make efforts for inclusion, what these efforts are, and to what extent there is resistance to such efforts.

Furthermore, as argued by Isett et al. (2011), collaborating with practitioners might offer new perspectives, rather than focusing only on an academic approach. Therefore, it holds scientific value, as this collaborative project might offer insights overlooked by a purely academic approach. Moreover, it adds to previous research by furthering in-depth knowledge on the functioning of networks within cities (Schiller, 2018). As mentioned, it also builds on knowledge on the established elderly community of Dutch descent and a two-way approach to inclusion (Crul & Lelie, 2019).

Importantly, this research goes against the spotlighting bias in research of 'attractive' areas of study. Previous studies have commented on how global cities are a central focus of city-based research, with other areas generally being ignored (Nugraha et al., 2023). A comparable situation is the case here. While Ommoord is located in a large city in the Global North, it is not a central focus within Rotterdam. Ommoord is one of the neighborhoods that experiences relatively few instances of discrimination (Rotterdam Inclusivity Project, 2022), making it easy to view it as not one of the 'problem areas'. By shifting to a different context, this research will provide a closer look at a type of neighborhood too often overlooked.

## **Chapter 1: Theoretical framework**

This thesis looks at neighborhood-level governance networks that focus on inclusion in a shifting demographic context. This chapter considers existing literature on network governance in section 1.1. Next, section 1.2 is devoted to theoretical concepts linked to inclusion, as well as outlining why inclusion as a term was chosen. Afterwards, section 1.3 considers some demographic factors in Ommoord and their impact on the residents, concluding with the conceptual framework in section 1.4.

### **1.1. Governance networks**

Networks play an increasingly key role in our societies (Castells, 2010). These networks solve complicated issues collaboratively by pooling resources and knowledge (Wegner & Verschoore, 2022). To recognize a governance network, this section will first outline different types of networks and then consider factors that can limit networks, ending with strategies to promote networks.

#### **1.1.1. *Different types of networks***

The various networks that might present themselves can be defined and differentiated based on the manner of collaboration. Firstly, network formation can occur formally or informally. Formal networks are based on documents and stated agreements to start and join a network (Huang et al., 2022). Furthermore, there is often an overseeing body which might use coercive pressure to get actors to participate (Isett et al., 2011). Informal networks, however, are based on interpersonal relations and form organically (Huang et al., 2022). For instance, when an actor reaches out to one another based on their reputation, or when they know them from a different (neighborhood-related) context.

Secondly, a network can function either top-down or bottom-up. The top-down approach is regulated from a higher level, deciding the implementation at lower levels (Pisarevskaya & Scholten, 2022). There is a clear hierarchical structure determining who holds the power and controls the direction of the network (Wang & Ran, 2021; Klijn & Koppenjan, 2015). In the bottom-up approach, the lowest actor takes the initiative and their actions influence the higher level (Schiller et al., 2023). Here, different actors together focus on achieving goals, considering their perspectives and interests (Klijn & Koppenjan, 2015).

It is important to note that these are ideal types and extremes; many different patterns could (dynamically) occur, co-exist and influence one another (Schiller, 2018; Huang et al., 2022). Yet, the factors listed above are the basis of recognizing a network during the data analysis.

#### **1.1.2. *Factors impeding interactions within a network***

Most issues in governance networks are grounded in conflict caused by power dynamics. The power different actors hold is based on their “authority, resources, and discursive legitimacy”



(Purdy, 2012, p. 412), which is used to influence the process and outcomes of the network. Authority power is “the socially acknowledged right to exercise judgment, make a decision, or take action”, which can take the form of an actor having “power over” something or “power to” do something related to the network (Purdy, 2012, p. 410). Resource power is based on how dependent others are on an actor’s resources, such as knowledge, time or financial means (Purdy, 2012). Finally, discursive legitimacy is based on outside perception and the values an organization puts forward (Huxham & Vangen, 2005), whether an organization can “represent a discourse or speak on behalf of an issue in the public sphere” (Purdy, 2012, p. 411).

Authority, resources, and discursive legitimacy are all necessary for a governance network to function and achieve its goals (Purdy, 2012). Still, power can affect the network negatively if actors use it for their “own gain” (Huxham & Vangen, 2005, p. 175), rather than for a communal network goal (Wegner & Verschoore, 2022). In such cases, conflict and power dynamics take center stage in the network: actors employ their power to further their personal interests rather than the collective interests. Inclusion might have to take a step back to make room for power struggles, with conflict inhibiting collaboration (Ansell & Gash, 2008). One of the largest hurdles a governance network could face, then, is a misalignment of goals, which can either be by choice or occur due to miscommunication (Klijn & Koppenjan, 2015).

While the elderly of Dutch descent in Ommoord are no longer a majority numerically, it is important to consider that they are an established community, which can still be a majority in terms of power (Meyers, 1984), as prolonged presence means more opportunities and time to set up civil society and accrue power. Such power imbalance within civil society organizations and larger networks can affect their accessibility (Huxham & Vangen, 2005). Because of this, governance networks risk inhibiting the democratic process, since closed networks can leave voices unheard (Hendriks, 2008).

Similarly, as Schiller et al. (2023) found, the Rotterdam municipality’s choice to collaborate with larger, overarching associations on the topic of diversity and inclusion left smaller, more targeted associations feeling excluded and unable to express their voices. Because of the established collaborations between the municipality and larger organizations, tensions were created between broader approaches and targeted efforts that focus on one form of diversity or inclusion (Schiller, 2015).

Additionally, since networks consist of individuals, problems can arise when the composition changes and when key individuals disappear (Schiller, 2024). This can impact the overall trust held within the network if representatives trust one another, rather than the larger associations.

Finally, parties might assume that their network goals can be achieved, while this is often not the case, especially with a dynamic goal such as inclusion (Klijn & Koppenjan, 2015). Still, actors’ commitment could waver over time when they need to continually work and

reassess their work (Schiller, 2024). The costs outweighing the benefits can play a large role here, meaning incentives might be necessary to keep actors committed (Ansell & Gash, 2008).

The main theoretical notion to be derived here is that factors that impede the (formation of) governance networks in Ommoord are rooted in power dynamics and conflict. In particular, certain actors could force their perspective on inclusion onto others and pursue goals they deem appropriate, even if these goals conflict with other actors' interests. This could occur subconsciously, especially when actors use different definitions of inclusion or have different perspectives on the demographic shift. Importantly, as this research takes an abductive approach, these hurdles are used as guides, with the caveat that other hurdles might exist.

### **1.1.3. *Factors promoting interactions within a network***

There are several strategies to counteract and avoid the hurdles listed above. Importantly, all different actors must adhere to the network rules and understand the network goals, so they all work toward the same objective (Wegner & Verschoore, 2022).

Furthermore, the political opportunity structure determines the structural accessibility of spaces, including the rights (certain groups of) people have to access these spaces (Cappiali, 2018). Monforte and Morales (2018) found how involvement in certain organizations can lead to further (political) engagement for migrants, as it shows they have a right to access different spaces. Therefore, increased inclusion within a network can increase inclusion outside of the network as well.

Building on this, an accessible network can lead to increased engagement within the network itself (Cappiali, 2018). Where openness is one side of the coin, engagement is the other. The two have a bidirectional positive relationship: increased engagement leads to increased openness and vice versa (Dixon et al., 2018). This engagement, in turn, has been shown to increase the effectiveness of governance networks (Durose & Lowndes, 2010; Liu et al., 2021). Part of this is addressing power imbalance; to level the playing field, actors with more power can attribute some of their power to those with relatively little power (Purdy, 2012). Such power sharing can remove power imbalances that might cause conflict (Ran & Qi, 2017). Since everyone has access to getting their voices heard, this also works toward keeping the democratic process intact (Hendriks, 2008). Additionally, if network members feel like they can take up space in a network, this helps their identification with it (Shannon & Rhodes, 2023).

Moreover, actors trusting each other facilitates an increase in openness and engagement with networks, again showing the positive effect of inclusion (Dixon et al., 2018). As mentioned, specific individuals within the network can play a larger role, garnering trust to facilitate the process (Good, 2005). Consequently, the trust in the overall network can grow alongside the personal-level trust. Trust remains central throughout the entire life of the network, together with the “development of a shared sense of purpose” (Jager et al., 2020, p. 386), a creation of a ‘we’ that furthers the internal connectedness and trust, beyond individual

relationships. When conflict does occur, this is dealt with by using the tools built up within the network, namely trust and communication (Wegner & Verschoore, 2021).

## **1.2. Inclusion**

The focus of this thesis is on how the established community of elderly of Dutch descent manage the demographic shift within Ommoord and how they work on the inclusion of (younger) people with a migratory background. Inclusion as an overarching term was chosen to encapsulate different angles to this, as different actors can have personal and diverging views on what inclusion is. This section explores different concepts encompassed in inclusion, ending with an explanation of the focus on inclusion as the central, cumulative concept and a note on the interrelatedness of the concepts.

### **1.2.1. *Integration and assimilation***

Integration and assimilation both refer to the incorporation of migrants into the receiving community (Laubenthal, 2023). Within the literature on incorporation, distinctions are made between different dimensions of such inclusion, including speaking the same language, identifying with the living area and/or culture, having intergroup social connections, having similar jobs, and engaging politically (Gordon, 1964; Esser, 2003; Heath & Schneider, 2021).

Notably, there is a duality here. As argued by Alba and Nee (1997), assimilation can be a “state-imposed, normative program” which they view negatively, but it can also be a “social process that occurs spontaneously” (p. 827). Berry (2011) has a similar argument on integration, distinguishing between acculturation strategies, mirroring the state-imposed program, and intercultural strategies, the interactive social process. This distinction shows two philosophies on the process of incorporation: one viewing it as an individual burden and the other viewing it as a two-way process, with it being the responsibility of the (majority) community as much as the responsibility of the individual (Klarenbeek, 2021).

### **1.2.2. *Social distance and trust***

Social distance is the level of connectedness in a neighborhood: with low social distance, the people living in a neighborhood obtain a “feeling of common identity, closeness, and shared experiences” (Alba & Nee, 1997, p. 838). The level of social distance is determined by the number of social interactions between different groups (Lambert & Griffiths, 2018), based on (intersectional) identity factors “such as race/ethnicity, social class, marital status, age, etc.” (Hipp, 2022, p. 8).

Importantly, since increased interactions can help towards social mobility, which ultimately furthers equality (Pisarevskaya & Scholten, 2022), low social distance is necessary for successfully working on inclusion. Additionally, it can work towards an increase in overall feelings of inclusion and connection with the larger society beyond the neighborhood (Bolt & van Liempt, 2018). While superficial contact, such as seeing members of other groups on the

street, could lead to negative attitudes (McLaren, 2003); meaningful, non-negative interactions and increased contact overall lead to more positive attitudes (McLaren, 2003; Crul & Lelie, 2019). Notably, there exists a relationship of positive reinforcement, where work on inclusion can lead to increased meaningful contact due to lower social distance. This, in turn, leads to more positive attitudes, which could increase the want to work towards inclusion.

Additionally, residents sharing public space and feeling comfortable within it speaks to trust within the community. This is beneficial, as lack of trust can cause disempowerment and isolation, further exacerbating the lack of trust (Dixon et al., 2018). Notably, trust should be both present in a network and be one of the outputs of such networks to achieve inclusion. As trust has been positively linked to exchanging information, cooperation, and proactively working towards agreements (Kramer & Carnevale, 2003), this trust can act as a catalyst to further inclusion. Since contact with another group (signaling lower social distance) is another strategy that can lead to increased trust (Hewstone et al., 2008), the two mutually reinforce one another.

### **1.2.3.      *Engagement and accessibility***

Engagement, the mentality that goes along with the act of participation (Cappiali, 2018), can improve community-building and the well-being of a society (Dixon et al., 2018). Additionally, it has a bidirectional positive relationship to inclusion (Dixon et al., 2018).

However, both formalized and informal exclusionary measures can limit the accessibility of this engagement (Ramakrishnan & Viramontes, 2010; Verba et al., 1995). Thus, while engagement can further inclusion, access must be granted first (Dixon et al., 2018).

### **1.2.4.      *Lack of exclusion and discrimination***

So far, inclusion has been presented as the presence of something. However, it can also be conceptualized as a lack of an opposite term; one could view inclusion as the lack of discrimination or exclusion. Both exclusion and discrimination illustrate the active power the established community has, further emphasizing the need for a two-way approach to inclusion in which the role of the established community is highlighted (Klarenbeek, 2021).

The rejection that comes with exclusion can lead to excluded individuals and groups finding community elsewhere, which can result in an even larger (social) distance between groups. This has been especially well-documented in those ethnically different (see Rumbaut, 2008; Cea D'Ancona, 2023), although it occurs with any form of exclusion (Verkuyten, 2016). A non-welcoming atmosphere in the neighborhood, such as through discrimination, can thus lead to a group seeking community elsewhere, causing a larger gap to bridge toward inclusion.

Therefore, discrimination on its own is also an indicator of the absence of inclusion. Discrimination occurs through Selfing and Othering (Cornips & de Rooij, 2013), creating a hierarchical divide based on essentialized features (Makkonen, 2012). This can occur at the

individual level, through one-on-one interactions (Fibbi et al., 2021), but also on a structural level (Reskin, 2012). At the structural level, discrimination inhibits the access of a person by increasing obstacles in their path (Makkonen, 2012).

#### **1.2.5. *On using the term inclusion***

As illustrated, there are multiple approaches to the concept of inclusion. This thesis incorporates these approaches to inclusion, while leaving it open ended as to permit other perspectives. Considering the exploratory nature of this research, this makes it possible to recognize a broad number of initiatives and approaches as inclusion. However, it remains important to keep the distinctions in mind to help categorize different views on inclusion, as such differences might be present in Ommoord. The plurality of the term is an integral part of the theoretical conceptualization used here, as it can aid in understanding different actors, without imposing a certain view of inclusion on their stories. This awareness is vital since the mere presence of different definitions could impede networks, leading to misaligned goals and miscommunication when different actors speak of inclusion with different meanings in mind.

#### **1.2.6. *Interrelatedness of factors***

Notably, this section has emphasized the plurality and interrelatedness of the different aspects of inclusion. This shows how one action can have a large impact as different forms of inclusion reinforce one another. However, the reinforcement also works in a negative direction, with less trust between different groups of residents leading to higher social distance, for instance. The next section focuses specifically on factors in Ommoord that can impact the willingness to work on inclusion efforts, based on attitudes towards people with a migratory background.

### **1.3. *Demographic factors***

It should be noted that inclusion as a goal is not a given; rather, actors might (subconsciously) impede inclusion, possibly affecting other interrelated factors. This is dependent on actors' attitudes towards people with a migratory background, which in turn play a large role in whether newcomers feel welcome and included (Jonitz et al., 2023). Notably, a shift in the demographic status quo through an increase of people with a migratory background can lead to a backlash to this group, with the previous majority feeling threatened (Bai & Federico, 2021). The neighborhood can hold stronger significance for older residents, as they often experience stronger place connection (Torres, 2020). This could result in feeling ownership of and connection to certain places that these residents do not want co-opted by others. Notably, shifting from being a majority to a numerical minority has been found to lead to reluctance to engage with people with a migratory background (Crul & Lelie, 2019). Because of this, some actors might show an increasing reluctance to work towards inclusion, which could cause conflict between actors and within networks.

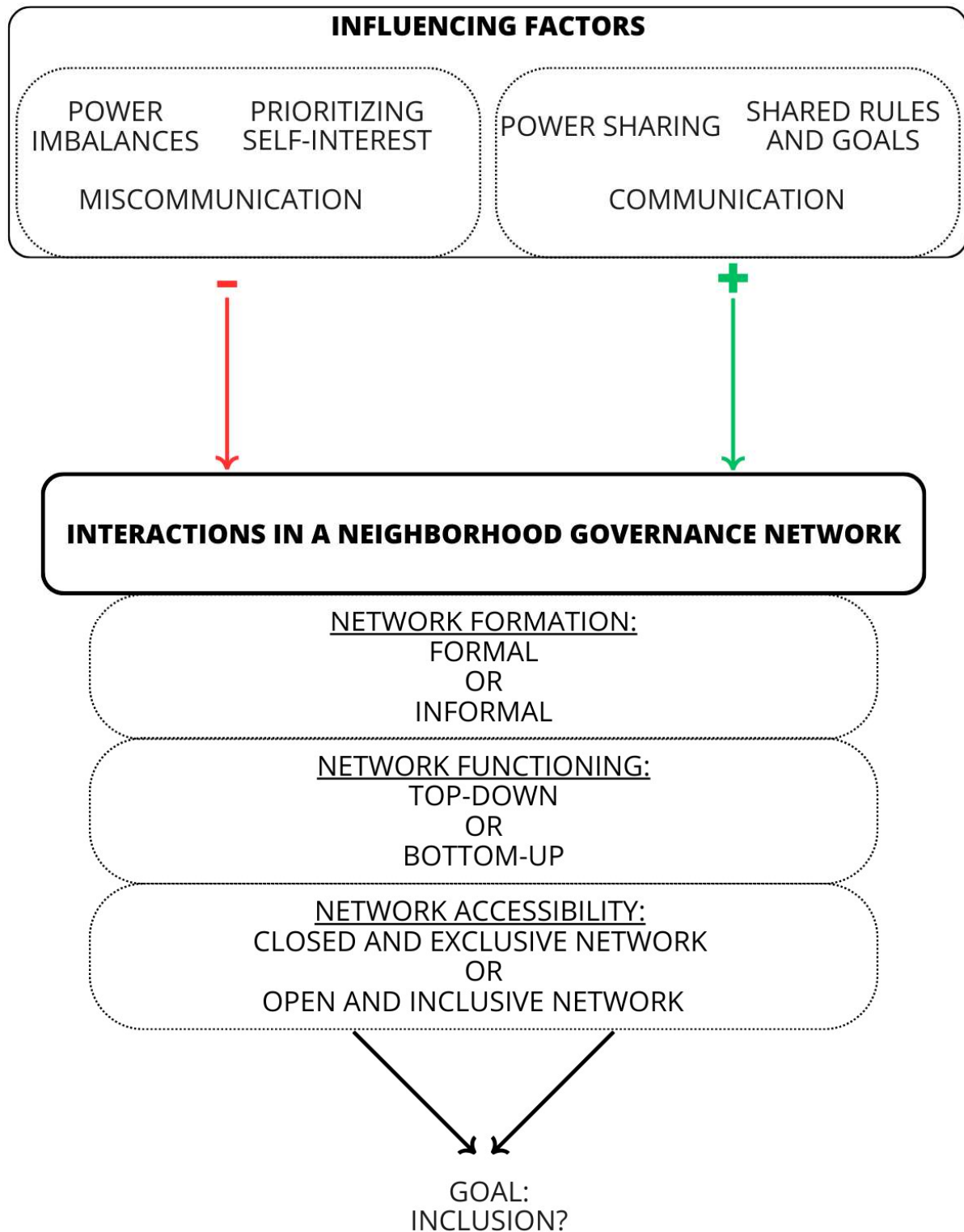
Regarding political orientation, Jonitz et al. (2023) found that right-wing/conservative-leaning areas have a less welcoming atmosphere with fewer integration opportunities in the Netherlands. Since the majority of votes in Ommoord went to right-wing parties in the last elections (Rotterdam municipality, 2022a), the situation might be similar there, forming a hurdle to inclusion efforts. Finally, attitudes can be affected by age, with an older age being correlated to relatively negative attitudes toward those deemed Other (O'Rourke & Sinnott, 2006).

Considering these factors, not all actors might be willing to work on inclusion, with some possibly opposing inclusion efforts. As a result, different views on the necessity of inclusion could greatly impede governance network functioning in the neighborhood. However, those who do work on inclusion are expected to have positive attitudes, showing a different situation or shift is possible.

#### **1.4. Conceptual framework**

The conceptual framework found in Figure 1 visualizes the guiding concepts used in this research. Specifically, it focuses on factors that positively or negatively influence the interactions within an established governance network. Additionally, it outlines some variations to governance networks, considering formation, functioning and accessibility, which can occur in any combination. The conceptual framework guides the research in identifying and categorizing the findings regarding networks through theory. The theory is further applied to the case of Ommoord in the expectations in section 2.8.

Figure 1

*Conceptual framework on governance networks*

## Chapter 2: Research design

### 2.1. Research question

This research focuses on mapping the situation in Ommoord at a time of demographic change, to understand different civil society actors' collaborative efforts and views regarding inclusion. The research question guiding this is: *Which factors impede and which promote the interactions between different civil society actors on the topic of inclusion in light of demographic shifts in Ommoord?*

The subquestions flowing from this are:

1. How do the actors view inclusion and is it regarded as an important topic in their work?
2. Where do actors incorporate inclusion in their work (everyday practices, special activities, philosophy, goals, target groups, etc.)?
3. In which ways, if at all, do the actors collaborate regarding the topic of inclusion?
4. How does the actors' understanding of the demographic shift in Ommoord affect their work on inclusion?

### 2.2. Case selection

Ommoord is one of the largest neighborhoods in Rotterdam, the Netherlands. Around 26.000 people live in Ommoord, with 42% being above the age of 55 and 30% above 65, relatively high percentages compared to the rest of the city (Rotterdam municipality, 2024a). As shown in Table 1 and Figure 2, there has been a clear increase in residents with a migratory background, shifting from 27% in 2014 to 37% in 2023 (CBS, 2018a, 2024e). Additionally, the average age in Ommoord is dropping: more young families move in as older residents pass away (Wijkraad Ommoord, 2023). For Table 1 and Figure 2, systematic data on the 55+ population was not readily available, thus the downward trend of people aged 65+ over the past ten years in Ommoord is shown instead.

In terms of politics, the populist-right and anti-immigration party *Leefbaar Rotterdam* is by far the most popular party in Ommoord, winning 33% of the votes in the 2022 municipal elections, with the right-wing conservative-liberal VVD coming second with 10% of the votes (Rotterdam municipality, 2022a). City-wide these were also the biggest parties, with Leefbaar Rotterdam receiving 20% of the votes and VVD 11% (Rotterdam municipality, 2022b).



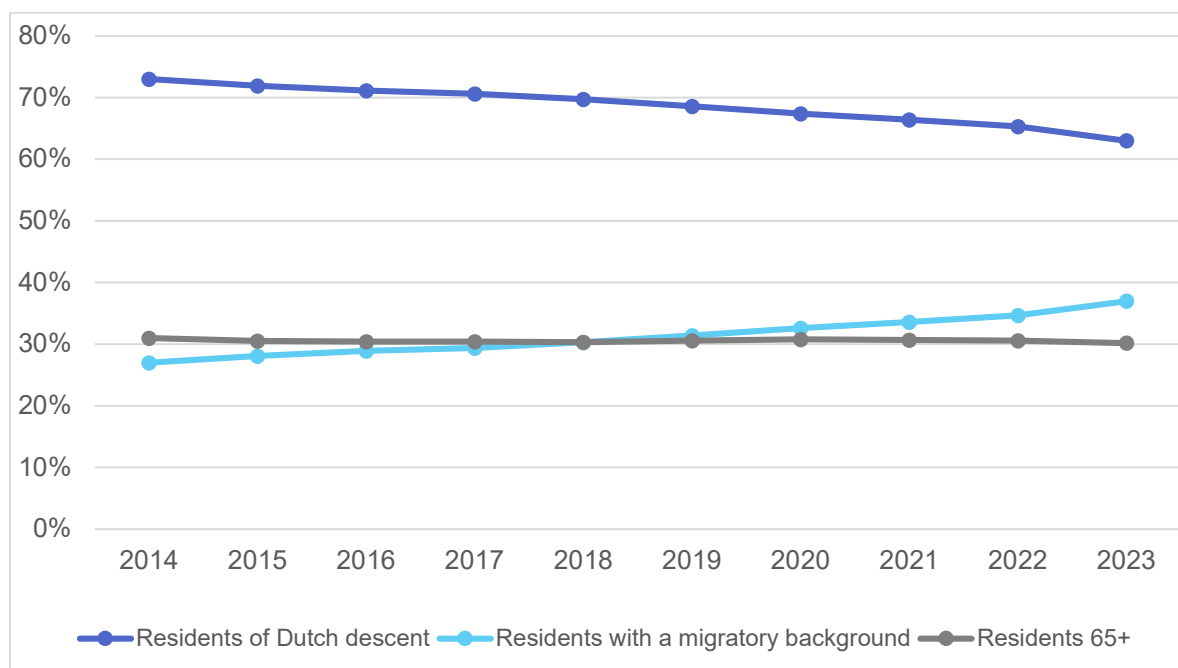
Table 1

**Residents of Ommoord between 2014 and 2023**

Year	Total population	Migratory background residents (total)	Migratory background residents (%)	Dutch descent residents (total)	Dutch descent residents (%)	Residents aged 65+ (total)	Residents aged 65+ (%)
2014	24.930	-	27%	-	73%	-	31%
2015	25.005	7.025	28.1%	17.980	71.9%	7.635	30,5%
2016	25.150	7.265	28.9%	17.885	71.1%	7.635	30,4%
2017	25.265	7.425	29.4%	17.840	70.6%	7.675	30,4%
2018	25.560	7.755	30.3%	17.805	69.7%	7.745	30,3%
2019	25.685	8.060	31.4%	17.625	68.6%	7.865	30,6%
2020	25.730	8.385	32.6%	17.345	67.4%	7.915	30,8%
2021	25.565	8.590	33.6%	16.975	66.4%	7.840	30,7%
2022	25.690	8.910	34.7%	16.780	65.3%	7.870	30,6%
2023	26.020	9.635	37%	16.390	63%	7.870	30,2%

*Note.* Data from Statistics Netherlands' yearly overview of key neighborhood numbers (CBS, 2018a, 2018b, 2023a, 2023b, 2023c, 2024a, 2024b, 2024c, 2024d, 2024e).

Figure 2

**Residents of Ommoord between 2014 and 2023**

*Note.* Data from Statistics Netherlands' yearly overview of key neighborhood numbers (CBS, 2018a, 2018b, 2023a, 2023b, 2023c, 2024a, 2024b, 2024c, 2024d, 2024e).

Numbers from the municipality's Neighborhood Profile (*Wijkprofiel*) show that the attachment<sup>1</sup> Ommoord residents feel to their neighborhood (made up of subjective markers such as "says they feel proud of the neighborhood"<sup>2</sup> and "says they feel connected to the neighborhood"<sup>3</sup>) is far above the average of Rotterdam (Rotterdam municipality, 2024b). This is supported by objective markers such as having many long-term and actively involved residents compared to the rest of Rotterdam (Rotterdam municipality, 2024c; Wijkraad Ommoord, 2023). The Dutch original of these markers can be found in Appendix A with their corresponding number.

Despite being the second biggest neighborhood in Rotterdam (CBS, 2024e), Ommoord is not often researched. It is currently only included in larger projects that look at Rotterdam as a whole (e.g., RADAR, n.d.). Regarding focused approaches, other areas are prioritized, such as Rotterdam south (see, f.i., NPRZ, 2023). This can be explained through socioeconomic differences; in terms of poverty, Rotterdam south struggles with relatively more poverty than Ommoord (CBS, 2020). The Neighborhood Profile similarly shows how the south overall scores lower on physical, social and safety indicators (Rotterdam municipality, 2024c, 2024d). Such socioeconomic indicators become arguments to focus on 'problem areas', leaving neighborhoods like Ommoord to be underrepresented in research and policy.

By looking at Ommoord, this thesis generates knowledge on this subsection of understudied neighborhoods. With a single case study, the goal is not to achieve generalization (Schiller, 2024). Rather, through pattern recognition within a specific case it can help build on existing knowledge by providing an in-depth insight (Cornelissen, 2017). Here, the underresearched nature adds value, as it can confirm established theory or, in the case of different outcomes, show the value of different perspectives and cases. Therefore, the insights taken from Ommoord function as a "building block" (p. 6), becoming valuable beyond their own context (Eckstein, 1975, as cited in Schiller, 2024). They can expand our knowledge of similar neighborhoods, namely a demographically changing neighborhood the residents feel attached to, made up of majority right-wing voters. Insights from this research can be applied and tested in similar neighborhoods. In sum, the goal is to explore the situation in Ommoord to add to the larger narrative regarding neighborhood network governance on the topic of inclusion (Lincoln & Guba, 2009).

### **2.3. Data collection**

To add to the knowledge on the case, different local policy documents were considered: city-wide municipality strategies for inclusion and neighborhood-level policy documents regarding Ommoord. See Appendix B for an overview of these policy documents.

Next, semi-structured interviews were conducted with actors in the neighborhood. Here, there was freedom to go into personal meanings of inclusion and to work on creating an

open, trusting atmosphere. Trust can limit the participant's reactivity, allowing them to be themselves and respond more freely (Babbie, 2016). Particularly in the case of sensitive topics like inclusion, such trust can be vital in ensuring valuable results. By using semi-structured interviews, different directions and orders to the interview were possible to suit the interviewee, while the interview guide (see Appendix C) ensured consistency and responses relevant to the research (Denscombe, 2014).

In total, 11 interviews were conducted, mainly in-person. The recordings of these interviews were transcribed. Two of the interviewees were not available in-person. Instead, one interview was conducted over the phone, while the other was conducted via email. Rather than a transcription, extensive notes from the phone call and email conversation were used for the analysis of these two organizations. Appendix D provides further information on the conducted interviews.

## **2.4. Sampling**

By collaborating with the Rotterdam municipality, increased access was granted to certain participants, resulting in informant-based sampling (Babbie, 2016). To counteract the municipality bias, however, the sample selection was complemented with a combined purposive and snow-ball sampling (Babbie, 2016). For the purposive sampling, an overview of relevant actors was created prior to communicating about the intended interviewees with the municipality, to ensure an independent perspective. This led to the benefit of increased access to some actors, while avoiding the pitfall of exclusively focusing on the municipality's contacts. Additionally, during the snowballing a focus was put on encouraging actors to think of others that form a different type of organization than their own. However, as most suggestions had already been included in the purposive search, only one interview came from snowballing.

Multiple sample criteria were used, most importantly that the organizations were aimed at and/or primarily made up of the elderly community of Dutch descent. Specifically, ages 55 and above were chosen as being part of the 'older' community. While including those who have reached the Dutch retirement age of 67, it also considers younger people, as they might still have a great deal of power in the neighborhood and could be important decisions-makers. Despite this, most of the interviewees as well as their organizations' members were above retirement age.

Additionally, subgroups that focus on the elderly community specifically were prioritized over their mother organization. Furthermore, the focus was on (largely) volunteer-based organizations, to ensure a sample of people who are active in the neighborhood. Moreover, while collaborations such as partial funding or shared events were accepted, the organizations needed to be organized independently from the Rotterdam municipality.

This resulted in a sample which includes groups focusing on the community in a pointed manner such as public space or connecting different groups (categorized here as ‘residential associations’), but also hobby or sports groups aimed at elderly people (‘recreation groups’), that can prove to be informal indicators of the status of collaboration and inclusion in the neighborhood (Zhang et al., 2023; Charles-Rodriguez, 2023). Notably, the selection focused on speaking with one or two persons from each organization, to enable the opportunity of speaking with as many different organizations as possible. See Appendix D for an overview of all interviews.

## 2.5. Operationalization

Table 2 shows the operationalization of the two focal points that flow from the research question: *interaction within a governance network* and *inclusion*. These concepts are broken down into components, with indicators to recognize them during the interviews, based on literature. More detailed descriptions of the components can be found in Chapter 1.

It is important to not overlook the absence of components listed in Table 2. For example, an actor mentioning a lack of intergroup interaction could be a sign of high social distance. If the actor then does not frame this as an issue or even portrays it favorably it would show that they do not work in favor of inclusion in the form of lower social distance. Therefore, data describing the opposite of an indicator was also considered during the analysis.

Table 2

**Operationalization table**

Concept	Components	Indicator
<b>Interaction within a governance network:</b> different local civil society actors interact formally or informally to work on a shared topic. This topic is often too complex to be tackled by one actor, meaning that they are interdependent; the actors must collaborate to come to a solution (Klijn & Koppenjan, 2015).	Formal	Isett et al. (2011): Network formation is based on stated agreements. There can be an overseeing body and actors might be forced to join the network.
	Informal	Huang et al. (2022): Network formation is based on interpersonal relations.
	Top-down	Klijn and Koppenjan (2015), Pisarevskaya and Scholten (2022), and Wang and Ran (2021): Network functioning is decided by an overseeing party that holds the power in the network.
	Bottom-up	Klijn and Koppenjan (2015) and Schiller et al. (2023): Network functioning is collaborative; each actor can influence the rest of the network.
	Collaboration	Jager et al. (2020) and Klijn and Koppenjan (2015): The work is a collective effort, which could be expressed as a more abstract shared sense of purpose.
	Trust	Klijn and Koppenjan (2015): Other actors are seen as reliable and matching their expectations; the actor feels free to share information, knowing it will not be abused.
	Power	<i>Power – General</i> Klijn and Koppenjan (2015) and Purdy (2012): An actor is powerful within the network or beyond it. This power could be a forceful imposition.
		<i>Power - Authority</i> Purdy (2012): An actor's power within the network, which can be in the form of the actor having "power over" something or "power to" do something related to the network (Purdy, 2012, p. 410).
		<i>Power - Resources</i> Purdy (2012): An actor is valuable within the network due to their resources. "Resources include tangibles such as financial resources, people, technology, and supplies; and intangibles such as knowledge, culture, and capabilities" (Purdy, 2012, p. 410).
		<i>Power - Discursive legitimacy</i> Huxham and Vangen (2005) and Purdy (2012): An actor is valuable to the network since they are, societally, perceived as (morally responsible) experts within a certain topic.
	Interdependencies	Klijn and Koppenjan (2015): Needing something another actor brings to the table. This need can be for one or more of the powers outlined above.
	Conflict	Klijn and Koppenjan (2015): Disagreements between different actors, possibly in the form of "conflicting interests, perceptions, strategies, or institutional barriers" (Klijn & Koppenjan, 2015, p. 8).
<b>Inclusion:</b> people from	Low social	Alba and Nee (1997), Hipp (2022), and Lambert & Griffiths (2018): Describing inclusion as a "feeling of common identity, closeness, and

different backgrounds being able to come together and form a community. This inclusion should be considered at both an individual level and a group level, as both dimensions influence one another (Alba & Nee, 1997). The focus here is specifically on the 'established' community of older Dutch residents and the newcomers in the neighborhood with a migratory background.	distance	shared experiences" (Alba & Nee, 1997, p. 838) or mentioning a (relatively) high amount of inter-group social interactions.
	Accessibility	Cappiali (2018) and Klijn and Koppenjan (2015): Describing inclusion as everyone having access to the same spaces, being able to participate equally.
	Integration	Berry (2011), Crul and Lelie (2019), Esser (2003), Gordon (1964), and Heath and Schneider (2021): Describing inclusion as integration, creating a shared community culture, such as speaking the same language, identifying with the living area and/or culture, having intergroup social connections, working at the same jobs, and political engagement. A two-way approach might be emphasized, but a one-way approach is also possible, where the newcomer with a migratory background is fully responsible for their integration into the established culture.
	Engagement	Cappiali (2018) and Dixon et al. (2018): Describing inclusion as everyone, regardless of migratory background, wanting to participate.
	Trust	Dixon et al. (2018) and Hewstone et al. (2008): Describing inclusion as everyone in the community trusting one another and being able to expose themselves to risk by relying on others, including those with a different migratory background.
	Representation	Monforte and Morales (2018) and Vermeulen (2018): Describing inclusion as those in higher and/or visible positions being representative of the population division in the neighborhood. This could be reflected in an increase in people with a migratory background in higher positions, parallel to their increase among the neighborhood residents.
	Equality	Medayese et al. (2021): Describing inclusion as equal treatment and equal access. Examples of realms in which this can be expressed are "economic integration, employment, access to services, political representation, participation in civil society, and social capital" (Medayese et al., 2021, p. 402).
	Lack of exclusion	Rumbaut (2006) and Verkuyten (2016): Describing inclusion as no active exclusion; no pushing people out to seek community elsewhere. This could take the form of mentioning a welcoming atmosphere.
	Lack of discrimination	<p><i>Discrimination - General</i></p> <p>Cornips and de Rooij (2013) and Makkonen (2012): Describing inclusion as a lack of discrimination. This can take the form of arguing there is no differentiation between a Self (the older Dutch community) and an Other (those with a migratory background).</p> <hr/> <p><i>Individual discrimination</i></p> <p>Fibbi et al. (2021): Describing inclusion as a lack of individual discrimination: no one-on-one negative interactions based on prejudice against a person due to their migratory background.</p> <hr/> <p><i>Structural discrimination</i></p> <p>Makkonen (2012) and Reskin (2012): Describing inclusion as a lack of structural discrimination: organizations present in the neighborhood do not (intentionally or unintentionally) differentiate or exclude based on migratory background.</p>

## **2.6. Data analysis**

The analysis of the policy documents and the interviews was done following Braun and Clarke's (2006) thematic analysis. The goal of thematic analysis is to divide data into "(a) codes, (b) themes in qualitative verbal expressions; and (c) patterns of recurrence, evaluation or associations within these themes" (Braun & Clarke, 2006, p. 79). While the theory outlined above formed a starting point and therefore informed the analysis, it was important to ensure an open, unbiased approach, considering the exploratory nature of the research. Hence, the analysis was partially concept-driven, based on the operationalization, and partially data-driven (Jonitz et al., 2023). As such, an abductive approach was taken with open coding (Thompson, 2022).

Coding was done in the program Atlas.ti. The policy documents were coded as received, with the patterns found in the first round of coding informing the whole process. The interviews were first transcribed and then analyzed through two rounds of coding, following Thompson (2022). The first round considered the interviews on an individual basis. The second round was informed by the codes found and aimed to standardize the codes to fit the complete body of interviews. Between the two rounds of interview coding, the policy documents were similarly re-coded, with the purpose of identifying overlaps with the interview data. Throughout the process a codebook, included in Appendix E, was kept, providing an overview of the different codes (Saldaña, 2016). Finally, the codes were analyzed to find themes and patterns (Braun & Clarke, 2006).

## **2.7. Methodological limitations**

The qualitative approach in combination with the small scale of the project offers an opportunity to garner a comprehensive in-depth understanding of the situation. Moreover, the richness of data that can be collected through qualitative methods adds new perspectives to the novel field of network governance, as a qualitative approach can help develop the topic further as it sheds "light on what works, where, and why" (Ashworth et al., 2019, p. 321). This approach matches the exploratory nature befitting the underrepresented case study, as well as network governance at large.

Importantly, other forms of data collection such as quantitative mapping and surveying could also be beneficial. Nevertheless, these are not part of the research at hand. Where qualitative data provides a deep, rich dataset (Ashworth et al., 2019), quantitative data collection is more effective in handling a larger scope and offering a wider overview, including statistical analysis and generalizability (Babbie, 2016). In this research, such breadth was sacrificed for depth, creating a clear limitation. Therefore, future research using quantitative methods could add valuable insights to the situation in Ommoord and similar neighborhoods by providing a more complete picture.

Despite the value of quantitative methods, it was a conscious choice to not include them in this research, as there exists value in considering a qualitative method on its own (Cornelissen, 2017). Focusing on qualitative methods without thinking in quantitative lines of correlation provides the opportunity to find “constructs or concepts interact in bi-directional and cumulative or path-emergent ways, and also cut across levels of analysis” (Cornelissen, 2017, p. 379). Consequently, using solely qualitative methods is necessary to ensure an open approach and allow for such complexity to show itself.

## **2.8. Expectations**

As became clear from conversations with the Rotterdam municipality contact person, the municipality has not organized governance networks in the neighborhood aimed at inclusion in a top-down manner. Therefore, it is to be expected that networks in Ommoord are most likely informal networks that focus on information-sharing. Hence, some actors might not view themselves as members of a network, despite clear collaborations. Furthermore, as explored in the theoretical framework, some expected factors to be found in a successful network are inclusion through openness and accessibility, engaged actors, trust, and commitment. As a prerequisite, clear communication will need to happen throughout.

Regarding the attitudes towards inclusion of people with a migratory background by the established community of older Dutch residents, it can be expected that these are somewhat negative. Older age and right-wing voting behavior, both present in this group, are correlated with negative attitudes toward people with a migratory background (see Indelicato et al., 2023; Semyonov et al., 2006; and Schmidt, 2021). Additionally, people with a migratory background could be seen as a threat to ‘their’ neighborhood and ‘their’ livelihood, furthering the negative attitudes. As such, it is not unlikely that definitions on inclusion focus on one-way integration, in which the newcomer must adjust to the established neighborhood culture. Even those actors willing to actively promote inclusion might struggle with collaboration if their definitions of inclusion differ, as this can cause miscommunication. Both are examples of expected causes of conflict between different actors with differing perspectives, creating a hurdle that impedes the process of governance networks. In general, conflict is expected to be rooted in power dynamics.

Finally, trust will most likely be a recurring topic since it plays both a role in inclusion and governance networks. For both, trust is vital to ensure a positive outcome, which also positively enforces other factors benefiting inclusion and the functioning of networks (Dixon et al., 2018).



## **2.9. Ethical considerations**

Since the policy documents analyzed are publicly accessible, this section will focus on the ethical considerations regarding interviews. The research follows ethical guidelines outlined by Babbie (2016). Each (potential) participant was given a form or verbal explanation outlining the informed consent (see Appendix F). Only after the participant understood and agreed did the data collection continue, ensuring the participant was fully aware of their rights. Importantly, no one was forced to participate in the study, as they could withdraw at any moment. Upon withdrawal, their data would be removed and left unconsidered.

Additionally, this research avoids causing harm to participants, as they could pause or stop the interview if they began to feel uncomfortable in any way. Furthermore, participants could choose not to respond to questions and have the option of a post-interview debriefing. The interviews were mostly conducted in person, which means that I as the researcher am aware of the identity of the participants. However, if the participant wished to remain anonymous, the data was anonymized to avoid recognition. Participants could also choose to opt out of being recorded. In addition to this, they could request to see and retract quotes of theirs before use, if so wished. All data are stored safely to limit data leak risks.

### Chapter 3: Findings and analysis

This chapter outlines the findings, considering the four subquestions of this thesis. It discusses the main overarching themes and patterns found in the analysis, as well as some deviating findings. Each organization is introduced with their name, after which their interview number is used to refer to the organization. More information on the interviews can be found in Appendix D. The quotations used here have been translated from Dutch. The original quotes can be found in Appendix A, after the number corresponding with the note number.

#### 3.1. How do the actors view inclusion and is it regarded as an important topic in their work?

Only Stichting de Witte Bollen (I2), VVE Heremaflat (I3) and the anonymous recreation group (I6) found inclusion unimportant to prioritize in their work. In I6, inclusion was said to not be relevant for the association, and thus they had no view on it. I2 and I3 were held with the same two people, representing two different organizations. They expressed skepticism regarding the term inclusion, stating “if you have to put inclusion on the agenda, it is no longer inclusive (...) it should be present naturally.”<sup>4</sup> When asked for more specific information regarding their view of inclusion, they viewed it as everyone being welcome, as long as they adapt to the established culture and its norms, showing how their definition of inclusion aligns with a one-way approach to integration.

While the remaining interviewees did find inclusion important, some expressed difficulty regarding their ability to actively work on inclusion, which will be explored further in the next section. The most notable theme for these organizations was that all described inclusion as a lack of exclusion. This was developed further by centering equality, emphasizing that everyone is equal and welcome, which includes not differentiating between people, for instance: “We do not distinguish (...) A person is a person.”<sup>5</sup>

Additionally, accessibility was mentioned as an important part of inclusion multiple times, primarily in terms of physical accessibility for older people. To illustrate, each recreative organization offered tools or alternatives for people who might find the activity too physically taxing. The Indoor Bowls Club (I5) and Jeu de Boules Club Les Francophiles (I10) have tools to pick up balls rather than having to bend over, and Senioren Sportief (I8) and their overarching association RKC WION (I9), as well as Wandelclub Ommoord (I1) allow for breaks or to not join the physical activity and instead watch from the sidelines or only be present for the social aspects of the day.

Importantly, for I1, accessibility was their main definition of inclusion, including reaching out to and providing a space for those that might struggle with accessing spaces. This is in line with two-way integration: the established community makes active efforts to incorporate newcomers, rather than this being solely the responsibility of those in need of inclusion.

Finally, Gro-up (I4) and Opzoomer Mee (I11) emphasized the importance of letting everyone, including older people, be a part of the community. Within this, I4 actively works on including older people by helping them find ways they can still contribute. This could be seen as two-way integration. Additionally, accessibility being a repeated point across actors shows how important it is as an overarching theme that comes with inclusion. This accessibility, if it leads to further participation, can in turn have a positive effect on social distance. In sum, this work can function as a catalyst of other forms of inclusion.

Overall, the different actors have varying perceptions of inclusion and describe different forms of inclusion within the organization. Still, recurring themes are welcoming, equality and the lack of exclusion, as well as accessibility. Both one- and two-way integration can also be recognized in the definitions. While none of the actors mentioned low social distance, descriptions of the neighborhood and their associations did show that all actors, apart from I6 and I11 who did not comment on it, viewed there to be high social distance between the established older Dutch community and the younger community with a migratory background.

### **3.2. Where do actors incorporate inclusion in their work (everyday practices, special activities, philosophy, goals, target groups, etc.)?**

Unsurprisingly, those organizations that did not view inclusion as important (I2, I3, and I6), did not incorporate inclusion in their work in any manner. For the remaining eight organizations, a clear pattern emerged as inclusion was always present in their philosophy. In particular, inclusion was encapsulated in overarching statements on equality within the organizations mindsets, such as “we are open for anything and everyone, in which we make no distinctions”<sup>6</sup>. However, inclusion was not necessarily put into practice beyond the philosophy. I5 mentioned as a reason for this that they would like to do more in terms of inclusion but are limited by financial hurdles. They currently focus on a welcoming mindset, whereas in the past they were able to do some special activities, specifically to make their hobby more accessible during special events. I11, who guides resident projects, has a different strategy, as they inform residents of their philosophy of inclusion, but leave the responsibility with the residents executing different neighborhood projects, resulting in varying outcomes.

In contrast, I1 and I4 have inclusion as one of their main goals, in addition to its presence in their philosophy. This resulted in inclusion being part of their everyday activities, expressed specifically in the form of considering individual needs and making their space accessible. I4 also organizes special activities aimed at connecting different groups, which are targeted attempts at decreasing the social distance in the neighborhood. Finally, I9 organizes *Taal in Beweging*, a combined language and sport class aimed at a target group: people with a migratory background who are learning Dutch. It should be noted that they have activities

aimed at different target groups as well, such as a program to keep elderly moving, *Senioren Sportief* (interviewed in I8).

In general, those who are willing to work towards inclusion view it as an essential part of their whole organization, incorporating it into their philosophy. Beyond that, it might also be incorporated into everyday activities, if inclusion is a goal of the organization. If not an explicit goal, it can still be incorporated through special activities, possibly aimed at a specific target group.

### **3.3. In which ways, if at all, do the actors collaborate regarding the topic of inclusion?**

While there are many established collaborations between different actors in the neighborhood, few are related to the topic of inclusion. The two collaborations that do have inclusion as their goal are both connected to an activity. One is the *Taal in Beweging* class that I9 offers, organized in collaboration with the Rotterdam municipality, the residential healthcare organization Gro-up and the language institute Alsare. I1 itself is another inclusion initiative which started as a collaboration between the municipality, Gro-up and the support organization Pameijer. It is aimed at connecting different people in the neighborhood, especially those who struggle with making connections and/or have special needs. In both initiatives, the different organizations each play a separate part, based on their unique resources. The initiatives came from and are organized by the municipality, creating a formal and top-down collaborative network.

As mentioned, further collaboration does exist in the neighborhood, although not focused on inclusion. While there are some formal collaborations with the municipality regarding subsidies and other guidance, a clear pattern emerged which shows that most interactions in the neighborhood are informal and bottom-up. Notably, knowledge-sharing is a large function of these interactions, with especially the Bewonersorganisatie Ommoord (I7) often mentioned as holding the most power in terms of knowledge and providing guidance in Ommoord, as well as being a connection to the residents through their neighborhood paper *Ommoord Nieuws*.

Moreover, referrals were another expression of informal collaborations. In interviews I1, I4, I7, I9 and I10 it was mentioned that collaborations help them to know where to send residents they themselves cannot help. This referral system is reciprocal, with these organizations also receiving people referred by others. As described by I1: “We do not compete, we strengthen one another.”<sup>7</sup> It could be argued that this is an implicit form of inclusion, providing access to a myriad of organizations through one organization. Consequently, it is easier to find a fit in the neighborhood, without having to approach multiple

‘wrong’ organizations. However, for this one still needs to approach at least one (well-connected) organization to receive a referral.

Markedly, the persons interviewed for I2 and I3 are active in several other organizations in the neighborhood, as well as the larger region Prins-Alexander. While there is no explicit collaboration between the different organizations, it can be assumed that their presence in multiple organizations functions as informal contact. As described by I2: “I am doing something [in the local cultural center Romeynshof] for one organization but am also gathering information for another.”<sup>8</sup> Similarly, one of I7’s board members is active in I8 and another I7 board member is also a member of the neighborhood council. Beyond that, no overlap of individuals seems to occur.

Regarding the view on collaborations, all actors spoke positively or neutrally about current and past collaborations, as well as potential future collaborations. There also seems to be little to no conflict. The hurdles that were mentioned were a lack of clear communication (I10), difficulty accessing the *Ommoord Nieuws* newspaper if you lack resource power (I5), and collaborators lacking time (I1 and I11), but even these organizations remained positive about collaboration. One explanation on the lack of negative views on collaboration could be its informal nature within the neighborhood, in which no agreed upon shared goals and rules are present. Because of this, actors can reach out to one another when they need to collaborate and negotiate each collaboration in that moment, rather than having long-standing collaborations. Notably, the few formal collaborations with the municipality are based on the premise of power-sharing: sharing resources and knowledge in the form of subsidies and guidance. As such, while there might be a power imbalance between actors in these collaborations, the reason for collaboration is to make use of an actor’s power, uplifting others in the neighborhood, rather than suppressing smaller actors.

#### **3.4. How does the actors’ understanding of the demographic shift in Ommoord affect their work on inclusion?**

Those actors that work on inclusion-related projects (I1 and I9) view the demographic shift neutrally and positively. Importantly, both projects are relatively new, with I1 starting in March 2024 and *Taal in Beweging* at I9 still being considered a pilot project, having started in April 2022. While neither linked the projects directly to demographic shifts, the shift in the neighborhood could be a contributing factor, since changes seen in everyday neighborhood life could have led to a realization that such programs are needed.

The demographic shift is regarded positively by most actors beyond the inclusion efforts as well. Specifically, all recreation groups have a positive view on the demographic shift. I5 went as far as stating this change is necessary for the neighborhood, to balance out the older population. However, these groups do not notice the same change in their members

as they see in the neighborhood (apart from *Taal in Beweging*), despite being open to this. The lack of mixing between groups illustrates high social distance in the neighborhood, which has also been documented in the policy document *Wijkvisie* (Wijkraad Ommoord, 2023). While there are general attempts to gain new members, such as using flyers and sometimes having a promotional stand in the shopping areas, no targeted efforts are made to reach people with a migratory background. This lack of effort on the part of the established groups can be seen as an assumption of one-way integration: people with a migratory background should put in the effort to achieve integration by moving towards the established community. I5 and I10 both attributed this to not having enough financial means, volunteers, and time to work towards two-way integration.

Furthermore, I4 saw the demographic shift as an opportunity to promote inclusion, with an increase in interpersonal connections leading to less prejudice and discrimination. Within this, a goal of low social distance can be recognized, as well as the positive reinforcement of less discrimination and exclusion because of this low social distance.

Finally, I2, I3, and I7 view the demographic shift somewhat negatively. Interestingly, they linked this to their personal attempts to connect with people with a migratory background by attending an event organized by a mosque, and in the case of I7 also by greeting people on the street. All expressed that they found their attempts to be mostly one-sided, as people with a migratory background have not made similar attempts to connect with them. Such descriptions of self-exclusion occurred multiple times during these interviews, in particular I2 and I3, combined with the argument that people with a migratory background prefer community elsewhere. However, since exclusion has been shown to result in the excluded group searching for community elsewhere (Rumbaut, 2008; Verkuyten, 2016), this divide between groups could be a sign of (previous) exclusion resulting in clear differences. Furthermore, it illustrates a perceived high social distance in the neighborhood by these actors. It is noteworthy that I2 and I3 did speak positively of people with a migratory background who adapted to the norm, contrasting them to “bothersome”<sup>9</sup> others who do not adapt, clearly reinforcing the belief that integration should be a one-way street.

## Chapter 4: Discussion

This chapter links the findings to the theory at large. First, it considers the expectations from section 2.8 in light of the findings. Then, the research contributions beyond the expectations are highlighted. The chapter ends by considering some limitations.

### 4.1. Reflections on the expectations

In line with the expectations, most networks found are informal and bottom-up in nature. Interestingly, two formal and top-down projects were organized in collaboration with the Rotterdam municipality with inclusion as an aim, contrasting previous assumptions of a lack of formal, top-down projects based on conversations with municipality contact persons. This, perhaps, shows a misalignment in the definition of inclusion used by the municipality as opposed to the actors in the neighborhood.

Notably, there is a lack of conflict within the established networks. Some hurdles did arise, such as a lack of communication and access to certain resources. Especially in the latter, the power of the Bewonersorganisatie Ommoord as a central actor can be recognized as a potential hurdle, depending on how the power is used. This fits in with findings of Schiller et al. (2023): when larger, more central actors in Rotterdam have access to more resources, namely through the municipality, this can cause tension between larger and smaller actors in the city. Yet, actors in Ommoord remained positive about collaboration, showing how despite frustrations, there are no conflicts. Additionally, while trust was expected to be a recurring topic, this did not seem a central topic after all. In general, all actors stated they trust one another, even those who had not had time to build up such trust through collaborations, but simply trusted others active in the same neighborhood.

Both the lack of conflict and the presence of trust among the actors researched here could be explained by the fact that the different actors all belong to the same subgroup: catering to the established community of elderly residents of Dutch descents. As such, an in-group is created, meaning trust becomes more accessible as it is perceived to hold low risk (Hewstone et al., 2008). Consequently, actors trust each other to share the same goals, which aids successful network governance (Klijn & Koppenjan, 2015). Notably, these goals would likely serve the self-interest of the older community of Dutch descent, as they are the ones setting the agenda. This could limit the (subconscious) willingness to work towards other goals, such as broader inclusion. In other words, while the associations might express themselves as being open, collaborations might remain closed as they solely focus on the community of Dutch descent. Therefore, possible tensions are limited until new actors come in who put other priorities on the agenda, beyond the self-interest of the established community.

An argument in favor of the above interpretation is the fact that most actors defined inclusion in terms of the inclusion of elderly people and went on to argue their work on inclusion by giving examples of accessibility in line with the needs of older residents. Inclusion in terms of migratory background was often left unmentioned unless explicitly asked about. Still, confirming this interpretation is beyond the scope of this study. Further research should be conducted to develop and validate this theory.

Finally, in contrast to the expectations, nearly all actors had positive or neutral attitudes towards inclusion of people with a migratory background. Despite factors that could skew towards a negative attitude, such as older age and overall right-wing voting behavior in the neighborhood, only I2 and I3 were outspokenly negative. But even in those interviews, positive reflections on people with a migratory background did come up. These views did not seem to form an additional hurdle to the established networks. This, in turn, can be explained by the lack of governance networks aimed at inclusion and the fact that those who are members of inclusion networks viewed inclusion efforts positively. The role of social desirability in regards to these answers is explored in section 4.3.

#### **4.2. Further contributions**

Whereas previous research and policy focused on the migrant newcomer and their efforts regarding inclusion and integration (Phillimore, 2021), this thesis focuses on the elderly community of Dutch descent. The findings and analysis give insight into how this community views inclusion and interacts with it in Ommoord. While varying definitions of inclusion were found throughout the interviews, all interviewees who valued inclusion focused on the importance of equality and the perils of exclusion. The main theme found was the emphasis on having a welcoming atmosphere. Again, it should be highlighted that inclusion was often brought back to including older people, as needs found within the elderly were catered to and accounted for. As such, the organizations remain self-focused in their output. This is evident in how an inclusive philosophy is often not paired with actively reaching out to people with a migratory background. As such, the approach of the majority community can be summarized as being open to those willing to come to them, reminiscent of one-way integration in a sense (Klarenbeek, 2021).

The knowledge garnered here is valuable as an insight into how the Dutch community approaches inclusion of those with a migratory background at a time of demographic change in the neighborhood. Importantly, generalization is not possible considering the small scale of the research. Therefore, it is recommended that further research builds on these findings to expand the in-depth knowledge about the collective approach to inclusion. In particular, future research could shed light on whether other communities of Dutch descent have a similar mindset and approach, or whether there are context-related differences (Crul & Lelie, 2019).



In sum, this thesis has added to the limited knowledge available on the receiving community, but still more research is needed to create a clear image of the processes that occur after demographic change.

#### **4.3. Limitations**

Three of the organizations spoken to were interviewed with a civil servant from the Rotterdam municipality. After the municipality's interview, there was an opportunity to ask further questions needed for this thesis. Prior to the interview, the interviewees were given the informed consent form. Here, it was emphasized that while this research was done in collaboration with the municipality, it was an independent project. Yet, the fact that the research was introduced conjointly with the municipality's project likely affected the openness of these interviewees and the subsequent data. Despite this limitation, these interviews were still included as the initiative and presence of the municipality granted access to organizations otherwise difficult to reach.

Importantly, the social desirability bias, resulting in answers in line with what is perceived to be proper or desirable (Pauls & Stemmler, 2003), could likely not be fully eliminated. Some interviewees' might have adapted how they spoke about inclusion and people with a migratory background, if they deemed this adjustment necessary to align with the socially desirable norm. This bias can be limited by facilitating trust and comfort within the interviews (Bergen & Labonté, 2020). While creating such rapport was a goal here, it could have been further developed by, for instance, conducting multiple interviews with each organization (Babbie, 2016; Read, 2018). However, this was not feasible due to the timeframe. Rather than conducting multiple interviews with a small number of actors, the decision was made to interview a larger number of actors, focusing on one conversation with each. In this way, it was possible to assemble a broader image of the different actors in the neighborhood. Yet, multiple interviews with the same actors in future research would be preferable, if feasible. Sensitive topics such as inclusion and collaborations could come to light better in that way, leading to further insight into each actor's situation, as well as limiting the influence of social desirability on the answers (Read, 2018).

## Conclusion

The goal of this thesis is to answer the research question: *Which factors impede and which promote the interactions between different civil society actors on the topic of inclusion in light of demographic shifts in Ommoord?*

Regarding the impeding factors, it became clear that while power in the neighborhood is spread unevenly, this is seemingly a limited issue, as organizations with power share it in the form of knowledge-sharing. As such, there seems to be a lack of power abuse for one's own gain in the neighborhood. It should be noted that the power of these actors, in particular in the form of resources such as time and financial means, is arguably limited, as the organizations interviewed are primarily volunteer based. Furthermore, the nature of collaborations in the neighborhood is mainly informal. Thus, collaboration goals can be negotiated per interaction, limiting misalignment of goals or forced goals and allowing for the centering of in-group interests.

For promoting factors, there is a presence of trust between organizations. No actors expressed a lack of trust, neither towards collaborators nor actors they did not know directly. Additionally, the willingness to work on inclusion is mostly present in Ommoord, forming a factor in favor of inclusion efforts. Moreover, the presence of mainly informal collaborations makes approaching new actors accessible, speaking to the openness of actors to collaboration and showing the potential in the neighborhood. Yet, the manner in which most of these networks are formed and function could simultaneously be limiting. As the actors in the neighborhood seek each other out for guidance, knowledge-sharing, or the organization of a shared event, the complexity of the networks is limited. The actors are connected in a plurality of ways to others, but these collaborations are often restricted to interactions between two organizations. Whether this could form a true inhibition to collaboration would have to be explored in future research.

Furthermore, the demographic shift in the neighborhood seemingly barely influences the behavior of the actors and can consequently be assumed to have little influence on the interactions between the actors as well. However, considering the current limited number of networks that work on inclusion, this might change over time. Attitudes towards the demographic shift might become increasingly pressing when actors work more actively and extensively with and for people with a migratory background.

In sum, there is a plurality of factors influencing the make-up of networks in Ommoord. There is some willingness to work on inclusion, but presently the incorporation of inclusion is mostly absent beyond organizations philosophy, resulting in little action to promote inclusion in the neighborhood. While the demographic shift has not led to explicit changes, the attitudes towards inclusion and people with a migratory background do become increasingly important as the numbers in the neighborhood shift. Finally, the limited networks on inclusion do not

necessarily mean a lack of potential networks, as there are many well-working collaborations to be found in the neighborhood.

Within the above, however, it should be noted that the organizations focus on their own people. That is to say, inclusion of elderly is currently prioritized, with adaptations being made to accommodate (only) older residents. As such, while a welcoming mindset is present, people with a migratory background currently have to put in effort to fit in and adapt, rather than accommodations for them being readily available. Still, the factors present in the neighborhood seem to make a successful governance network achievable, as long as communication, power-sharing and shared goals remain central, and the collaborations remain supported, even beyond the in-group. Importantly, the agenda needs to shift away from being primarily self-serving to ensure all residents are accounted for and actively welcomed. When this is aimed for, it will lead to a more pleasant and inclusive living situation for all residents of Ommoord.

### Recommendations

While there are many networks and collaborations in Ommoord, few actively work on inclusion. The inclusion efforts in place are top-down networks initiated by the municipality. Introducing more of such efforts is one approach to increase inclusion. This can be done through connecting different neighborhood organizations with the express goal of organizing everyday or special activities aimed at increasing neighborhood inclusion. Importantly, there is willingness to do so within multiple organizations. A hurdle to overcome would be the current lack of funds and volunteers, which could be done through a top-down, formal network.

Additionally, directly working with organizations to increase the presence, accessibility and representation of those with a migratory background is a strategy to activate the inclusion efforts through the positive reinforcement that comes with lower social distance and increased positive contact. This would also counteract the issue of lacking volunteers. Connecting different groups through volunteer work within organizations could offer increased access into organizations dominated by elderly people of Dutch descent. However, the willingness and interest of the Ommoord population with a migratory background to work on such inclusion has not been researched in this thesis. One person with a migratory background stated in a recent news article about leisure in Ommoord: “These are activities aimed at Dutch people, like bingo or playing card games, but there is nothing for us. (...) You are not welcome, you just feel that. ‘This is a white neighborhood,’ I was told”<sup>10</sup> (Open Rotterdam, 2024, par. 10). Therefore, joining these organizations or volunteering might not be in the interest of this group yet, without added incentives or adaptations to make this more attractive. However, additional research is needed to further explore these possibilities in Ommoord.

Alternatively, rather than setting up new networks and projects, the established informal networks in the neighborhood could, in time, start working on inclusion. Specifically those actors that have power through resources and knowledge can be a helpful bridge here, such as the Bewonersorganisatie Ommoord. As many (smaller) actors in the neighborhood are already in contact with them through their function as knowledge-sharer, this central actor can help spread knowledge on inclusion efforts as well, increasing their chances of success.

Importantly, while using existing presences in the neighborhood is a starting point, the views that such actors and networks hold need to be considered. Here, the definition of inclusion becomes central. Actors need to streamline their knowledge on inclusion and be aware of beneficial inclusion strategies. Here, it is important that the agenda goes beyond self-serving: the organizations need to be willing to make efforts beyond their primary target group of older people of Dutch descent. Without awareness of useful inclusion efforts, a message of one-way integration or solely inclusion of older people might be communicated down the chain and ultimately be ineffective or even lead to further exclusion. For this, the trust in the neighborhood needs to go further than the in-group to include all residents and organizations.

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### Appendix A: Dutch originals of translated quotes

Below are the original quotations in Dutch, which have been translated to English throughout this thesis. The numbered note in the text corresponds with the numbers listed below.

1. Dutch term used: *binding*
2. Author's translation, Dutch original: "zegt trots op de buurt te zijn"
3. Author's translation, Dutch original: "zegt zich verbonden te voelen met de buurt"
4. Author's translation, Dutch original from Interview 3: "als je inclusiviteit op de kaart moet zetten, dan is het niet meer inclusief (...) het moet vanzelfsprekend zijn."
5. Author's translation, Dutch original from Interview 8: "We kennen geen onderscheid (...) Mens is mens."
6. Author's translation, Dutch original from Interview 7: "(dat) we openstaan voor alles en iedereen, waarin we geen onderscheid maken."
7. Author's translation, Dutch original from Interview 1: "We concurreren niet, maar we versterken elkaar."
8. Author's translation, Dutch original from Interview 2: "Ik doe [in het Lokaal Cultureel Centrum Romeynshof] iets voor het één, maar ik pik dingen op voor het andere."
9. Author's translation, Dutch original from Interview 2: "storend"
10. Author's translation, Dutch original: "Dat zijn activiteiten die gericht zijn op Nederlanders, zoals bingo of kaartspelen, maar er is niks voor ons. (...) Je bent niet welkom, dat voel je gewoon. 'Dit is een witte buurt', werd er tegen mij gezegd"

### Appendix B: Overview of policy documents

Document number	Type of document	Date	Title of document	Reference
1.	City-wide policy document on inclusion	19-09-2023	Actieplan Samenleven in één stad	Retrieved from <a href="https://persberichtenrotterdam.nl/wp-content/uploads/sites/8/2023/10/Actieplan-Samenleven-in-een-stad.pdf">https://persberichtenrotterdam.nl/wp-content/uploads/sites/8/2023/10/Actieplan-Samenleven-in-een-stad.pdf</a> accessed 10-04-2024
2.	Neighborhood council policy document	Version approved 26-02-2024	Wijkvisie Ommoord 2023-2026*	Retrieved from <a href="https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=4c75361f-181c-497a-89be-c64381d87384&amp;agendaltemId=89eb5e78-3f73-4cad-b03e-530066dd7d12">https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=4c75361f-181c-497a-89be-c64381d87384&amp;agendaltemId=89eb5e78-3f73-4cad-b03e-530066dd7d12</a> accessed 10-04-2024
3.	Checklist status neighborhood council policy goals	15-02-2024	Wijkraad rapportage jaaractieplan Ommoord 2023*	Retrieved from <a href="https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=14963ead-5056-40a8-bc29-8763cbe410b6&amp;agendaltemId=a44e4f31-f9dd-452b-9828-5b19f597de57">https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=14963ead-5056-40a8-bc29-8763cbe410b6&amp;agendaltemId=a44e4f31-f9dd-452b-9828-5b19f597de57</a> accessed 10-04-2024
4.	Neighborhood council reflection on 2023	Version approved 26-02-2024	Wijkverslag 2023 - Wijkraad Ommoord	Retrieved from <a href="https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=aa dd3aea-424f-4b61-8063-834156cdeb66&amp;agendaltemId=89eb5e78-3f73-4cad-b03e-530066dd7d12">https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=aa dd3aea-424f-4b61-8063-834156cdeb66&amp;agendaltemId=89eb5e78-3f73-4cad-b03e-530066dd7d12</a> accessed 10-04-2024
5.	Neighborhood council policy flyer	Version shared 26-02-2024, prior to printer edits	CONCEPT flyer Wijkakkoord Ommoord 2024	Retrieved from <a href="https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=12196577-f369-42d3-950e-5df52977b01a&amp;agendaltemId=8fd33cbe-82f2-4e37-9cb0-2500f5dd3ee8">https://wijkraad.rotterdam.nl/Agenda/Document/1dfd465a-2243-4f4e-91ec-5a935098e728?documentId=12196577-f369-42d3-950e-5df52977b01a&amp;agendaltemId=8fd33cbe-82f2-4e37-9cb0-2500f5dd3ee8</a> accessed 10-04-2024
6.	Internal municipality	17-05-2022	Staat van de wijk Ommoord	Received from municipality contact. The Neighborhood

	document based on the 2022 Neighborhood profile ( <i>Wijkprofiel</i> )			profile ( <i>Wijkprofiel</i> ) is publicly accessible via <a href="https://wijkprofiel.rotterdam.nl/nl/2022/rotterdam/prins-alexander/ommoord">https://wijkprofiel.rotterdam.nl/nl/2022/rotterdam/prins-alexander/ommoord</a> , accessed 17-04-2024
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\* The *Wijkactieplan* and the *Wijkvisie* together form the *Wijkakkoord*

### Appendix C: Interview guide

This interview guide outlines the general topics and themes that should be discussed during the interview, followed by some guiding questions. It is not a step-by-step guide, which means not all questions were asked if the requested information already became clear earlier in the conversation. Additional (follow-up) questions were asked spontaneously where necessary, with the main goal of achieving a more in-depth understanding of the interviewee and their organization's position, following up on what had been discussed before. The interviews were conducted in Dutch. Therefore, the original Dutch interview guide is listed here first, followed by an English translation.

#### Dutch interview guide

Voorafgaand aan het interview:

- Ik stel mezelf voor, benadrukkend dat ik onafhankelijk onderzoek doe, maar dat mijn resultaten **anoniem** gedeeld worden met de gemeente.
- Ethische toestemming doornemen en ondertekenen. Eventuele vragen bespreken.
- Toestemming vragen voor het opnemen van geluid en de opname starten.

Het interview:

1. Positie binnen de organisatie en wat de organisatie doet
  - a. Zou u kunnen vertellen wie u bent en wat uw functie is binnen de organisatie?
  - b. Hoe bent u actief geworden in de organisatie en waarom?
  - c. Hoe ziet een standaard dag er voor u of de organisatie uit?
  - d. Wat is het voornaamste doel van de organisatie?
  - e. Heeft u een voorbeeld van werk of een project wat jullie in het verleden hebben gedaan wat in uw inschatting mooi weergeeft waar de organisatie voor staat?
  - f. Heeft uw organisatie altijd op deze wijze gewerkt? Is er mogelijk een verandering ondergaan? [Eventueel te linken aan het volgende onderwerp]
2. Demografische veranderingen in de wijk
  - a. Hoe kijkt u naar Ommoord als wijk? Hoe ziet uw organisatie Ommoord?
  - b. Voelt Ommoord hetzelfde aan als toen u begon bij de organisatie/eerst naar de wijk verhuisde?
  - c. Merkt u iets van de veranderende samenstelling van Ommoord?
  - d. Als ze migratieachtergrond niet zelf noemen: Er wonen ook relatief meer jonge gezinnen, met name met een migratieachtergrond, in Ommoord. Is dit iets waar u iets van merkt?
    - i. Zo ja,
      1. Heeft dit effect op uw werkwijze?
      2. Hoe voelt dit, zou u de veranderingen kunnen beschrijven?
    - ii. Zo nee, verwacht u dat dit een effect zal hebben?
3. Inclusie
  - a. Wat ziet u als inclusie?
  - b. Zijn er bepaalde werkzaamheden van uw organisatie die dit initiatief verder op weg helpen?
  - c. Wat lijkt u/uw organisatie effectief om inclusie te behalen, wat doen jullie al?
  - d. Bent u van mening dat dit 'vroeger' (bijv. begin van (werken bij) de organisatie/eerste verhuizing naar Ommoord) hetzelfde ging?
4. Relaties met andere partijen in de wijk
  - a. Bent u zelf actief bij andere organisaties in de wijk? Zijn er andere leden die bij andere organisaties actief zijn?
  - b. Werkt uw organisatie samen met anderen in de wijk?
    - i. Zo ja:
      1. Hoe is het contact ontstaan?
      2. Zou u een aantal voorbeelden kunnen geven over op welke manier jullie samenwerken?



3. Welke rol spelen verschillende partijen binnen het samenwerken?
4. Hoe loopt de samenwerking? (Zijn er momenten waarbij de samenwerking stroef loopt en waarom?)
5. In hoeverre bestaat er terugkoppeling tussen de verschillende partijen? Welke zaken delen jullie met elkaar?
6. Zijn er bepaalde zaken die jullie juist kunnen bereiken nu de samenwerking bestaat?
- ii. Zo nee:
  1. Is hier wel behoefte aan?
  2. Hebben jullie wel (informeel) contact met mensen in andere partijen?
  3. Is er in het verleden wel samengewerkt met anderen?
  4. Is er een bepaalde reden waarom jullie op dit moment niet samenwerken met anderen?
- c. Vragen om meer inzicht in vertrouwen te krijgen
  - i. Hoe ziet u de andere partijen in de wijk?
  - ii. Verwacht u dat andere partijen zaken uitvoeren op dezelfde wijze als jullie doen/zouden willen?
  - iii. Bent u bereid informatie met andere partijen willen delen?
5. Heeft u verder nog punten die u graag aan bod wilt brengen of iets anders waarvoor u eerder niet de kans heeft gekregen het te noemen?
6. Volgende interviews
  - a. Kent u een bepaald persoon waar ik ook mee zou moeten spreken?
  - b. Is er een bepaalde organisatie/partij in de wijk die u aan mij zou aanraden?
    - i. Evt. iemand waarmee ze al samenwerken
    - ii. Evt. iemand waarmee ze graag willen samenwerken
  - c. Is er een bepaalde organisatie/partij waar u slecht zicht op heeft/die er eventueel een beetje buiten valt?
    - i. Zo ja, weet u waarom?

#### Afsluitend:

- Hartelijk bedankt voor het interview!
- Informatie over de volgende stappen, terugkijkend op de ethische toestemming.
- Heeft u nog vragen of opmerkingen?

#### English translation of the interview guide

##### Prior to the interview:

- I introduce myself, emphasizing that I conduct independent research, but that my results are shared **anonymously** with the municipality.
- Review and sign ethical consent. Discuss any questions.
- Request permission to record sound and start recording.

##### The interview:

1. Position within the organization and what the organization does
  - a. Could you tell me who you are and what your position is within the organization?
  - b. How did you become active in the organization and why?
  - c. What does a typical day look like for you or the organization?
  - d. What is the main goal of the organization?
  - e. Do you have an example of work or a project that you have done in the past that, in your opinion, clearly reflects what the organization stands for?
  - f. Has your organization always worked in this manner? Has there possibly been a change? [Possibly link to next topic]
2. Demographic changes in the neighborhood

- a. How do you view Ommoord as a neighborhood? How does your organization view Ommoord?
  - b. Does Ommoord feel the same as when you started with the organization/first moved to the neighborhood?
  - c. Have you noticed anything regarding the changing composition of Ommoord?
  - d. If they do not mention migratory background: There are also relatively more young families living in Ommoord, many of whom have a migratory background. Is this something you notice?
    - i. If yes,
      - 1. Does this affect your manner of working?
      - 2. How does this feel, could you describe the changes?
    - ii. If no, do you expect this to have an effect?
3. Inclusion
- a. What do you view as inclusion?
  - b. Are there certain activities of your organization that support this initiative?
  - c. Are there certain things you would like to see in the neighborhood regarding inclusion?
  - d. Is inclusion a goal for your organization?
    - i. What do you/your organization think is effective in achieving inclusion, what are you already doing?
  - e. Do you believe this is the same as 'before' (e.g., start of (working at) the organization/first move to Ommoord)?
4. Relations with other parties in the neighborhood
- a. Are you active in other organizations in the neighborhood? Are there other members who are active in other organizations?
  - b. Does your organization work with others in the neighborhood?
    - i. If yes:
      - 1. How did the contact start?
      - 2. Could you give some examples of how you work together?
      - 3. What role do different parties play within the collaboration?
      - 4. How does the collaboration work? (Are there moments when cooperation is difficult and why?)
      - 5. To what extent is there feedback between the different parties? What things do you share with each other?
      - 6. Are there certain things that you can achieve now that the collaboration exists?
    - ii. If no:
      - 1. Is there a need for this?
      - 2. Do you have (informal) contact with people in other parties?
      - 3. Have you collaborated with others in the past?
      - 4. Is there a particular reason why you are currently not working with others?
  - c. Questions to gain more insight into trust
    - i. How do you see the other parties in the neighborhood?
    - ii. Do you expect other parties to conduct business in the same way as you do/would like?
    - iii. Are you willing to share information with other parties?
5. Do you have any further points you would like to raise or anything else that you have not had a chance to mention before?
6. Next interviews
- a. Do you know a specific person I should also speak to?
  - b. Is there a specific organization/party in the neighborhood that you would recommend to me?
    - i. Possibly someone they already work with
    - ii. Possibly someone they would like to work with

- c. Is there a particular organization/party that you have poor insight into or that may be left out somewhat?
  - i. If so, do you know why?

Closing:

- Thank you very much for the interview!
- Information about the next steps, looking back on the ethical consent.
- Do you have any questions or comments?

### Appendix D: Overview of interviews

Interview number	Name	Type of association	Form of interview	Persons interviewed	Date	Found through
I1	Wandelclub Ommoord (55+)	Recreation group	In-person	2	13-05-2024	Independent search
I2	Stichting de Witte Bollen	Residential association	In-person	2 (same people as interview 3)	13-05-2024	Municipality contact*
I3	VVE Heremaflat	Residential association	In-person	2 (same people as interview 2)	13-05-2024	Municipality contact*
I4	Gro-up	Residential association	In-person	1	14-05-2024	Municipality contact*
I5	Indoor Bowls Club Rotterdam	Recreation group	In-person	1	14-05-2024	Independent search
I6	Anonymous	Recreation group	Phone call	1	15-05-2024	Independent search
I7	Bewoners organisatie Ommoord	Residential association	In-person	2	21-05-2024	Independent search
I8	Senioren Sportief	Recreation group	In-person	1	21-05-2024	Independent search
I9	RKC WION	Recreation group	In-person	1	24-05-2024	Snowballing
I10	Jeu de Boules Club Les Francophiles	Recreation group	In-person	1	04-06-2024	Independent search
I11	Opzoomer Mee	Residential association	Email and phone call	1	10-06-2024	Independent search

*Note* For the interviews marked with a “\*”, the initial interview was conducted together with a municipality contact. After this interview, there was an opportunity to ask the interviewee additional questions, separate from the municipality’s questionnaire.

### Appendix E: Codebook

This appendix contains the final version of the codebook. The initial round of coding was done abductively, coding openly, but guided by the operationalization. After this, the codes were gathered and combined into a codebook. In this process, the codes were streamlined. Similar codes were combined into one. Additionally, codes were reviewed against the subquestions, with irrelevant codes being removed entirely. The remaining codes were given a short definition as guidance during the second round of coding.

Then, second round of coding was again performed abductively. The analysis was primarily guided by the established codebook, with the option for new codes to still be added to the codebook if deemed useful. Below is the final version of the codebook, as established after the second round of coding. Included is the overarching code group, the code itself, a description of the code, and an example of a quote coded using the code. An exception to this is the codes under the group "Other actors", for which no description of example quotes have been added. As this code is applied when another actor than the interviewee is mentioned, its use is seen as self-explanatory, without the need for descriptions or examples. This resulted in the following codebook:

Code group	Code	Description	Example (translated to English)	Example (original in Dutch)
<b>Achieving inclusion:</b> How the organization believes inclusion can be achieved	By offering (more) central persons or locations for everyone to go to	Describes inclusion as being achieved through the opening up of and/or having persons/spaces everyone knows and can go to	Interview 1: "Being present. This allows you to make contact with people. You also get to know people better. You can also better investigate their needs (...) more of these types of accessible places where people are simply present for the people. Because that is what people often need."	Interview 1: "Het present zijn. Daarmee maak je contact met mensen. Leer je mensen ook beter kennen. Kun je ook beter de behoeftes onderzoeken (...) meer van dit soort laagdrempelige plekken waar mensen gewoon present zijn voor de mensen. Want dat hebben de mensen vaak nodig."
	Definition	Describes inclusion as being achieved through their definition of it (f.i. accessibility, integration, etc.)	Interview 7: "Inclusion is, so to speak, equality. We treat everyone equally."	Interview 7: "Inclusie is zeg maar gelijkwaardig. We behandelen iedereen gelijkmatig."
	Hobby-sharing	Describes inclusion as being achieved through partaking in the same hobbies	Interview 4: "The connecting component is food (...) And food is of course the easiest, but it can also be music, it can also be art. It can go in any direction."	Interview 4: "Het verbindende component daarin is eten (...) En eten is natuurlijk de makkelijkste, maar het kan ook muziek zijn, het kan ook kunst zijn. Het kan alle kanten op."

	Neighborhood identification	Describes inclusion as being achieved through everyone identifying with the neighborhood	Interview 2: "To give the residents a sense of ownership. So [the artwork] Witte Bollen is between three flats. And those three flats, those people who live there, all have the feeling of it is mine."	Interview 2: "Om het gevoel van bezit bij de bewoners neer te leggen. Dus [het kunstwerk] Witte Bollen staat tussen drie flats. En die drie flats, die mensen die daar wonen, hebben allemaal het gevoel van het is van mij."
	Social control	Describes inclusion as being achieved through correcting people who do not adhere to the norms	Interview 3: "Yes, social control in the apartment after all. And then we as the VVE [Homeowners' Association] do not have to get involved. Because you have a total atmosphere of we do everything together and we know each other, corrective measures like that simply arise."	Interview 3: "Ja, toch sociale controle in de flat. En dan hoeven wij ook als VVE [Vereniging van Eigenaren] ons niet mee te bemoeien. Doordat je een totaalsfeer hebt van we doen van alles met elkaar en we kennen elkaar ontstaan dat soort correctieve maatregelen gewoon."
<b>Definition inclusion:</b> What they perceive inclusion to be	Accessibility	Describing inclusion along the lines of everyone having access to the same spaces, being able to participate	Interview 1: "I mainly understand this as inclusion, which is what we actually do. We try to facilitate an accessible place in the neighborhood. So people can participate. We also look at where people's needs lie."	Interview 1: "Dat versta ik voornamelijk onder inclusie, wat wij eigenlijk doen. We proberen een laagdrempelige, mogelijke plek te faciliteren in de wijk. Zodat mensen mee kunnen doen. We kijken daarin ook van waar de behoeftes van de mensen liggen."
	Engagement	Describing inclusion along the lines of wanting to participate	Interview 2: "If you participate, you will not be excluded. The key for you is participation? Participation is the key."	Interview 2: "Als je meedoet, word je niet uitgesloten. De sleutel is voor u meedoen? Meedoen is de sleutel."
	Equality/lack of exclusion	Describing inclusion along the lines of equal treatment and equal access, regardless of migratory background; welcoming everyone	Interview 8: "But anyway, everyone is welcome there too, also at WION. And they are treated equally. We do not distinguish, by the way. A person is a person, that is it. And we will do everything to achieve that, if the other person wants it too."	Interview 8: "Maar goed, ook daar, ook bij WION is iedereen welkom. En die wordt gewoon gelijkwaardig behandeld. We kennen geen onderscheid trouwens. Mens is mens, klaar. En daar doen we alles voor, als die ander het ook wil."
	Integration (one-way)	Describing inclusion along the lines of integration, creating a shared community	Interview 3: "But it also has to do with the behavior of the people themselves, just that. If you behave nicely, you can be with nice people. If you do not behave	Interview 3: "Maar het heeft ook met het gedrag van de mensen zelf te maken, alleen maar. Als je netjes gedraagt, dan kan je bij nette mensen worden. Als je niet netjes gedraagt, niet."

		<p>culture. The full responsibility of integration is on the newcomer with a migratory background, who must integrate into the established Dutch neighborhood culture. Examples are in areas such as speaking the same language, identifying with the living area and/or culture, having intergroup social connections, working at the same jobs, and political engagement</p>	<p>nicely, you cannot. The rest does not really matter. (...) And that is also bothersome. Because there are also people who do not join. And there are also people who do not speak the language."</p>	<p>De rest maakt niet uit eigenlijk. (...) En dat is ook wel storend. Want er zitten ook wel mensen bij die zich niet aansluiten. En er zitten ook mensen bij die niet de taal spreken."</p>
	Integrati on (two- way)	<p>Describing inclusion along the lines of integration, creating a shared community culture. The responsibility for integration is argued to be on the existing residents, as well as the newcomers, who together must work towards integration. Examples are in areas such as speaking the same language, identifying with the living area and/or culture, having intergroup social connections, working at the same jobs, and political engagement.</p>	<p>Interview 4: "At a certain point you are no longer a group based on your basic culture, but you are a group of young people. And then it does not matter where you come from, but then that is your group. And those are the dynamics you see."</p>	<p>Interview 4: "Op een gegeven moment is het niet meer van dat je vanuit je basiscultuur een groep bent, maar je bent een groep jongeren. En dan maakt het niet uit waar je vandaan komt, maar dan is dat jouw groep. En dat is de dynamiek die je dan ziet."</p>

	Low social distance	Describing inclusion along the lines of a feeling of common identity, closeness, and shared experiences or mentioning a (relatively) high amount of inter-group social interactions	Interview 4: "Connecting young and old. That is really something we are working on. We do that often. Connecting young and old. Grandmothers who read out loud, that kind of thing."	Interview 4: "Jong en oud verbinden. Dat is echt wel iets waar we mee bezig zijn. Dat doen we wel vaker. Jong en oud verbinden. Voorleesoma's, dat soort zaken."
<b>Describing Ommoord:</b> Views on the neighborhood	Designed for older people	Describing the neighborhood as being made for elderly, f.i. through the mentioning of elderly flats	Interview 2: "That neighborhood of course has incredible infrastructural advantages [for the elderly]. So you would like to continue living there."	Interview 2: "Die wijk heeft natuurlijk infrastructureel ongelooflijk veel voordelen [voor ouderen]. Dus je wilt daar graag blijven wonen."
	Loneliness / isolation	Describes loneliness and/or (subsequent) isolation in the neighborhood	Interview 7: "We were talking about an older lady. We have two days: Wednesday and Thursday. And she said, now my husband has died and I am alone. I actually have nothing and no one. Could I also come on the second day? Then I can have some more contact. Sure, that is fine. So in that you can see the social aspect."	Interview 7: "We hadden het over een oudere dame. We hebben twee dagen. Woensdag en donderdag. En die zei, nou is mijn man overleden en dan ben ik alleen. Ik heb eigenlijk niets en niemand. Zou ik nou ook op de tweede dag mogen komen? Dan heb ik wat meer contact. Prima, dat mag. Dus daar zie je al dat sociale."
	Many recreational options/ green areas	Describing the abundance of recreational options and/or nature in the neighborhood	Interview 9: "It is on the edge of Rotterdam. If you just go along the Rotte. In terms of cycling or walking. You have the Lage Bergse Bos, not too far from the Kralingse Bos. There are many opportunities for recreation."	Interview 9: "Het is aan de rand van Rotterdam. Als je even langs de Rotte rijdt. Qua fietsen of wandelen. Je hebt het Lage Bergse Bos, niet al te ver van het Kralingse Bos. Er zijn veel mogelijkheden om aan recreativiteit te doen."
	No mixing of groups	Describing a lack of mixing in the neighborhood	Interview 7: "But you do notice, and that is not strange in itself, that other cultures, because that is what it is mainly about, have their own clubs."	Interview 7: "Maar je merkt wel, en dat is op zich niet vreemd, dat andere culturen, want daar gaat het dan met name om, die hebben hun eigen clubjes."



	Old population	Describing the neighborhood as being mostly inhabited by elderly	Interview 5: "In principle it is a neighborhood where many elderly people live."	Interview 5: "In principe is het een wijk waar veel ouderen wonen."
	Relatively few issues/successful	Describing the neighborhood as having fewer issues than other neighborhoods, being a successful neighborhood	Interview 3: "Ommoord is a successful neighborhood."	Interview 3: "Ommoord is een succesvolle wijk."
<b>Form of collaboration:</b> The formation and shape of the collaboration	Bottom-up	Describing the functioning of the network as being collaborative, where each actor is able to influence the rest of the network	Interview 10: "We also have very good contact with the football club next door, we also exchange board-related information with each other."	Interview 10: "Wij hebben ook heel goed contact met de voetbalvereniging hiernaast, wisselen we ook bestuursdingen naar elkaar uit."
	Formal	Describing the formation of the network as being based on stated agreements and an overseeing body and/or expressing they have to be part of a network	Interview 4: "And above that we have the learning circles, where policymakers and team leaders sit who say: when I hear my people, it turns out that general practitioners do not want to cooperate. Or of course the GDPR always gets in the way. How can we get around that and how should we approach that? Because then policy must be written on this, also for the organizations. So we set them up, we call them learning circles. And these are organized by the municipality. There are also always civil servants present."	Interview 4: "En daarboven hebben we de leercirkels, waar de beleidsmakers en teamleiders zitten die zeggen: als ik dan mijn mensen hoor, dan blijkt dat huisartsen niet mee willen werken. Of die AVG staat natuurlijk altijd in de weg. Hoe kunnen we daar omheen en hoe moeten we dat aan gaan pakken? Want dan moet daar dus beleid op geschreven worden, ook voor de organisaties. Dus daar zetten wij dan, dat noemen we weer leercirkels. En die worden vanuit de gemeente gefaciliteerd. Er zitten ook altijd ambtenaren bij."
	Informal	Describing the formation of the network based on interpersonal relations	Interview 1: "My colleague and I wanted to do something in Ommoord. Then we contacted Gro-up."	Interview 1: "Mijn collega en ik wilden dus in Ommoord wat doen. Toen hebben we contact genomen met Gro-up."
	None	Describing a lack of	Interview 6: We do not work with anyone in	Interview 6: Wij werken met niemand in Ommoord

		collaboration	Ommoord, only with other associations who practice our sport. (Note: Not a quote, taken from phone call notes)	samen, alleen met andere verenigingen van onze sport. (Note: Not a quote, taken from phone call notes)
	Top-down	Describing the functioning of the network as being decided by an overseeing party that holds the power in the network	Interview 4: "And above that we have the learning circles, where policymakers and team leaders sit who say: when I hear my people, it turns out that general practitioners do not want to cooperate. Or of course the GDPR always gets in the way. How can we get around that and how should we approach that? Because then policy must be written on this, also for the organizations. So we set them up, we call them learning circles. And these are organized by the municipality. There are also always civil servants present."	Interview 4: "En daarboven hebben we de leercirkels, waar de beleidsmakers en teamleiders zitten die zeggen: als ik dan mijn mensen hoor, dan blijkt dat huisartsen niet mee willen werken. Of die AVG staat natuurlijk altijd in de weg. Hoe kunnen we daar omheen en hoe moeten we dat aan gaan pakken? Want dan moet daar dus beleid op geschreven worden, ook voor de organisaties. Dus daar zetten wij dan, dat noemen we weer leercirkels. En die worden vanuit de gemeente gefaciliteerd. Er zitten ook altijd ambtenaren bij."
	Trust	Describing other actors as being reliable and matching their expectations. Additionally, the actor feels free to share information, knowing it will not be abused.	Interview 4: "That you know who you are talking to. Because that remains within that room. Yes, exactly. So also trust between the parties? Yes."	Interview 4: "Dat je weet met wie je praat. Omdat dat dan ook daar binnen die kamer blijft. <i>Ja precies. Dus ook wel vertrouwen tussen de partijen?</i> Ja."
<b>Function of collaboration:</b> The purpose of collaboration, why it is in place	Achieving what you cannot achieve on your own	Describing collaboration as necessary to achieve certain goals	Interview 1: "Strengthen each other. We are not, we do not compete, but we strengthen each other. Because Huis van de Wijk has the space. We have the, how do you say? The expertise."	Interview 1: "Elkaar versterken. We zijn niet, we concurreren niet, maar we versterken elkaar. Want Huis van de Wijk heeft de ruimte. Wij hebben de, wat zeg je dan? De expertise."
	Giving back to the neighborhood	Describing collaboration as a way to do something for the neighborhood	Interview 5: "We have a demonstration mat. That is a mat of 2 by 15 meters, I think. And we went there, it must have been October... We rolled it out in the Hofstede, (...) that is just	Interview 5: "We hebben namelijk een demonstratiematje. Dat is dan een matje van 2 bij 15 meter, denk ik. En daar zijn we dus afgelopen, het zal geweest zijn, oktober... Hebben we die uitgerold in

			a home for people with dementia. And we really enjoyed doing that. (...) So we try to do that. To just do something for the neighborhood, actually."	de Hofstede, (...) dat is gewoon een thuis voor dementerende mensen. En die hebben we daar heel leuk aan meegedaan. (...) Dus dat proberen we wel te doen. Om gewoon wat ook voor de wijk te doen, eigenlijk."
	Knowledge sharing (incl. giving/receiving guidance)	Describing collaboration as a way to share knowledge, including in the form of receiving and giving guidance	Interview 7: "We are often a channel of information, through our magazine. And sometimes we also provide support in a different way."	Interview 7: "Vaak zijn we een doorgeefluik van informatie, door middel van ons blad. En soms ondersteunen we ook op een andere manier."
	Referrals	Describing collaboration as a way to refer those you cannot help to someone who can	Interview 9: "Every now and then we also get people referred from Gro-up to our association."	Interview 9: "Af en toe krijgen we ook mensen vanuit Gro-up doorgestuurd naar onze vereniging."
	Shared events	Describing collaboration as a way to organize events	Interview 5: "Other associations can come to us. That has happened with Gro-up. A year ago they had a triathlon that they organized. That was an hour cycling, I believe. But at least three sports that they visited. And they came here with about 20 people. Then you explain it too. It was also very pleasant. So those are things you can do."	Interview 5: "Er kunnen wel andere verenigingen naar ons toe komen. We hebben ze wel van Gro-up. Een jaar geleden hadden ze een triathlon. Dat ze organiseerden. Dat was dan een uurtje fietsen, geloof ik. Maar in ieder geval drie sporten waar ze dan langs gingen. En met een mannetje van 20 zijn ze hier langs gekomen. Dan leg je het ook uit. Dat was ook heel gezellig. Dus dat zijn wel dingen wat je dan kan doen."
<b>Hurdle:</b> What is seen as negatively impacting inclusion (efforts) and/or collaboration	Lack of clear communication	Describes struggling with others not communicating (clearly)	Interview 10: "I faithfully fill out a form (...) in which I indicate at what times we use the lanes. (...) We fill in the necessary things for this, but little comes out of it yet."	Interview 10: "Ik vul trouw een formulier in (...) waarin ik aangeef van op welke momenten wij de banen gebruiken. (...) Daar vullen we wel de nodige dingen voor in maar daar komt nog weinig uit."
	Lack of financial means	Describes struggling with finances/financial problems	Interview 9: "It is quite difficult to get volunteers. I also see that because I am chairman. You connect	Interview 9: "Het is best lastig om vrijwilligers te krijgen. Dat zie ik ook doordat ik voorzitter ben. Je krijgt contacten met andere

			with other associations. You see, they struggle with two important things: how do I get volunteers and the financial aspect. How do you keep this association financially healthy."	verenigingen. Je ziet, ze worstelen met twee belangrijke dingen: hoe kom ik aan vrijwilligers en het financiële aspect. Hoe hou je het financieel gezond in deze vereniging."
	Lack of time	Describes struggling with not having enough time	Interview 1: "What you see very often, within the different places where we work, is that we all [have] busy agendas. You know, very, very busy."	Interview 1: "Wat je heel vaak ziet, binnen de verschillende plekken waar we werkzaam zijn, is dat we allemaal drukke agenda's [hebben]. Weet je, heel erg druk druk."
	Lack of volunteers	Describes struggling to find volunteers	Interview 9: "It is quite difficult to get volunteers. I also see that because I am chairman. You get into contact with other associations. You see, they struggle with two important things: how do I get volunteers and the financial aspect. How do you keep this association financially healthy."	Interview 9: "Het is best lastig om vrijwilligers te krijgen. Dat zie ik ook doordat ik voorzitter ben. Je krijgt contacten met andere verenigingen. Je ziet, ze worstelen met twee belangrijke dingen: hoe kom ik aan vrijwilligers en het financiële aspect. Hoe hou je het financieel gezond in deze vereniging."
	Self-exclusion / Not aligning with Dutch norms	Describes the newcomers as excluding themselves and/or one another	Interview 2: "And they also know that Ommoord is an inclusive neighborhood, where there are some foreign people, but that in itself should not be a problem. But they should not demand that they have their own department or their own club. We want them to integrate. Well, then you should not encourage that. And then you should not set up a club that others are not allowed to join. We have a lot of clubs where we are, but we do not have a threshold of you have a different color, so you are not allowed to join or you have a different language. Absolutely not. So we sometimes	Interview 2: "En die weten ook dat Ommoord gewoon een inclusieve wijk is, waar wel wat buitenlandse mensen zijn, maar dat moet op zich geen probleem zijn. Maar ze mogen niet gaan eisen dat zij de eigen afdeling krijgen of de eigen club. Wij willen juist dat ze integreren. Nou, dan moet je dat niet stimuleren. En dan moet je geen club oprichten waar anderen niet bij mogen. Wij hebben heel veel clubs waar we zitten, maar we hebben geen drempel van jij hebt een andere kleur dus je mag er niet bij of je hebt een andere taal. Totaal niet. Daar hebben we ook wel eens last van."

			struggle with that."	
<b>Incorporating inclusion:</b> How the organization works with inclusion	Everyday practices	Provides examples of how inclusion is incorporated in their everyday practices and activities	Interview 8: "We also say, we have four exercise hours. Two on Wednesday and two on Thursday. Everyone can come anytime. It does not matter what time. Even if you want to come twice. Do you want to come on Wednesday and Thursday? Feel free to come. To keep things open. And do you have friends, acquaintances, family, neighbors? Bring them along."	Interview 8: "Wij zeggen ook, we hebben vier sporturen. Twee op woensdag en twee op donderdag. Iedereen mag altijd komen. Maakt niet uit welk uur. Al wil je twee keer komen. Wil je woensdag en donderdag komen? Kom maar. Om die boel open te houden. En heb je vrienden, kennissen, familie, burens? Neem maar mee. Laat ze maar komen."
	No incorporation	Argues inclusion is not incorporated in the organization	Interview 3: "Well, in principle I assume that if you have to put inclusion on the agenda, then it is no longer inclusive. <i>What do you mean by that?</i> Because inclusivity should not actually be put on the agenda, it should be present naturally."	Interview 3: "Nou, in principe ga ik ervan uit dat als je inclusiviteit op de kaart moet zetten, dan is het niet meer inclusief. <i>Hoe bedoelt u dat?</i> Omdat inclusiviteit eigenlijk niet op de kaart moet gezet worden, het moet vanzelfsprekend zijn."
	Philosophy	Describes the mindset of the organization as being inclusive	Interview 9: "As an association, we radiate that. It is an open association. Everyone is welcome. In that respect, we do not look at background. When it comes to inclusivity, then that is not an issue here. Absolutely not."	Interview 9: "Als vereniging stralen we dat wel uit. Het is een open vereniging. Iedereen is welkom. Wat dat betreft kijken we niet naar achtergrond. Als het gaat over inclusiviteit. Dan is dat geen punt hier. Absoluut niet."
	Special activities	Provides examples of unique or special activities organized that had inclusion as its goals	Interview 9: "We have an initiative from Sportsupport with people with a language deficiency. We of course have people with a language deficiency who live in the neighborhood who have difficulty integrating into society. They then give them language lessons. If you combine that with exercise, research shows that you learn the language faster if you	Interview 9: "We hebben een initiatief van Sportsupport met mensen met een taalachterstand. We hebben natuurlijk mensen met taalachterstand in de wijk wonen, die moeilijk integreren in de samenleving. Die geven ze dan taallessen. Als je dat combineert met bewegen, onderzoek wijst uit dat je sneller de taal leert als je dat combineert met bewegen."

			combine it with exercise."	
	Target groups	Describes a focus on including (one of) their target groups	Interview 4: "Connecting young and old. That is really something we are working on. We do that often. Connecting young and old. Grandmothers who read out loud, that kind of thing."	Interview 4: "Jong en oud verbinden. Dat is echt wel iets waar we mee bezig zijn. Dat doen we wel vaker. Jong en oud verbinden. Voorleesoma's, dat soort zaken."
<b>Other actor:</b> Mentioning another actor	Alsare			
	Badmintonclub Ommoord			
	BOO			
	BOO (newspaper only)			
	Bridge club			
	Coalitie Erbij			
	General practitioners			
	Gerard Goosenflat (dementia department)			
	Gro-up			
	Grocery store			
	Handbalvereniging			
	Home care			
	Huis van de Wijk			
	Indoor bowls club			
	Kinderboerderij			
	Kunstkring Prins Alexander			
	Medisch centrum			
	Mosque			
	Municipality			
	Open Hof			
	Opzoomer Mee			
	Pameijer			
	Physical therapists			
	RADAR			

	RET			
	RKC WION			
	Senioren Sportief			
	Sports associations (in general)			
	Stichting Beheer Romeynshof			
	Stichting de Witte Bollen			
	SV Ommoord			
	VVE Heremaflat			
	Waterbeheer Ommoordse veld			
	WMO			
	Woningbouwcoöperatie			
<b>Power:</b> Describing themselves or another actor as being powerful within the network or beyond it	Authority	Describing their own or another actor's power within the network. This can either be expressed in the form of the actor having "power over" something or "power to" do something related to the network	Interview 7: "You could say that the core of collaboration is that we help in terms of communication."	Interview 7: "Je zou kunnen zeggen dat de kern van samenwerking is dat wij helpen in termen van communicatie."
	Discursive legitimacy	Describes themselves or another actor as being valuable to the network, since they are, societally, perceived as (morally responsible) experts within a certain topic	Interview 7: "They often come to us. We are taken seriously as a party in the neighborhood."	Interview 7: "Ze komen vaak naar ons toe. We worden serieus genomen als partij in de wijk."
	Resources	Describes themselves or another actor being valuable within the network due to their resources	Interview 7: "We are often a channel of information, through our magazine. And sometimes we also provide support in a different way."	Interview 7: "Vaak zijn we een doorgeefluik van informatie, door middel van ons blad. En soms ondersteunen we ook op een andere manier."
	Resources:	Describes themselves or	Interview 10: "Well, we also have contact with	Interview 10: "Nou ja, wij hebben ook met

	knowledge	another actor being valuable within the network due to their knowledge (as a resource)	Sportsupport Rotterdam who helps us with that (...) and who gives us tips on what to do."	Sportsupport Rotterdam hebben we met iemand contact die ons daar wel bij helpt (...) en die geeft ons tips om dingen te gaan doen."
<b>View on collaboration:</b> Opinion on the collaboration	Negative	The collaboration is seen as something negative/detrimental	Interview 3: "But the municipality says, yes, the participation has taken place. Because we have checked the box, we have had two meetings, if only you had come. But we could not have come, because we did not know at all that this would come in front of our flat (...) But those are typical policy measures that happen all the time."	Interview 3: "Maar de gemeente zegt, ja de participatie is geweest. Want we hebben het vinkje afgezet, we hebben twee bijeenkomsten gehad, hadden jullie maar moeten komen. Maar we hadden niet kunnen komen, want we wisten helemaal niet dat dit voor onze flat zou komen. (...) Maar dat zijn typisch beleidsmaatregelen die continu gebeuren."
	Neutral	The collaboration is seen as both positive and negative or seen as neither	N.A., no occurrences of neutral views on collaboration	N.A., no occurrences of neutral views on collaboration
	Positive	The collaboration is seen as both positive and negative or seen as neither	Interview 9: "When it comes to collaboration with those organizations, I am very positive about it."	Interview 9: "Als het gaat over samenwerking met die organisaties, sta ik er heel positief tegenover."
<b>View on inclusion:</b> Opinion on inclusion	Negative	Inclusion is seen as something negative/detrimental	Interview 7: "That because of residents from a different culture, the fire brigade has to be called. They lit a fire on a concrete floor. Then the pot hangs above it in the living room. They just want to cook like that. Of course, you cannot do that in an apartment."	Interview 7: "Dat bewoners vanuit een andere cultuur moet er brandweer bij komen. Die hebben op de betonnen vloer een vuurtje gestoken. Dan hangt de pot boven in de woonkamer. Die willen zo maar koken. Dat kan je natuurlijk in een flat niet maken."
	Neutral	Inclusion is seen as both positive and negative or seen as neither	Interview 6: Inclusion is not a relevant topic for us. (Note: Not a quote, taken from phone call notes)	Interview 6: Inclusie speelt voor ons niet. (Note: Not a quote, taken from phone call notes)
	Positive	Inclusion is seen as something positive/beneficial	Interview 5: "I think it is also the case in the association. That	Interview 5: "Ik denk dat het ook wel zo is in de vereniging. Dat je met



		al	together you can help other people a little. I think that is also important. I am also a bit proud of that. That you can offer such a space, yes. That you, all together, can pay a little attention to someone else."	elkaar ook andere mensen weer een beetje kan helpen. Dat vind ik ook wel belangrijk. Daar ben ik ook wel een beetje trots op. Dat je zo een plek kan bieden, ja. Dat je met z'n allen een beetje aandacht aan een ander kan besteden."
	Successful	The definition of inclusion is seen as being (in the process of being) achieved	Interview 4: "Two weeks ago, I happened to discuss it in the team meeting in Ommoord. What about you? (...) That young people are not accepted or that adults do not accept young people? And then you hear, coincidentally two youth workers of color, a Moroccan boy and a Surinamese boy, who then say, no, we do not really notice that (...) I think the tolerance in Ommoord is actually quite high, compared to, for example, Zevenkamp."	Interview 4: "Ik heb twee weken terug, toevallig in Ommoord nog in het teamoverleg besproken. Hoe zit het bij jullie? (...) Dat jongeren niet geaccepteerd worden of dat volwassenen de jongeren niet accepteren? En dan hoor je dus toevallig twee gekleurde jongerenwerkers een Marokkaanse jongen en een Surinaamse jongen die dan zeggen van, nee wij merken daar eigenlijk niks van. (...) Ik vind dat de tolerantie in Ommoord eigenlijk best wel, vergeleken met bijvoorbeeld Zevenkamp, eigenlijk best wel hoog is."
	Unsuccessful	The definition of inclusion is seen as not being (in the process of being) achieved	Interview 2: "So that causes a change. And that is also bothersome. Because there are also people who do not join. And there are also people who do not speak the language. So of course, it is quite bothersome when you walk through the shopping center, and then only people walk around talking in a different language. Because they then exclude themselves off. So that is quite difficult, I will say. That is a change for us, it was not like this. The most difficult kind are the people who just will not participate."	Interview 2: "Dus dat geeft wel een verandering. En dat is ook wel storend. Want er zitten ook wel mensen bij die zich niet aansluiten. En er zitten ook mensen bij die niet de taal spreken. Dus het is natuurlijk best wel gewoon storend als je het winkelcentrum over loopt. En dan lopen alleen mensen in een andere taal te praten. Want die sluiten zichzelf dan af en uit. Dus dat is best wel lastig, zal ik maar zeggen. Dat is voor ons een verandering, omdat dat niet was. Het lastigste soort zijn de mensen die gewoon niet mee gaan doen."
<b>View on</b>	Negative	Demographic	Interview 2: "So that	Interview 2: "Dus dat geeft

<b>the demographic change:</b> Opinion on the demographic change		change is seen as something negative/detrimental	causes a change. And that is also bothersome. Because there are also people who do not join. And there are also people who do not speak the language. So of course, it is quite bothersome when you walk through the shopping center, and then only people walk around talking in a different language. Because they then exclude themselves off. So that is quite difficult, I will say. That is a change for us, it was not like this. The most difficult kind are the people who just will not participate."	wel een verandering. En dat is ook wel storend. Want er zitten ook wel mensen bij die zich niet aansluiten. En er zitten ook mensen bij die niet de taal spreken. Dus het is natuurlijk best wel gewoon storend als je het winkelcentrum over loopt. En dan lopen alleen mensen in een andere taal te praten. Want die sluiten zichzelf dan af en uit. Dus dat is best wel lastig, zal ik maar zeggen. Dat is voor ons een verandering, omdat dat niet was. Het lastigste soort zijn de mensen die gewoon niet mee gaan doen."
	Neutral	Demographic change is seen as both positive and negative or seen as neither	Interview 6: We do not notice any demographic change. (Note: Not a quote, taken from phone call notes)	Interview 6: We merken niets van demografische verandering. (Note: Not a quote, taken from phone call notes)
	Positive	Demographic change is seen as something positive/beneficial	Interview 5: "It is to be hoped that the composition will change. Because you do not want it to get much older here."	Interview 5: "Het is te hopen, dat die samenstelling wijzigt. Want heel veel ouder moet je hier niet krijgen."

## Appendix F: Informed consent form (in Dutch)

### Onderzoeksinformatie

Ik ben Alma Propst en ik doe onderzoek voor mijn master Governance of Migration and Diversity: Public Administration aan de Erasmus Universiteit Rotterdam. Ik doe onderzoek naar verschillende partijen in Ommoord en hoe zij met inclusie werken. Hieronder leg ik dit onderzoek uit. Als u iets niet begrijpt, of vragen heeft, dan kunt u die aan mij stellen. Ook na het onderzoek kunt u contact met mij opnemen met vragen of opmerkingen, Dat kan via 699168ap@student.eur.nl. Als u wilt meedoen aan het onderzoek kan u dit aangeven in het formulier op de andere zijde.

#### Wat kunt u verwachten?

U kunt kiezen waar u het interview plaats wil laten vinden. Het gesprek duurt 1 uur. Als u tijdens het gesprek een vraag niet wilt beantwoorden, hoeft dat niet. Ik neem het geluid van het gesprek op. Mocht ik eventuele vervolgvragen hebben, dan kan het zijn dat ik hiervoor later nog contact met u opneem. Ook voor die vragen geldt dat u geen antwoord hoeft te geven mocht u dat niet willen. Aan het eind van het interview krijgt u de gelegenheid om op uw antwoorden terug te komen. Er is geen vergoeding mogelijk voor uw deelname.

#### Wat zijn de mogelijke risico's en ongemakken?

Sommige van de thema's die we zullen bespreken, liggen misschien gevoelig binnen uw organisatie. Mocht u ongemak ervaren, dan kunt u dit tijdens of na het gesprek aangeven en kunnen we samen naar oplossingen of nazorg mogelijkheden kijken.

#### Hoe wordt er met mijn data omgegaan?

- Ik sla al uw gegevens veilig op en alleen ik heb toegang tot uw gegevens.
- Gemaakte opnames worden omgezet in tekst. Uw naam wordt indien gewenst vervangen met een pseudoniem of nummer. Uw voorkeur kunt u onderaan in het formulier aangeven.
- Directe persoonsgegevens worden apart van de uitgewerkte tekst opgeslagen.
- Uw naam en contactgegevens worden binnen een jaar verwijderd. Overige verzamelde data worden na 10 jaar verwijderd.
- Over de resultaten van het onderzoek schrijf ik een scriptie die wordt geplaatst op de databank met scripties van mijn master. De resultaten zijn voor iedereen toegankelijk via <https://www.gmdcentre.nl/thesis-repository>.
- Ik gebruik uw specifieke antwoorden mogelijk in het artikel. Als uw antwoord naar u te herleiden is, dan vraag ik u daar eerst toestemming voor.
- Hoewel ik uw naam zonder toestemming niet opneem in publicaties en ook niet communiceer aan andere deelnemers of derden, bestaat het risico dat u toch indirect geïdentificeerd kan worden. Dit bijvoorbeeld omdat zij bekend zijn met de organisatie waarvoor u werkt.

#### Vrijwillige deelname

Deelnemen aan dit onderzoek is geheel vrijwillig. U kunt op ieder moment en zonder uitleg stoppen. Als u deelneemt aan het onderzoek staat het u vrij om meer informatie te verzoeken over de dataverzameling en analyse. Ook staat het u vrij om te verzoeken dat uw data wordt verwijderd en niet mee wordt genomen in het onderzoek. Dit kan tot het begin van de resultatenanalyse op 3 juni 2024.

Mocht u na deelname klachten hebben over het verwerken van persoonsgegevens of overige opmerkingen of vragen hebben, neem dan graag contact op met mij, Alma Propst, via 699168ap@student.eur.nl. Mocht u uw deelname willen intrekken, neem dan ook contact op via dit e-mailadres.

**Erasmus University Rotterdam**



## Toestemmingsformulier

Bij het ondertekenen hiervan bevestig ik onderstaande punten.

- Ik ben geïnformeerd over het doel van dit project en de opslag van de bestanden.
- Ik heb bovenstaande onderzoeksinformatie gelezen of bovenstaande informatie is aan mij voorgelezen.
- Ik heb de mogelijkheid gehad om vragen te stellen over het onderzoek en deze vragen zijn voldoende beantwoord.
- Ik doe vrijwillig mee aan dit onderzoek.
- Ik begrijp dat er vertrouwelijk wordt omgegaan met de informatie en opnames.
- Ik begrijp dat ik zonder gevolgen mijn deelname kan terugtrekken of kan weigeren om vragen te beantwoorden.
- Ik begrijp dat ik mijn toestemming achteraf kan terugtrekken, voor het begin van de analyse op 3 juni 2024.

Daarnaast geef ik toestemming voor:

	Ja	Nee
Het opnemen en gebruik van geluidsopnames van het interview.		
Het gebruik van de naam van mijn organisatie in het artikel.		
Het gebruik van citaten uit het interview.		
Het gebruik van de naam van mijn organisatie bij de citaten.		
Het gebruik van mijn naam bij de citaten.		

Naam: \_\_\_\_\_

Datum: \_\_\_\_\_

Handtekening: \_\_\_\_\_