

Viral Engagement?

The Impact of the Covid-19 Pandemic on E-Participation

Additional Material

English Interview Guideline

Introductory Remarks and Explanation

1. Could you please introduce yourself at the beginning? Also, please briefly describe your company and your position in it.
2. How would you define digital participation / e-Participation?
3. How were you affected by the pandemic? Have you been in lockdown, working from home? Have you noticed any significant differences comparing your tasks in the company then and now?

Business Modell and Platform Design

4. In general: What differs your platform from other e-Participation / digital participation platforms? What is the unique selling point of XX?
5. How was your company's business model affected by the pandemic / did the interest in your product(s)/platform increase?
6. Was it necessary to adapt your platform (e.g., introducing new services or modules) to meet certain requirements imposed by the pandemic?

Public Participation During the Pandemic

7. To what extent has public attention for citizen participation – in your opinion – changed since Covid-19?
8. Do you think that factors such as lockdown, home office, less social interactions, etc. influenced the citizen's willingness to participate?

Digital Participation During the Pandemic

9. The Pandemic has shown that the acceptance of video conferencing with tools such as Zoom, Teams, etc. has increased significantly. Do you have the impression that the increasing digitization through Covid-19 impacts the implementation of citizen participation?
10. We would like to ask about the exclusivity of digital participation platforms. Did Covid-19 have an impact on the composition of participants? Do other population groups now participate more/less than before? Have discrepancies in public participation increased regarding the possibility of participation?
11. When working with citizens during the pandemic, have digital participation formats changed their group dynamics compared to previous offline formats? In particular, e.g., discussion culture, hierarchies among participants?
12. Do you think or have you experienced that digital participation formats been used to educate about Covid-19 or to increase citizen acceptance of measures?

Standardized Questions

Please rate the following statements on a scale of 1 to 7 (where 1 represents strongly disagree and 7 represents strongly agree):

13. The Covid-19 pandemic impacted my work/ my area of responsibility.
14. The pandemic has a noticeable influence on the progress of digital participation.
15. The Covid-19 Pandemic had an impact in the development of digital participation formats.

16. The adjustments in your business caused by the Covid-19 pandemic will be permanent. (If applicable)

Closing Questions

17. How do you think citizen participation will develop after Corona? Are there any societal effects that will last? What lessons do you draw for your company from the pandemic?
18. Is there anything else that didn't come up during the interview that you would like to share?

Conclusion

Thank you so much for taking the time to participate in this interview. We are now ending the recording.

During the next weeks, we will evaluate the interviews and analyze them as part of this study.

If we encounter any queries during the evaluation, may we contact you again?

German Interview Guide

Einleitung und Erklärungen

1. Könnten Sie sich bitte zu Beginn vorstellen? Auch bitte kurz Ihr Unternehmen und Ihre Position in diesem.
2. Wie würden Sie digitale Partizipation/ e-Partizipation definieren?
3. Wie hat die Pandemie Ihr Leben beeinflusst? Waren Sie im Lockdown/ im HomeOffice tätig? Fallen Ihnen wesentliche Unterschiede zwischen Ihren Aufgaben im Unternehmen damals und heute auf?

Geschäftsmodell und Plattformgestaltung

4. Ganz allgemein: Was unterscheidet Ihre Plattform von anderen E-Partizipations- / digitalen Beteiligungsplattformen? Was ist das Alleinstellungsmerkmal von XX?
5. Wie hat sich die Pandemie auf das Geschäftsmodell Ihres Unternehmens ausgewirkt / ist das Interesse an Ihren Produkt(en)/Ihrer Plattform gestiegen?
6. War es notwendig, Ihre Plattform anzupassen (z. B. neue Dienste oder Module einzuführen), um bestimmte Anforderungen zu erfüllen, die durch die Pandemie entstanden sind?

Beteiligung der Öffentlichkeit während der Pandemie

7. Inwieweit hat sich die öffentliche Aufmerksamkeit für die Bürgerbeteiligung – Ihrer Meinung nach – seit Covid-19 verändert?
8. Denken Sie, dass Faktoren wie Lockdown, Home-Office und die Reduktion von sozialen Interaktionen die Bereitschaft der Bürger zur Teilnahme beeinflusst haben?

Digitale Partizipation während der Pandemie

9. Die Pandemie hat gezeigt, dass die Akzeptanz von Videokonferenzen und den entsprechenden Tools wie Zoom, Teams etc. deutlich gestiegen ist. Haben Sie den Eindruck, dass die zunehmende Digitalisierung durch Covid-19 Auswirkungen auf die Durchführung von Bürgerbeteiligung hat?
10. Wir möchten Sie nach der Exklusivität der digitalen Beteiligungsplattformen fragen. Hat sich Covid-19 auf die Zusammensetzung der Teilnehmenden ausgewirkt? Beteiligen sich jetzt andere Bevölkerungsgruppen mehr/weniger als vorher? Haben sich die Diskrepanzen in der Bürgerbeteiligung hinsichtlich Möglichkeit der Beteiligung verstärkt?
11. Haben digitale Beteiligungsformate bei der Arbeit mit Bürgern während der Pandemie deren Gruppendynamik im Vergleich zu früheren Offline-Formaten verändert? Insbesondere z. B. die Diskussionskultur, Hierarchien unter den Beteiligten?
12. Denken Sie oder haben Sie erlebt, dass digitale Beteiligungsformate eingesetzt wurden, um über Covid-19 aufzuklären oder die Akzeptanz der Bürger*innen für Maßnahmen zu erhöhen?

Standardisierte Fragen

Bitte bewerten Sie folgenden Aussagen auf einer Skala von 1 bis 7 (wobei 1 für "stimme überhaupt nicht zu" und 7 für "stimme voll und ganz zu" steht):

13. Die Covid-19 Pandemie hat sich auf Ihre Arbeit/ Ihren Aufgabenbereich ausgewirkt.
14. Die Pandemie hat einen spürbaren Einfluss auf den Fortschritt der digitalen Partizipation.
15. Die Covid-19 Pandemie hatte einen Einfluss auf die Entwicklung digitaler Beteiligungsformate.
16. Die durch die Covid-19-Pandemie verursachten Anpassungen in Ihrem Unternehmen werden dauerhaft sein. (optional)

Abschlussfragen

17. Wie wird sich Ihrer Meinung nach die Bürgerbeteiligung nach Corona entwickeln? Gibt es gesellschaftliche Auswirkungen, die von Dauer sein werden? Welche Lehren ziehen Sie für Ihr Unternehmen aus der Pandemie?
18. Gibt es noch etwas, das im Interview nicht zur Sprache kam, dass Sie uns aber gerne mitgeben würden?

Abschluss

Vielen Dank, dass Sie sich die Zeit genommen haben an diesem Interview teilzunehmen.

Wir beenden nun die Aufnahme.

In den nächsten Wochen werden wir die Interviews auswerten.

Falls wir im Verlauf der Auswertung auf Rückfragen stoßen sollten, dürfen wir noch einmal auf Sie zukommen?

List of Organizations of Interview Partners

Organization	Website	Country	Interviewee
Insights	https://www.insights.us/	Israel	
Consider.it	https://consider.it/	USA	
Wer denkt Was?	https://werdenktwas.de/ueber-uns/	Germany	
Adhocracy+	https://adhocracy.plus/	Germany	
Democracia OS	https://www.democraciaos.org/	Argentina	
LiquidFeedback	https://liquidfeedback.com/de/	Germany	
Decidim	https://decidim.org/de/	Spain	
Dialogzentrale	https://dialogzentrale.com/de	Germany	
CitizenLab, now: go vocal	https://www.govocal.com/	Belgium	

Code Structure (Export from MAXQDA)

List of Codes	Frequency
Code Structure	424
Themes	0
Definition E-Participation	13
Practices and Principles	30
Demand	7
Demand Decrease	4
Demand Increase	19
Future	20
Political Environment	13
(Political) Crises	9
Digitalization	13
Participation Projects	9
Political Culture	22
Use Clarification Pandemic	9
Actors	0
Citizen	0
Awareness	8
Citizen Skills/Capabilities	18
Composition	18
Group Dynamic	12
Participation/Engagement/Motivation	27
Customers	31
Platform Operators	0
Business Model	25
Launched	9
Nonprofit association	3
Open-Source	5
Personal	2
CEO	1
Founder	5
Homeoffice	10
Lockdown	2
Project Head	1
Small Children	6

Team Lead	4
Platform Design	19
Pandemic induced Adaptions	26
Quotable passages	13
Other	2
Flowers on the wayside	9

Examples, Definitions, and Coding Rules

Themes

Definition: Meta-Category comprised of all codes relating to utterances that refer to broad themes that relate to e-participation and its development.

Example: /

Definition E-Participation

Definition: Instances of interviewees defining e-participation in their own terms. (Usually prompted by the corresponding question in the interview guide.)

Coding rule: Segment must contain definitory aspect of e-participation.

Example: Interview 3, wer denkt was “digitale Partizipation ist die Beteiligung der Bürgerschaft über digitale Mittel und da vor allen Dingen mit Hilfe von Software bei Plattformen, also Internetplattformen. Ich unterscheide die digitale Bürgerbeteiligung nochmal von solchen Dingen wie digitale Veranstaltungen oder ähnliches. Also für mich ist digitale Bürgerbeteiligung immer das, was irgendwie über eine App, über eine Internetseite oder ähnliches läuft. Das heißt, die Bürger können dann direkt interaktiv Ideen, Kommentare und ähnliches eingeben über technische Mittel.“ „Digital participation is the involvement of the citizenry via digital means, in particular with the help of software on platforms, that is internet platforms. I differentiate the digital citizen participation from things like digital events or similar things. So, for me digital citizen participation is something that always runs on some kind of app or internet site or something similar. That means, the citizens may then directly and interactively enter ideas, comments etc. via technical means.” [Author’s translation]

Practices and Principles

Definition: A sub-code of “Definition E-Participation”, applied when interviewees make explicit reference to normative qualities or status of e-participation processes or ways of their practical realization, through design choices etc., referencing what is appropriate and what is not.

Coding rule: Segments must contain further and/or practical qualification of e-participation.

Example: Interview 3 wer denkt was “Was wir hier gar nicht so sehen – also für mich ist die digitale Beteiligung niemals ein Ersatz für vor-Ort-Veranstaltungen oder ähnliches, nur in sehr starken Ausnahmefällen“ „What do not see here – well, for me, digital participation is never a replacement for in-person events etc., only in exceptional cases.“

Demand

Definition: A code applied when interviewees address the topic of demand as an external influence on their platform – in particular shifts in demand during the pandemic.

Coding rule: Segments must contain references to interest of (potential) customers in respective platform’s services and products.

Example: Interview 2 consider.it “[...] there’s kind of like two impacts that were large on consider.it. One is the demand [...].”

Demand Decrease

Definition: A sub-code of “Demand” applied when interviewees speak about lower demand for their services or products as a consequence of the pandemic as an external factor affecting their platform.

Coding rule: Segments must contain references to a decline in demand during/as a result of the pandemic.

Example: Interview 1 insights “Insights obviously faced some challenges, following the fact that in the first wave many clients just cut everything.”

Demand Increase

Definition: A sub-code of “Demand” applied when interviewees speak about higher demand for their services or products as a consequence of the pandemic as an external factor affecting their platform.

Coding rule: Segments must contain reference to a growth in demand during/as a result of the pandemic.

Example: Interview 9 CitizenLab “Wir haben schon gesehen, [dass] natürlich mehr Nachfrage nach digitalen Werkzeugen ist, und da hatten wir schon gesehen, dass hier mehr angefragt wurden und auch mehr bei uns angekommen sind.“ „We have seen that there is of course more demand for digital tools and we have already seen that there have been more requests here and that we have also received more inquiries.” [Author’s translation].

Future

Definition: A code applied when interviewees speculate about developments, trends and developments to come concerning e-participation or their platform.

Coding rule: Segments must contain prognoses or speculations about future developments in the field of e-participation.

Example: Interview 4 Adhocracy+ „Ja, ich denke das [e-Partizipation] wird sich mehr und mehr etablieren. Das ist unser Eindruck, weil wir jetzt auch sehen – so eine Kontinuität bei den Kommunen, die das einsetzen, zum Beispiel. Dass – die werden das weiter nutzen, da bin ich mir sicher, ja.“ „Yes, I think it [e-participation] will become more and more established. That’s our impression because we are now seeing continuity in the municipalities that are using it, for example. That - they will continue to use it, I am sure of that, yes.” [Author’s translation]

Political Environment

Definition: A code applied when interviewees reference broad political circumstances surrounding their platform and e-participation in general, sketching out the political field in which they operate.

Coding rule: Segments must refer to wider political circumstances external to the respective platform.

Example: Interview 5 Democracia OS “We are part of a lot of, like, networks with other NGOs her in Argentina. We are part of the, like, open – we work with the OGP, the Open Government Partnership, and the government in Argentina. We are representatives of other – we represent other organizations with the Argentinian government and the OGP.”

(Political) Crises

Definition: A sub-code of “Political Environment” applied when interviewees speak about specific crises or their multiplicity in the current time affecting e-participation and/or their individual platform.

Coding rule: Segments must contain a qualification of the political environment as being characterized by crisis or reference a specific crisis.

Example: Interview 2 Consider.it “Like the conflict in Ukraine, you know, climate crisis, different intersecting ecological issues will have social discord. In the US at least, we have huge issues with increasing polarization. [...] there’s gonna be different kinds of events that happen that put us in a different relationship with each other – and will consider.it continue to be relevant?”

Digitalization

Definition: A sub-code of “Political Environment” applied when interviewees speak about the digitalization and/or the increasing diffusion and use of digital technologies as a factor affecting e-participation or their platform.

Coding rule: Segments must contain accounts of the effects of increasing diffusion of digital technologies.

Example: Interview 3 wer denkt was: “ ich glaube schon, dass einige Bürgerinnen und Bürger, die vielleicht vorher mit insgesamt sagen wir mal, nicht ganz so Technik-affin waren und nicht so Lust drauf hatten, dass sie einfach sozusagen durch ihren Alltag, also durch zunehmende Digitalisierung auch, dass man jetzt dann doch das Herz der Tat und doch an solchen Meetings teilnehmen muss und so weiter, dass das schon so ein bisschen auf die Bereitschaft erhöht hat.“ „I do believe that some citizens, who were perhaps previously, let's say, not quite so tech-savvy overall and didn't feel like it, that their everyday lives, through increasing digitalization, have made them more willing to take part in such meetings and so on.”

Participation Projects

Definition: A sub-code of “Political Environment” applied when interviews reference other/previous e-participation processes that serve as role models, pioneers, frontrunners etc. and set a (favorable) precedent for e-participation.

Coding rule: Segments must contain references to pioneering projects in the field and their effects for e-participation.

Example: Interview 4 Adhocracy+ „Und das zum Teil auch daran liegt, dass es diese Leader-Programme gibt, wo eben in Kommunen einfach mehr Online-Beteiligung auch umgesetzt werden muss.“ „ And this is also partly due to the fact that there are these leader programs, where more online participation simply has to be implemented in municipalities.”

Political Culture

Definition: A sub-code of “Political Environment” applied when interviewees describe certain norms and practices perceived as typical and culturally defining for their respective context that affected e-participation or their platform.

Coding rule: Segments must contain characterizations of the political environment with respect to norms and cultural criteria.

Example: Interview 1 Insights: “So, I think that the barriers for changing decisions are cultural more than pandemic related. I'm not sure the pandemic brought modesty to decision makers. At least not in Israel, maybe in Germany it's different, but I don't feel that. So, I'm sorry maybe other platforms have a different experience, but our business is to change decisions. And it requires a certain culture of openness, of listening, of modesty and I'm not sure it changed.”

Use Clarification Pandemic

Definition: A code applied when interviewees describes if and to what extend their services were required for information or e-participation processes explicitly related to the Covid-19 pandemic. (usually prompted by a corresponding question by the interviewers)

Coding rule: Segments must contain descriptions of the respective platform being used for the dissemination of official information regarding the pandemic.

Example: Interview 5 Democracia OS “No, we haven't worked in any process related to COVID-19. With our platforms and participation and all, no. The only thing we did like related to COVID-19 was last year with other organizations that we represent was to, but it was more like a work of ask the government to publish all the information in open like the data in an open standard and not just like the final numbers without like the whole information available.”

Actors

Definition: Category comprised of all codes relating to utterances that refer to specific actors or groups of actors in the field of e-participation.

Citizen

Definition: Sub-Category of “Actors” comprised of the codes referring to citizens as participants of e-participation processes.

Awareness

Definition: Sub-code of “Citizens” applied to utterances exploring the awareness for e-participation processes among citizens.

Coding rule: Segments must contain references to the perceived awareness concerning e-participation among citizens.

Example: Interview 3 wer denkt was „Wenn ich jetzt irgendwelche Pressemitteilungen mache oder auf Social Media irgendwas poste zur Bürgerbeteiligung das kriegt niemand mit, weil die Medienlandschaft war voll von Covid-19 und der Pandemie.“ „If I issue any press releases now or post anything on social media about citizen participation nobody will notice because the media landscape was full of Covid-19 and the pandemic.”

Citizen Skills/Capabilities

Definition: Sub code of “Citizens” applied to utterances describing the (digital) capacities of citizens that are deemed relevant for e-participation processes.

Coding rule: Segments must contain assessments of citizens’ perceived capacity to handle digital technologies.

Example: „Also ich, wenn ich mich daran erinnere am Anfang der Pandemie, wie das teilweise noch schwierig war mit Menschen irgendwelche Zoom-Calls oder so oder auch Workshops online durchzuführen, und mittlerweile müssen wir fast gar nicht mehr erklären, wie man irgendwelche Tools verwendet. Es ist dann einfach schon den Leuten klar, die kennen Miro, die kennen andere Tools und wissen, wie man damit umgeht. Und das hat auf alle Fälle dazu beigetragen, dass es, glaub ich, selbstverständlicher geworden ist auch so Online-Beteiligung zu verwenden. Und wir grundsätzlich gefühlt weniger erklären müssen, ja.“ „So I – when I think back to the beginning of the pandemic, I remember how difficult it was to conduct Zoom calls or workshops online with people, and now we hardly have to explain how to use any tools at all. It's just clear to people, they know Miro, they know other tools and they know how to use them. And that has definitely contributed to the fact that I think it has become more natural to use online participation. And we basically feel we have to explain less, yes.”

Composition

Definition: Sub code of “Citizens” applied to utterances describing the perceived presence and/or representation of different social groups in participation processes.

Coding rule: Segments must contain description of the composition of participants.

Example: Interview 2 Consider.it “I think it's just kind of like increased like this, like there's more people doing it yet across all groups, but I don't think that the distribution has changed much.”

Group Dynamic

Definition: Sub code of “Citizens” applied to utterances describing social relations among participants.

Coding rule: Segments must contain descriptions of social relations and dynamics among participants.

Example: Interview 7 Decidim “we see from the beginning a tension between the older, the previous organized networks in the city, the older organizations, the organizations neighborhood that the people, who always participated in the – before the platform, because they had to face with other people being part of [it]. And they say why this random citizen can create a proposal on the platform and this proposal has the same level in terms of priority”

Participation/Engagement/Motivation

Definition: Sub code of “Citizens” applied to utterances describing the perceived relationship of participants with the participation processes and their perceived willingness to take part and contribute to participation processes.

Coding rule: Segments must contain assessments of the perceived attitude of citizens towards participation processes and/or their eagerness to participate.

Example: Interview 5 Democracia OS “We did them [meetings] online using Zoom and it was like very interesting, a lot of people participated. We did them at 6:00 o'clock, so people like started, ended their work and they could connect and that was like in 2020. So, people were like very, of course, all the day in their homes. So, it was very easy to get them out at 6:00 PM, just waiting for, to participate and do something different as every day. So, it was a good opportunity and it was very successful.”

Customers

Definition: A code applied when interviewees refer to actors that initiate participation processes and/or approach platform operators as potential clients/customers and how their actions and attitudes affect e-participation and platforms.

Coding rule: Segments must contain reference to customers as a distinct and relevant group of actors.

Example: Interview 5 Democracia OS “But the most important thing is that it made for us so much easier to explain to the people in organizations and in government the importance and the opportunity that technology, like, how useful technology is to do participation, and that it's accessible [...]”

Platform Operators

Definition: A category containing all sub-codes relating to utterances referring directly to the respective e-participation platform and potential changes it underwent during the pandemic.

Example: /

Business Model

Definition: A code applied to passages where interviewees describe the business model of their respective platform.

Coding rule: Segments must contain descriptions of the business model or important aspects thereof.

Example: Interview 4 Adhocracy+ „Die Plattform Adhocracy+ zeichnet sich durch – eigentlich dadurch aus, dass es zum einen eine kostenfreie Plattform ist als SaaS-Model (Software as a Service).“ „The Adhocracy+ platform is characterized by the fact that it is a free platform as a SaaS model (Software as a Service).“

Launched

Definition: A sub-code of “Business Model” applied when interviewees describe the launch phase or state the date of the launch of their platform.

Coding rule: Segments must contain information about the launch of the platform.

Example: Interview 7 Decidim “We started the project in the city of Barcelona and we initiated the platform in 2016.”

Nonprofit association

Definition: A sub-code of “Business Model” applied when interviewees describe their organization as not for profit.

Coding rule: Segments must identify the respective platform as not for profit.

Example: Interview 7 Decidim “In 2019 we created a community from the project and the community was constituted as a nonprofit association.”

Open-Source

Definition: A sub-code of “Business Model” applied when interviewees describe their platform/software as open source.

Coding rule: Segments must specify the business model as including an open source model.

Example: Interview 2 Consider.it “I open-sourced consider.it before the pandemic.”

Personal

Definition: A code applied when interviewees provide personal information relevant for their work.

Coding rule: Segments must contain personal information regarding the interviewee.

Example: /

CEO

Definition: A sub-code of “Personal” applied when interviewees identified as the CEO of the platform.

Coding rule: Segments must identify interviewee as CEO of the respective platform.

Example: Interview 1 Insights “I served as the CEO for several years.”

Founder

Definition: A sub-code of “Personal” applied when interviewees identified as the (co-)founder of the platform.

Coding rule: Segments must identify interviewee as the founder of the respective platform.

Example: Interview 7 Decidim “I am XXX and the director of Democratic Innovation in the city of Barcelona. And I'm the one of the co-founders and responders on the Decidim project at the different levels. And yeah and in charge of the innovative, democratic innovation policies in the city.”

Homeoffice

Definition: A sub-code of “Personal” applied when interviewees talked about their experiences concerning remote working during the pandemic.

Coding rule: Segments must contain references to remote working practices.

Example: Interview 5 Democracia OS “[...] in the pandemic of course we started to work from our houses. We had to, like, very fast – turn into, like, an organization that works, like, from the house, everybody doing Home Office. But for us it was really, it was pretty easy because we work with the technology, so we have developers we have – we work online so it was pretty easy to do it.”

Lockdown

Definition: A sub-code of “Personal” applied when interviewees referred to the personal and work-related implications of lockdowns during the pandemic.

Coding rule: Segments must contain descriptions of lockdowns during the pandemic.

Example: Interview 2 Consider.it “But we did experience some lockdown and like my home life has changed.”

Project Head

Definition: A sub-code of “Personal” applied when interviewees described their position in their organization as overseeing one or multiple projects.

Coding rule: Segments must identify the interviewee as overseeing projects.

Example: Interview 4 Adhocracy+ „Ich bin Gründungsmitglied des Vereins Liquid Democracy und jetzt seit 2019 vorwiegend als Projektleiter eingesetzt für die Plattform Adhocracy+.“ I am a founding member of the Liquid Democracy Association and I am now deployed as a project lead of the platform Adhocracy+ since 2019”

Small Children

Definition: A sub-code of “Personal” applied when interviewees talked about their experiences of living with children and the effects on their work during the pandemic.

Coding rule: Segments must reference the influence of having children on work practices during the pandemic.

Example: Interview 3 wer denkt was „Das heißt, ich war sehr, sehr lange nur im Home Office, bin jetzt, so teils, teils im Home Office und teils im Büro und das hat mich auch als Vater sehr extrem beeinflusst, was die Kinderbetreuung angeht. [...]“ „That means, I was exclusively in Home Office for a very, very long time. Now I am partly in Home Office partly in the office and that has affected severely as a dad, concerning child care [...].”

Team Lead

Definition: A sub-code of “Personal” applied when interviewees described their role within their organization as heading a team.

Coding rule: Segments must identify the interviewee as overseeing teams of employees.

Example: Interview 3 wer denkt was “Ich bin Teamleiter bei der „Wer denkt Was GmbH“, also Leiter des Teams Bürgerbeteiligung.“ „I am Team Lead at the „Wer Denkt Was GmbH“, so, head of the citizen participation team.”

Platform Design

Definition: A code applied to passages during which interviewees explain the structure, architecture and functioning of their platform and services.

Coding rule: Segments contain information on the technical and organizational structure of the platform.

Example: Interview 5 Democracia OS “[...] first of all is that we have, like, different platforms and most of the other ones are, like, all in one. We have it separated and we think it's, like, a good decision because each government has their like (unintelligible) organization. They usually have, like, one area that is in charge of this little process and when we have, like, all processes in the same tool they don't want to share it and those kinds of things. So, we can do it like for, we can like adapt it onto one specific case and we do a lot of work of adaptation. We usually don't use, like, the platform as it comes, but we also – we always do like a very, like, custom adaptation for each case, and I think that's, like, part of the difference that it has.”

Pandemic induced Adoptions

Definition: A sub-code of “Platform Design” applied to utterances that referred to changes (or their absence) in the design of the platform that interviewees link to the pandemic context.

Coding rule: Segments must identify changes to the technical and organizational structure and imply a causal relationship as an effect of the pandemic.

Example: Interview 2 Consider.it “So it kind of has helped to even think about [it] like a sculpture: like, consider.it kind of is getting sculpted over time and it's just kind of getting more sculpted into well defined in terms of what it does through increased demand in the pandemic, but the nature of the model has not changed.”

Quotable passages

Definition: A generic category applied to passages that expressed an idea particularly vividly and that was considered an option for direct quotation.

Coding rule: Segments must express a certain, relevant idea in a particularly precise and/or vivid manner.

Example: Interview 1 Insights “I think we're facing a global crisis of trust. And I think that governments all over the world are incapable of coming up with new models to connect citizens.”

Other

Definition: A generic category designed to save passages during the coding process that cannot be assigned to a fitting code or category (yet).

Example: /

Flowers on the wayside

Definition: A generic category designed to save passages containing aspects that are not directly relevant for the research project but might be interesting for future research.

Example: /