

Trust the (participation) process?

Exploring the interplay between trust and citizen participation



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Colophon

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Abstract

Currently the average lead time of a housing project in The Netherlands is 10 years while the country also faces shortages leaving citizens without housing options. One of the causes of the housing shortage are litigation processes against the housing projects. litigation has seen a large rise in the last few years. Literature shows that the key factor for starting litigation and participation procedures is trust. This thesis looks at participation procedures and specifically the role of trust within those procedures using the paper 'Going the Distance' by Corbett & Le Dantec as a base for operationalization. This thesis analyses the role that trust plays within the participation process to identify conclusions based on a case study review. The two cases that were reviewed revealed the practices put forth by the Corbett & Le Dantec were found in the practical field along with newfound findings. These newfound findings include intentionality, the need for full participation, after care. The recommendation for an expansion for the initial framework is proposed to include these findings. Findings also revealed that the type of participation does not affect the outcome of it, based on litigation procedures.

Keywords: Participation, Trust, litigation, 'Trust-theory', participation types

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1. Introduction to research

1.1 Research problem statement

The Netherlands, a country known for its progressive policies and innovative urban planning, is currently facing a pressing issue that demands immediate attention and research – the housing crisis. The urgency of adding more houses to the existing infrastructure has become a large concern, as the demand for housing consistently outpaces the available supply. As a result, the demand for housing has skyrocketed, leading to a substantial shortfall in available residential units. Major cities have witnessed an unprecedented increase in housing prices, making it increasingly difficult for citizens, particularly the younger demographic and low-income families, to secure affordable housing (Nederlands Jeugdinstutuut, 2023).

Stringent regulations and bureaucratic hurdles in the housing sector have contributed significantly to the crisis. Zoning laws, building codes and planning regulations have, at times, hindered the construction of new housing units. This has not only slowed down the pace of housing development but has also led to an imbalance between supply and demand (Omgevingsweb, 2020).

The Dutch government has recognized this issue as well and has rolled out multiple policies to speed up the production of housing units. These policies include the 'Woondeals 2022 - 2030', policy documents (a total of 35 over the whole country) aimed at speeding up the production of houses (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2022). The documents provide concrete production numbers for every region in the country that are legally binding. Another document is the 'Plan van aanpak - Versnellen processen en procedures woningbouw', this document starts with the following sentence: 'At this moment the average production time of a housing project is 10 years. This is too long for people that are anxiously waiting for a house. It can and must be shorter.' (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2023, p. 5). The document then states five points of action to combat the housing crisis, one of those to change legislation to speed up litigation procedures against housing procedures (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2023, p. 6). The government therefore recognizes that procedures surrounding housing projects take too long and that legislation is a part of this problem.

This issue is also raised from the field of practice, a report by Neprom (Association of Dutch Project Development Companies) highlights the litigation procedures as one of the causes of the housing shortage (Neprom, 2022). Neprom dives into the role of the project developer in accelerating housing processes regarding participation. It states that the participation procedure has to be done thoroughly, but that participation never excludes litigations. Nor should it, as a citizen always should have the right to disagree. The report defines however that participation as a term itself causes confusion, as it is

often unclear what it means and local policy usually does not help clear this up (Neprom, 2022, p. 10). The report further states the role of the Environment and Planning act (further named: EPA) as an opportunity to redefine the participation process.

Because, in addition to the already present housing crisis within the Netherlands, there is another monumental change that (in the time of writing) happened just 8 months ago. On the first of January 2024 the largest change in law the country has seen since the last amendment to the constitution in 1848 (VNG, 2023). This new law called 'Omgevingswet' or EPA in short aims to integrate all activities related to the physical realm under a single law. It bundles 26 separate laws pertaining to spatial planning into one law with the aim to streamline and simplify rules (TAUW, n.d.). One of the concepts of the new EPA is creating a more central role for participation. Participation has gotten a (larger) role within zoning procedures these last years, in preparation for the legislative change. While the EPA is not a focus of this research, it must be mentioned and analyzed because the way participation has been inserted into zoning plans for the past couple of years has all been done as a prelude to the coming of the EPA.

Participation in this context pertains to the involvement and informing of stakeholders (citizens, businesses, NGOs) within zoning procedures. This is usually done when a zoning plan has a finished concept; the initiators will ask for input on this concept plan to improve it. Generally, this is done through a fixed meeting where people can come look at the plan, be informed and discuss it with the initiators of said plan. In recent years there has been an increase in citizens participate in zoning procedures, the local government makes participation processes mandatory throughout the procedure. This often leads to participation processes done as an obligation by initiators which in turn can lead to citizens feeling unheard (Connect, n.d.).

The concept of trust is critical within participation processes (Evans, 2013). Trust between citizens and the government is essential for effective participation and the smooth implementation of housing policies. Unfortunately, national trust in the government is currently at a low point in our society (CBS, 2023a). This lack of trust exacerbates the challenges of effective participation, as citizens are more likely to view governmental actions with skepticism and may be less willing to engage in participatory processes. Building trust requires transparency, consistency, and genuine efforts to incorporate citizen feedback into policy decisions.

1.2 Research aim and research question

The aim of this research is focused on the role of trust within participation processes of spatial planning procedures. As has been highlighted in the previous paragraph one of the causes of delays in the housing sector is litigation. From both the governmental side and the business side the wish has been expressed to shorten litigation as discussed in the previous paragraph. Recent developments also point to an increasing number of litigation procedures surrounding housing projects. The newspaper Trouw has acquired

information from the 'Raad van State', the highest judicial court in The Netherlands that involves environmental law, that there has been an increase of housing cases of 75% in the years 2019 until 2022 while cases surrounding other judicial sectors have decreased during the same time frame (Trouw, 2022). One way to achieve shorter lead times regarding housing projects is by reducing the number of litigation cases. The reduction of procedures would speed up the process of housing development in the Netherlands. The housing crisis as a whole is beyond the scope of this master's thesis due to its size and complexity. Instead, it will focus on the role of trust or lack of trust within participation during spatial procedures.

This leads to the following research question:

"What is the role of trust in participation processes and how does it affect the outcome of participation?"

In order to answer this main research question several supporting questions need to be formulated. Firstly, a definition of trust must be established that will serve as a definition throughout the thesis. Secondly, popular sources point to the level of trust being at an all-time low. Does this trickle down to the local municipalities, where participation is most used? The third question pertains to the role of trust in the field during participation processes. What role does trust play in the development of participation processes? The last question pertains to the ability to draw conclusions from the previous sub question. Can we improve processes by looking at how they are currently done?

1. *How is trust defined in the literature?*
2. *How is the level of trust in local government the field of spatial planning currently in The Netherlands?*
3. *What is the role of trust in the field of spatial planning during participation processes derived from casus in the practical field?*
4. *How can the trust between participants and initiators be improved, using casus from the practical field of spatial planning?*
5. *Does the way participation is applied within a zoning plan procedure affect the outcome?*

1.3 Scientific and societal relevance

1.3.1 Societal

Researching the role of trust can provide several societal benefits. First, by building trust among stakeholders, housing projects can proceed more smoothly, enabling quicker construction of houses to combat the current housing crisis. Trust minimizes conflicts and disputes, which often lead to prolonged legal battles and financial burdens for all parties involved. By fostering trust, the costs associated with potential legal proceedings can be minimized, contributing to more affordable housing for residents. Establishing trust can also expedite housing transactions, potentially increasing the availability of

housing units. This is particularly crucial in a high-demand housing market where delays due to mistrust can exacerbate housing shortages.

Secondly, trust can improve efficiency in the participation process. Courts and legal systems are often burdened with housing-related disputes arising from a lack of trust among stakeholders. Streamlining processes and fostering trust allows judicial resources to be allocated more efficiently, enabling the legal system to focus on cases that genuinely require attention and resolution.

Thirdly, trust can encourage investment in the real-estate market and help stimulate the development of more houses. Project developers may be deterred by the prospect of contentious participation processes. A collaborative housing process, built on trust, can instill confidence among property owners and encourage investments in housing developments, ultimately benefiting the housing market.

Lastly, fostering trust can help free up government resources for other areas. When trust is established and the housing crisis is mitigated, governments and policymakers can direct resources and attention towards addressing broader societal challenges. This allows for a more effective implementation of housing policies and strategies aimed at enhancing the overall quality of housing and urban development.

1.3.2 Scientific

Investigating the role of trust during citizen participation procedures in housing projects holds significant scientific relevance. A literature review that was conducted as part of this master thesis revealed that the role of trust within citizen participation during zoning procedures within the context of Dutch legislation, has not been previously explored. The recent implementation of the EPA has only widened this research gap. The novelty of the EPA presents an untapped area for scientific inquiry, as there has been no prior research examining how trust influences citizen participation under this new legislative framework. This study aims to fill this gap by exploring the dynamics of trust in the context of housing projects governed by the new EPA, thereby contributing valuable insights to the field of public administration and participatory governance. The EPA has been the trigger for the inclusion of participation within zoning procedures. While the EPA itself is not the focus of the thesis, it remains vital to be named due to the relation between the EPA and participation.

Secondly, the theorization of trust within participation processes of zoning procedures in The Netherlands is currently very limited. The framework used by Corbett & Le Dantec focuses on trust work within citizen participation, however, it references the United States, which operates under significantly different legislation. Consequently, there is a notable knowledge gap in operationalizing trust within participation processes specific to the Dutch context.

Additionally, the literature review revealed a lack of frameworks for identifying participation types within zoning plan procedures. The foundational article for participation types by Bovaird focuses on participation in the context of policymaking in

the public domain. While related, policymaking in the public domain is not an exact match to participation within zoning procedures, nor does it consider the unique legislative context of the Netherlands. Therefore, there is need for a framework that categorizes participation types tailored to the Dutch zoning plan procedures. This master thesis aims to address this gap by developing such a framework, thereby providing a valuable tool for understanding and enhancing citizen participation in the Dutch legislative context.

2. Literature review and theoretical framework

2.1 Critical review of the academic literature

The reason litigation procedures are started is because a citizen disagrees with a certain plan and uses their legal rights to make their dissatisfaction heard, which is legally their right. However, the question that arises is why people object to a plan and could this objection be discussed earlier, thereby eliminating the need for a litigation procedure. Literature shows that $\frac{2}{3}$ of the litigation procedures pertain to environmental law (Mein & Marx, 2021, p. 16). Furthermore, $\frac{3}{4}$ of the cases show that litigation was started because of a need for information (Mein & Marx, 2021, p. 16). A lack of information can be solved by involving stakeholders of a zoning plan in said plan. One can interpret this as the following; without information the citizen does not trust the project planner or municipality to make the right choices. It seems that the concept of trust could play a role within the participation processes. Participation could also provide the need for information that seems to be lacking now. The new EPA aims to increase the participation within spatial planning procedures, making it mandatory during most procedures. Concluding, participation is set to gain a larger role within spatial planning procedures.

2.1.1 The role of trust in the new EPA

One of the reasons for the high amount of litigation procedures against housing projects is the low barrier to entry in the Netherlands. In our country it can be stated that the cost of entry to object to a project is very low. To submit a legal objection, one must pay court fees totalling € 279 as of 2024 (Rechtspraak, n.d.). Furthermore, for lower incomes this fee can be waived. For the litigation procedure one is not required to have a lawyer however it is advisable to hire a lawyer (Ondernemersplein Overheid, n.d.). The lawyer will have to receive compensation but there is an insurance that exists that covers lawyer fees. This insurance is not mandatory however most citizens have this insurance, a study by Ipsos estimated that around 80% of the households in the Netherlands have the insurance (RTL Nieuws, 2022). Lastly, in the court system in the Netherlands there are no added costs when the party loses the case, all costs are fixed. This lowers the barrier to entry because there are no further costs depending on the outcome of the trial. However, the focus of this thesis is not the legal aspects of litigation. This subject will therefore not be explored further. Instead, the spatial planning field will be explored further starting with the new EPA. As mentioned though the EPA itself is not the focus of this research, all forms of participation seen in the last years within zoning procedures have been a prelude to the EPA.

Under the new EPA participation is set to get a more central role in the decision-making process. In an explanatory memorandum ('Kamerstuk') that is set to give context to the EPA ('Memorie van Toelichting') the participation process is defined as 'Involving stakeholders (citizens, companies, NGO's and other governmental bodies) at an early stage in the decision-making process regarding a project or activity' (Tweede Kamer der Staten-Generaal, 2018).

With including stakeholders at an early stage, the lawmakers aim to secure broad societal support and expedite social acceptance for new spatial developments. Especially the early stages of procedures offer the most space to include input of stakeholders, as said by the House of Representatives of The Netherlands (Tweede Kamer der Staten-Generaal, 2013a; Tweede kamer der Staten-Generaal, 2017). This early involvement could prove to be crucial for building trust within the process as it ensures that stakeholders feel their input is valued and considered from the beginning (OECD Regulatory Policy Outlook 2021, 2021, p. 28). Trust seems essential for enabling participation to take place. (Parker et al., 2008).

With the goals as described above the government aims to give participation a central role in the procedures of spatial planning. It must be noted that participation within zoning procedures has taken a larger role in the previous years, however this change has been initiated in preparation for the new EPA. However, as Dieperink states in her article, which takes a look at the legal foundation of participation under the EPA, participation is formulated in a general way without obligations. There is no legal obligation to enact and take into consideration a participation plan during a procedure. Furthermore, in the establishment of a 'Omgevingsplan', there is no mandatory requirement for participation, there only is an obligation to substantiate whether and to what extent participation has occurred during the procedure. The author states that the risk of such a general formulation during procedures under the EPA is that this will not lead to structural change in the approach regarding participation. Concluding, the author believes that the goal of the government will not be achieved when looking at the legal framework of the new EPA (Dieperink, 2016).

the formulation of participation is indeed very general under the EPA. The term as defined 'Involving stakeholders ... regarding a project or activity' (Tweede Kamer der Staten-Generaal, 2013b). does not provide any prerequisites for participation. What does involving stakeholders mean? A report from the 'Nationale Ombudsman' (an impartial organization that mediates between citizens and government) from 2019 evaluated the participation processes during large national infrastructure projects (Nationale Ombudsman, 2019). It concluded that a participation process is not an easy task, as there is tension between the theory of participation and the practice. The organization stated that when stakeholders (specifically citizens in this case) do not feel involved enough during the beginning of participation, it will have long-lasting consequences on how they experience the participation process. They argue that 'the less of the plan is set in stone, the more the citizen feels heard'. A possible way to solve this, would be to involve citizens earlier in the process, just as the EPA states. The rapport concludes with 4 prerequisites for successful participation from the perspective of the lawmaker:

1. Be transparent about the context:
Establish and communicate which choices are already made in the process and the measure of influence the citizens have and respect those boundaries. This

could improve trust because it helps stakeholders understand the process and their role within it, reducing feelings of being sidelined or ignored.

2. Make sure there is an open attitude:

Trust that citizens have knowledge and treat them with respect. Be prepared to listen and come to solutions both parties agree on. This could increase trust due to be respected and heard, their trust in the process and the institutions managing it could increase. Furthermore, trusting the knowledge of citizens could foster a collaborative environment where stakeholders feel empowered to contribute meaningfully.

3. Allocate enough resources:

Make sure there is time and money available for participation and extra resources when participation needs to take up more space within the process. Make sure delays in the project do not infringe on participation possibilities. Allocating enough time and resources for participation is crucial. Ensuring that delays in the project do not infringe on participation opportunities shows that the process values stakeholders' contributions, which could help build trust.

4. Evaluate and apply lessons learned:

Make evaluation a standard part of a project and ask both lawmakers and citizens to provide feedback. This continuous improvement and responsiveness to feedback could prove to be essential for maintaining and building trust over time.

These prerequisites for participation are focused on lawmakers. This can also be seen in the EPA itself. The new law, however vague, states only the requirements for participation for lawmakers themselves (see articles 5.47 under 4 Ow, 5.3 Ob and 7.4 Or). Both provide no information how stakeholders experience participation. The author Dieperink adds to this the following 'Participation as a legal obligation, is a bad start. Participation should happen because lawmakers (where citizens work) find it self-evident and useful to include the stakeholders in an early stage and give the citizen the feeling that he wants to be included' (Dieperink, 2016, p. 68). The author adds that actual qualitative participation can happen more easily when there is as little legal framework as possible (Dieperink, 2016). Perhaps the answer of participation should therefore not be looked in a legal perspective. Genuine participation driven by an intrinsic understanding of its value could foster trust more effectively than participation that occurs solely due to legal requirements.

Concluding, while the EPA itself is not the focus of this research, all forms of participation seen in the last years within zoning procedures have been as a prelude for the coming of the new EPA. Furthermore, there are several measures taken under the new EPA that could increase trust within participation processes. However, the word trust itself is not mentioned within the documents with the exceptions of trust in the citizens knowledge. The measures that come forth from the literature as discussed in this paragraph can be summarized as the following:

1. Early stakeholder involvement,
2. Transparency and clarity,
3. Respect and open attitude,
4. Resource allocation
5. Evaluation and feedback,
6. Trust in the knowledge of citizens
7. Self-evident participation.

2.1.2 Why do we need to trust?

Participation can be seen as an attempt to reorganize the distribution of power (Fagence, 1977, p. 6). A power struggle between people who highlight the need for more public participation versus the people who highlight that decisions should be made by a select few. This power struggle can also apply to the contents of participation, about the issues at stake and the subject's stakeholders can participate on.

Power imbalances often arise due to differential access to resources such as wealth, education, information, and networks. Those with greater access to resources may have more influence over decision-making processes and outcomes. For example, well-funded interest groups or corporations have more resources to mobilize their supporters and advocate for their interests compared to grassroots community organizations. Power structures within decision-making bodies or institutions can significantly impact public participation. Institutions may have formal processes for public input, but if decision-making power remains concentrated in the hands of a few individuals or groups, meaningful participation can be limited. Power imbalances within these structures can marginalize certain voices and perpetuate inequalities. Power can also manifest through social influence and networks. Influential individuals or groups may have strong connections with decision-makers, enabling them to shape opinions and decisions. Social networks can act as channels for disseminating information, mobilizing support, and amplifying certain perspectives over others. Power is often associated with legitimacy and authority. Governments, institutions, or individuals perceived as legitimate authorities may have greater power to set agendas, frame issues, and influence public opinion. Public participation processes are often designed to enhance the legitimacy of decisions by incorporating diverse perspectives, but the extent to which this occurs can vary based on power dynamics.

No matter how it is defined, participation is in essence a means to reduce power differences between citizen and government (Applegate, 1997; Ebata et al., 2020; Informatiepunt Leefomgeving, n.d.; M. Fagence, 1977; Winkelaar, 2022). To include citizen in the decision-making process using participation is to make the gap between policy makers and citizens smaller. It is however not possible, in our current society with its laws and regulation, to eliminate the power difference between the regulatory body and the citizens. This difference is also necessary to divide the roles in our society. The shift from direct democracy to indirect democracy was made because countries got too complex and large. The need for each citizen to vote on each matter in our country

would be an impossibility in our modern society. However, when constructing these participation processes, one must be mindful of the power dynamics in play. Constructing participation should therefore involve a consideration of the role of power. How will the citizen be approached, what role can they play and cannot play, what will be done with their input? These questions should all be answered as a prerequisite of the participation process.

When constructing a participation process, being mindful in your attempt to reach all levels of society could reinforce the citizen response. A failure in being mindful can lead to a lack of trust. In the role of power dynamics, the component of trust is vital because the group or individual with less power needs to be able to trust the group or individual with more power. If this trust is not there it can lead to litigation as previously discussed. Trust is needed because participation processes are inherent to a power imbalance, citizens need to be able to trust the government or another initiator because power is not equally distributed (Möllering, 2001). Trust is needed when actors are confronted with risk (Möllering, 2001) such as the risk that arises when there is a power imbalance. This is not due to a lack of participation, but it is an inherent trait of the way our society is structured. For this reason, trust becomes relevant in the face of “irreducible risk and uncertainty” (Luhmann, 1979).

Trust can be pointed out as an essential element of participation by several literature sources that will now be discussed.

The OECD discusses the role of trust as a prerequisite for citizen participation (OECD Regulatory Policy Outlook 2021, 2021). Transparency about regulatory decisions is deemed crucial for increasing citizen trust in regulatory agencies. When citizens perceive regulatory agencies as transparent and honest, their trust increases, encouraging voluntary compliance from regulated entities (OECD Regulatory Policy Outlook 2021, 2021). Effective risk communication also plays a vital role in this process, as it involves not only disseminating information but also engaging in open dialogue and being honest about the limits of regulations (OECD Regulatory Policy Outlook 2021, 2021). Trust is built when citizens feel informed transparently about risks and the decision-making process (OECD Regulatory Policy Outlook 2021, 2021). Additionally, regular engagement with stakeholders, including citizens, fosters an environment of mutual trust. This engagement should be inclusive, providing all relevant parties, especially underrepresented groups, with opportunities to influence regulation-making. By regularly consulting stakeholders and considering their input, policymakers can enhance the trust and legitimacy of regulatory measures (OECD Regulatory Policy Outlook 2021, 2021). Demonstrating good governance in regulatory institutions is also essential for regaining and maintaining the trust of citizens and businesses. This involves making impartial, objective, and evidence-based decisions and being transparent about regulatory processes and their impacts (OECD Regulatory Policy Outlook 2021, 2021). Concluding, the article by the OECD considers trust an essential

element for citizen participation, it is enhanced by being transparent, informing citizens about various subjects, maintaining consistent communication and good governance.

The author Jin discusses the role of trust as a prerequisite for citizen participation in environmental governance. The article emphasizes that effective and trustful relationships between citizens and government institutions are integral to supporting and understanding the dynamics of public decision-making. Trust in the government facilitates collective action, enhances environmental performance, and provides legitimacy to the public (Jin, 2013). The complexity of trust is acknowledged and generally agreeing that trust in government encourages compliance with laws and regulations and enhances the legitimacy and effectiveness of democratic governance (Jin, 2013). Trust is described as a “relational notion” that lies between people, organizations, and events, and the government can be at a considerable disadvantage in implementing its agenda without trust from the population (Jin, 2013). Therefore, trust is deemed foundational in enabling citizen participation by fostering an environment where citizens feel confident in their government's actions and decisions, thereby enhancing the overall legitimacy of governance structures (Jin, 2013).

The article by Khokhar & Shahriari emphasizes the critical role of trust as a prerequisite for citizen participation, particularly in the context of corporate interactions and legal challenges (Khokhar & Shahriari, 2021). Trust is defined as an essential component of economic transactions, vital for interactions at both individual and national levels. (Khokhar & Shahriari, 2021). Corporate Social Responsibility (CSR) serves as a proxy for perceived trust, with CSR initiatives linked to higher levels of trust by stakeholders (Khokhar & Shahriari, 2021). Trust-building measures, such as CSR investments, are deemed valuable tools for risk management, offering insurance-like protections that reduce the negative impacts of potential litigation and enhance positive stakeholder relationships (Khokhar & Shahriari, 2021). Furthermore, the article highlights how trust can moderate the consequences of litigation, showing that firms with higher perceived trust experience less severe penalties and shorter litigation processes (Khokhar & Shahriari, 2021). This demonstrates that trust not only fosters better relationships but also helps firms effectively navigate and mitigate legal challenges, ensuring active and effective citizen participation. While participation should never be executed with the goal of reducing potential litigation procedures, the article shows that perceived trust leads to less and shorter litigation processes.

All these articles point to trust being a central cog in the machine of citizen participation. This led to the choosing of trust as a central concept in the master thesis.

2.1.3 What is trust?

Participation can be interpreted as a collaboration between an initiator, be it private or public, and other stakeholders. Stakeholders can be for example citizens living around the project or other groups with interests in the project. As seen from the new EPA participation needs to get a central role through more extensive and earlier involvement of stakeholders. Literature shows that a key factor for this collaboration is

trust (Brown, 2020). This means that the government is trustworthy in the eyes of the citizen (Brown, 2020). Another author states that trust is fostered and built in the interaction between government and citizen (Kumagai & Iorio, 2020). In any place where knowledge is shared, which is defined as necessary for participation to take place in the article of the 'Nationale Ombudsman', trust forms perhaps the most important factor that influences this (Evans, 2013).

A published article in the journal of 'Binnenlands Bestuur' talks about the role of trust in participation processes (procap, 2022). The article discusses that participation based on trust can accelerate a procedure based on experiences from the field. The article highlights that trust between stakeholder and lawmaker is a prerequisite for success. If trust is not established, then resistance against a procedure will only grow. Resistance leads to legislative actions which can lead to years of delay. The article concludes that participation as a requirement will not work, as also expressed by Dieperink, and that the trust in the government in The Netherlands is at an all-time low.

This second claim has been examined by using available data from CBS, the organization has information regarding trust in several parts of the government (CBS, 2023b). The information is available for the years 2012 - 2022 for two of the organizations (Civil servants and the House of Representatives) and 2016 - 2022 for politicians. This results in the graph below.

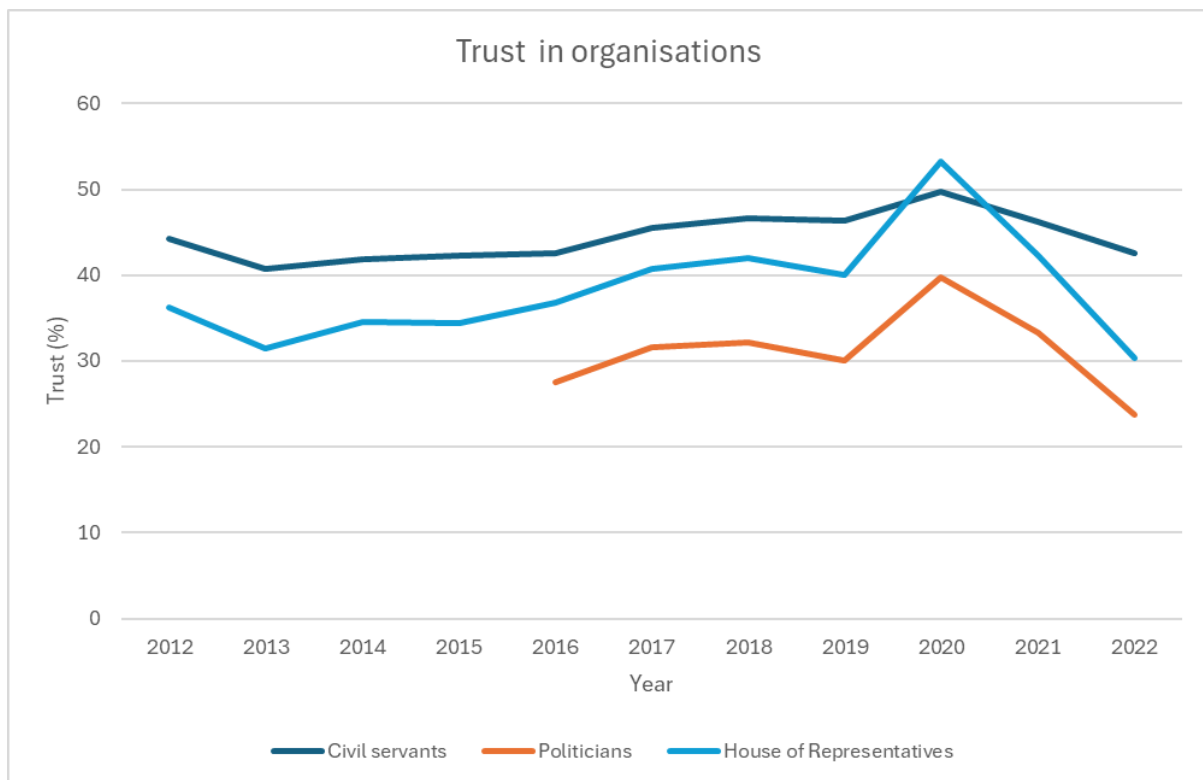


Figure 1: Graph trust in organisations in The Netherlands (CBS, 2023b data, graph own work)

The graph shows that trust in politicians and the House of Representatives is at a low but the trust in civil servants has been lower in 2013. Furthermore, the data does not

show a major downwards trend nor has the data been collected for a long enough period to make claims regarding its trajectory. However, it can be observed that in 2020 there was a major peak because of the Covid crisis. This incidental peak can not be attributed to general trust and therefore should be excluded from the results. Furthermore, a secondary study from the CBS shows that during 2022 the trust has further fallen to 21,1% and 25% for politicians and the House of Representatives respectively (CBS, 2023a). Concluding, it can be stated that trust is at a low nationally and an interesting parameter to further explore regarding participation processes. Low trust on a national level also influences the trust on the municipal level (Open Universiteit & Provincie Zuid-Holland, 2022).

When looking at participation from a social-psychological perspective the concept of trust can be further explored. Specifically, trust in the government or municipality that one's input will be heard during a participation process. In his article "Vertrouwen in de overheid" prof. dr. K. van den Bos writes about the relationship of trust between citizens and the government from a social-psychological perspective (Van den Bos, 2011).

The author defines that a central assumption from the world of social-psychology is that the human is an individual that tries to make sense of his surroundings and the world around him. The citizen is often frequently engaged in acquiring information about everything happening in the world around them. The modern citizen can thus be characterized as an information-gathering individual (Van den Bos, 2011, p. 10). The article further states that attachment is the basis for fundamental trust between the citizen and the government (Van den Bos, 2011, p. 11).

Jin defines two types of citizen trust: social trust, which is based on shared values and group identification, and government trust, which is trust in government decision-makers. The study hypothesizes that both social and government trust are positively associated with the perceived legitimacy of government (Jin, 2013).

Political trust refers to the confidence that citizens have in their government, political institutions, and political leaders (Seyd, 2016). It encompasses beliefs about the integrity, effectiveness, and responsiveness of the political system. Political trust often reflects the degree to which individuals believe that the government acts in their best interests and can be relied upon to fulfil its responsibilities. Trust during citizen participation refers more to the level of trust individuals have in the processes and mechanisms through which they can actively engage in politics and public decision-making (Seyd, 2016). This includes trust in institutions such as electoral systems, public consultations, participatory budgeting, and other forms of citizen engagement. Trust in citizen participation implies confidence that these processes are fair, transparent, and effective in incorporating citizen input into governance (Seyd, 2016).

While there is overlap between these concepts, they are not identical. Political trust can influence willingness to participate in civic activities, and conversely, positive experiences with citizen participation can bolster political trust (Seyd, 2016, p. 1).

However, trust in political institutions can exist independently of trust in specific mechanisms of citizen participation, and vice versa (Corbett & Le Dantec, 2018).

Trust during participation processes requires a wider scope than the trust in the political system. The paper of Corbett and Le Dantec (Corbett & Le Dantec, 2018) supports this claim and draws upon two perspectives to operationalize the role of trust. The first perspective pertains to political trust as discussed previously and the second perspective introduces the “Trust theory” and “Trust work” that can provide a way to distinguish different forms of trust. This creates a wider scope in measuring trust during participation processes than previously cited literature. The framework provides a measure for trust within participation processes, which is necessary for answering the main research question of this thesis.

Concluding, in this paragraph multiple definitions of trust have been evaluated. These concepts are: Trust in government, fundamental trust between the citizen and the government, political trust to arrive and trust during participation theories using Trust theory. This last definition will be the one used to operationalize the concept of trust. This definition being Trust work in participation processes. More on this in the next paragraph.

2.1.4 How to measure trust?

The differentiation of trust is based around eight exemplary practices that were established through research: meeting people where they are, community education, participation in goal setting, setting expectations, being present, managing expectations, shared decision-making and sustaining engagement (Corbett & Le Dantec, 2018, p. 4). These eight practices are aimed at creating trust by reducing manifestations of distance between public officials and citizens. This distance can be created by a distance in power, distance as social close-ess or a as a temporal distance.

The practices can further be categorized in three groups: practices that initiate trust, practices that prove trust and practices that retain trust. Each practice will be shortly discussed in the table below.

Group	Practice	Context
Initiating trust	Meeting people where they are	In building trust, officials must engage interpersonally, meeting residents where they are, often face-to-face. This practice fosters trust by bridging spatial-physical and social distances. Face-to-face interactions, unlike digital ones, enable affective exchanges crucial in early-stage trust building. Direct engagement, like door-knocking, is vital, laying the groundwork for effective governance.
	Community education	Community education complements meeting people where they are by addressing knowledge gaps crucial for participation. It spans technical and procedural aspects, enhancing trust by reducing uncertainty. Examples of community education are through social media or

		through interpersonal meetings, emphasizing relatability to bridge knowledge gaps effectively.
	Participation in goal setting	Participation in goal setting empowers citizens by involving them in project planning. This contrasts with preset goals, which can erode trust. Power dynamics shape participation, affecting trust. Initial conversations shape goals, but constraints like budget can limit flexibility. Transparency and honesty are crucial for effective engagement.
	Setting expectations	Setting expectations manages hypothetical distance in trust initiation. Public officials frame limitations early, managing citizen expectations. Trust brackets risk, enabling positive engagement despite hypothetical distance. Honesty in setting expectations is vital to avoid overpromising. Interplay between promise and delivery shapes trustworthiness.
Proving trust	Being present	Being present is crucial for trustworthiness, maintaining social and spatial presence. It fosters relational closeness, blurring power differentials. Proactive engagement, not just reactive, builds trust. Technology supplements presence but doesn't replace it entirely, considering access limitations. Trust evolves from interpersonal to institutional familiarity, reducing reliance on face-to-face interactions.
	Managing expectations	Managing expectations in trust-building involves maintaining trust despite challenges. Failure to meet goals may increase hypothetical and temporal distance, affecting social, knowledge, and power distances. Overcoming challenges reinforces trustworthiness but requires transparency and honesty. Accountability is crucial, bridging interpersonal and institutional trust. Trust perception is subjective, impacting trust-building efforts.
	Shared decision making	Shared decision-making reduces power distance, enhancing trustworthiness. Public officials relinquish control, risking compromise of institutional objectives. Mutual vulnerability strengthens trust relationships. Engaging residents in decision-making proves trustworthiness, especially in challenging scenarios. Institutional trust evolves through interpersonal relationships and collaborative decision-making.
Retaining trust	Sustaining engagement	Sustaining engagement is crucial for trust-building, combating erosion from temporal distance. Consistency and predictability in participation efforts foster trust. Trust exists within an ecology of relationships and dynamics, necessitating ongoing effort. While technology may aid

		efficiency, trust-building inherently requires time and meaningful interaction.
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Table 1: Practices of trust (own work based on (Corbett & Le Dantec, 2018))

The discussed practices of trust in the previous table will be used as an operationalization framework to examine the way trust occurred in the cases.

2.2 Participation types defined

In the past years there has been a shift from the traditional way of planning in which the citizen has a minor role to play and can voice themselves only during the perusal period to integral participation of the citizen in the planning process. This trend will only continue as the new EPA puts citizen participation as a central pillar of the planning process.

To facilitate participation, one must define the intended way participation takes place. Which role does the initiator want to fulfil in the process and subsequently which role does the user and/or citizen take. One of the most widely cited pieces of literature regarding the characterization of the roles of participation is Arnstein's "A ladder of citizen participation" (1971). This article defines eight rungs on a ladder to illustrate the measure in which participation takes places, the rungs depict gradation of citizen participation. The lowest rung is defined as manipulation, where the citizen is misled into signing some document to show the government that the initiative has involved 'participation'. The citizen does not receive full, objective, and transparent information regarding the project. This rung, together with the next one are categorized as nonparticipation. The highest rung is defined as citizen control, this rung puts the citizen in control of the project. The citizen has the last say and approval if set project is approved. However, this form of participation is purely rhetorical since the authority of approval always lays with the municipality. This rung, together with the previous two are categorized as degrees of citizen power (Arnstein, 1969). The ladder aims to illustrate and educate about the possible ways that participation can take shape. However, the source is relatively dated being from 1969 and Arnstein does not develop typologies for role definition that initiators can take.

The article by Bovaird (Bovaird, 2007) regards the role of community coproduction and develops roles for both the initiators (defined as professions) and the citizens (defined as users/communities) within the field of policy making of public services. It aims to set up a conceptual framework to define the roles for aforementioned stakeholders within different settings. The participation process can be applied to these definitions because of the similarities it provides. The participation process also features a balance between professions and users/communities within the field of public services in the form of spatial planning. The framework provided by Bovaird also, similar to the Arnstein's ladder, features a category of relationship where no professional input is present and a category where users are the sole deliverers. Both categories are not relevant for the participation process because there always needs to be a role for both parties.

Therefore, these two are removed from the framework to create an adapted framework for categorizing roles within the participation process.

Within the adapted framework there are two types of stakeholder parties. The first being the initiator, this is the initiator of a participation process. This role must be fulfilled by a professional in the field of spatial planning, such as a project developer, the municipality, a third-party consultant hired by either of the aforementioned parties or a combination of all parties. The initiator must be the one who is developing the zoning plan for the project and has the authority to change and approve the plan. The second party is the citizen, this can be in the form of individual citizens or a body representing citizens such as a neighborhood board or a community council.

The framework then shows a set of possible processes where the initiator acts alone or together with citizens to develop a project and deliver it. The traditional way of planning involves no citizen involvement during the development and deliverance of a zoning plan, only after the plan has been formulated, during the perusal period can a citizen engage. This traditional form is shown in the top left cell of the framework. Other forms involve significant coworking between initiator and citizen. In these forms the initiator can include the citizen in the planning process, designing the zoning plan together, called co-planning or the initiator can include the citizen in the deliverance of the zoning plan, designing a concept plan and discussing it with the citizen, called co-deliverers. The initiator can also include the citizen in both the planning and delivering process, this is called co-production. This framework is provided below.

	Initiator as sole planner	Initiator and citizen as co-planners
Initiator as sole deliverer	Traditional form of planning process	Traditional form of planning with citizens involved in planning and design
Initiator and citizen as co-deliverers	Citizen co-delivery of initiator designed plan	Full initiator/citizen co-production

Table 2: Defined participation styles (own work, based on (Bovaird, 2007))

This framework can be utilized to define the way participation has been implemented in the following case studies. It will be cross-referenced with the outcomes from the case studies to highlight any connections between participation style and implementation success if present.

2.3 Conclusion

The discussed literature explored various dimensions of participation in decision-making processes, with a focus on trust and defined types of participation.

Trust emerges as a crucial factor influencing the success of participation processes. The decline in trust, as evidenced by data from the CBS, exemplifies the need to prioritize rebuilding trust between stakeholders and lawmakers to foster more effective and

collaborative decision-making. Furthermore, examining trust from a social-psychological perspective highlights its foundational role in ensuring citizens' confidence that their input will be valued and considered in decision-making processes.

The role of power dynamics cannot be understated in participation processes. Power imbalances, stemming from differential access to resources and institutional structures, can marginalize certain voices and perpetuate inequalities. While it is not feasible to completely eliminate power differences, there is a need to mitigate these imbalances to ensure more equitable participation outcomes.

To effectively facilitate participation, it becomes imperative to delineate the roles of the various stakeholders involved. Arnstein's "Ladder of Citizen Participation" offers a foundational framework, albeit from a dated perspective, illustrating the spectrum of citizen involvement, from mere tokenism to genuine citizen control. Complementing this, Bovaird's framework provides a contemporary lens, particularly in the context of community coproduction, offering roles for both initiators and citizens within the planning process. With Bovaird's framework as a reference point, an adapted framework has been developed to identify various forms of participation.

The found concepts will be applied to real-world case studies to test these concepts and achieve information triangulation. The case study will be selected in the next chapter, together with argumentation for its selection.

2.4 Operationalization

Seeing that the goal of the government with the EPA is to include stakeholders earlier in the participation process. This is done because it offers the most space to include input, one wonders if this approach could lead to a more 'successful' participation process. As analyzed, the legal framework of participation is lacking under the new EPA with other sources also providing prerequisites that fail to bring stakeholder experiences into view. Furthermore, data shows that trust in the government is low while trust is defined as an important prerequisite for participation as stated in several articles in literature (Corbett & Le Dantec, 2018; Jin, 2013; Khokhar & Shahriari, 2021; Parker et al., 2008).

Trust is a difficult concept, both to measure and grasp, however could be interpreted as the following: when there is a lack of trust in the government and the procedures, a citizen has legal tools to make their dissatisfaction heard. This tool being litigation processes against a procedure that aims at constructing housing. One could argue that an increase in legal procedures shows a lack of trust in set procedures. These procedures are initiated by the (local) government, therefore more litigations show a lack of trust. Trust is one of the key concepts that influences the participation process, literature shows that the role it plays is of significant value. Therefore, this research will focus on the concept of trust. Using the operationalization framework as discussed in 2.2 which is adopted from literature (Corbett & Le Dantec, 2018).

The operationalization of the framework becomes a categorization of the participation process in the case studies, as provided by the literature of Bovaird, and a

measurement of how the concept of trust has been applied during the process, as provided by Corbett & Le Dantec. These 'practices', from Corbett & Le Dantec, will be the basis of the research while providing openings for new insights. The 'practices' from literature will be the basis of the development of a codebook to be used for coding during the analysis of the in-depth interviews. This will result in the finding of pre-established codes (being the 'practices') and new insights, coded as newfound codes. The whole process of the thesis can be summarized in the model as provided in Figure 2. This figure is both a conceptual framework and a process diagram for the thesis.

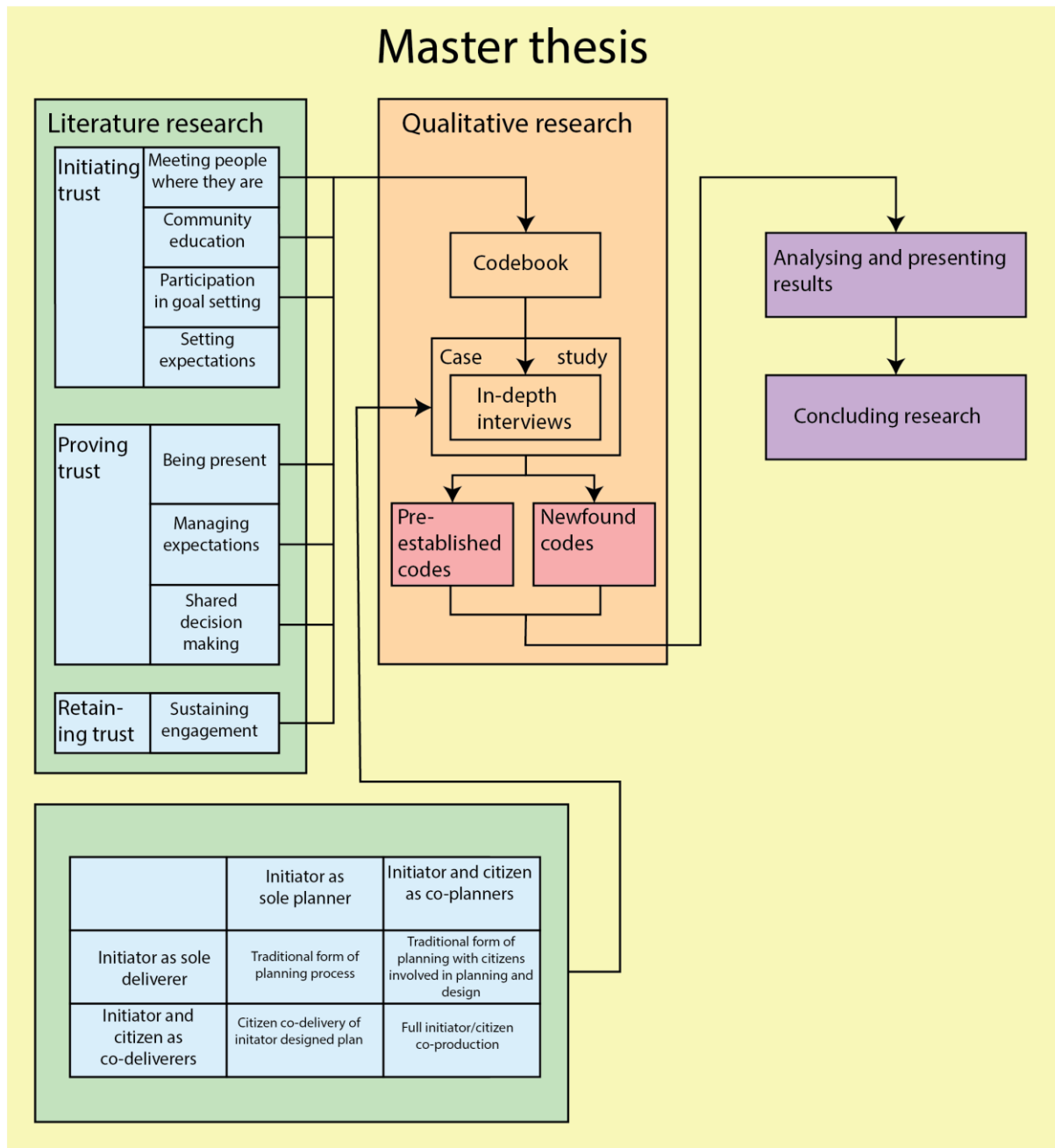


Figure 2: Conceptual framework + process diagram (diagram own work, based on (Bovaird, 2007; Corbett & Le Dantec, 2018))

3. Methodology

The choice of which strategy to follow in scientific research is the central element of research design (van Thiel, 2014, p. 57). First, the terms used in the methodology will be defined using literature on the subject. These terms are defined in the literature as follows. The research philosophy contains assumptions about the way the world is viewed through the eyes of the researcher (Saunders et al., 2009, p. 108). A research approach refers to the systematic plan or strategy employed by researchers to conduct a study and gather relevant data to answer research questions or test hypotheses (Taherdoost, 2022). The research strategy is the overall design or procedure that will be followed. The research methods are the way data is gathered and the technique is the way in which the data will then be analyzed (t Hart et al., 2005; van Thiel, 2014, pp. 57, 185).

3.1 Research philosophy

The research done in this thesis will focus on the experience of trust by individuals partaking in participation processes. It will aim to discover how trust is experienced on the individual basis to see if there could be underlying conclusions to be drawn. Therefore, it is believed that the research should take the form of Interpretivism. Interpretivism focuses on understanding the subjective meanings and experiences of individuals, it can be used to understand subjective experiences.

Interpretivism can be understood based on its ontology, the believed nature of reality, its epistemology, what is considered to be acceptable knowledge, and its axiology, what is the role of value. The following table highlights the characteristics of interpretivism on these subjects using Saunders et al as its source and why this research philosophy is relevant to the research (Saunders et al., 2009)

Interpretivism		Relevance to research
Ontology	Interpretivism believes reality is formulated by complex, rich socially constructed through culture and language. It believes multiple meanings or interpretations could be true for reality. It comes down to the experience of the individual. Reality is perceived as multiple and subjective, constructed through human experiences and interactions.	Understanding the role of trust necessitates exploring how different citizens perceive and experience trust within the context of their participation. Interpretivism allows researchers to delve into these varied subjective experiences. The influence of trust is context-dependent, and interpretivism helps in understanding how specific contexts (such as community history, socio-political environment, and previous interactions) shape trust within participation processes.

Epistemology	Interpretivism emphasizes the co-creation of knowledge between the researcher and participants. The researcher's interpretation is seen as part of the knowledge generation process.	To explore the role of trust, researchers need to gather rich, detailed data that captures participants' feelings, thoughts, and interpretations. This aligns with the interpretivist emphasis on in-depth qualitative data. The research process involves close interaction with participants, often through methods like in-depth interviews, which help uncover the nuanced ways trust manifests and influences participation.
Axiology	Interpretivism acknowledges that research is inherently value laden. Researchers bring their own values, beliefs, and biases into the research process, and these influence the interpretation of data. Unlike positivist approaches that strive for value-neutrality, interpretivism accepts and reflects on the role of values.	Researchers must be transparent about their values and how these might influence the study, ensuring that the interpretation of trust within citizen participation processes remains authentic and credible. Respecting and accurately representing participants' views on trust fosters an ethical research environment, crucial for studies involving personal and potentially sensitive experiences related to trust. Ongoing reflexivity helps researchers remain aware of their biases and the influence of their values, ensuring a more nuanced and respectful exploration of trust in the participation processes.

Table 3: Research philosophy of thesis (own work)

Concluding, Interpretivism is an appropriate research philosophy for studying the role of trust within citizen participation processes due to its foundational principles in ontology, epistemology, and axiology. Interpretivism provides the appropriate philosophical framework to comprehensively and ethically explore the role of trust within citizen participation processes, addressing the complex, subjective, and context-dependent nature of trust.

3.2 Research approach

The research aims at discovering the subjective connection of trust within participation processes. There are three main approaches to consider: qualitative, quantitative and mixed methods (Creswell & Creswell, 2017). Qualitative research is a method used to explore and understand the meanings that individuals or groups attribute to social or human issues. This approach involves developing questions and procedures as the

study progresses, often collecting data in the natural settings of the participants. The analysis of this data is both deductive and inductive. Deductive as in the development of a codebook before coding for implementation of literature. The final report is flexible in structure, emphasizing an inductive style, focusing on individual meanings, and capturing the complexity of the situation (Creswell & Creswell, 2017). The study is also inductive because, while there is a pre-developed codebook constructed before conducting the analysis, the analysis also provides room for new insights to form from the empirical data (the interviews) to be added to the theory of the thesis.

When researching the role of trust within citizen participation processes, a qualitative research approach is particularly appropriate. This approach is inherently suited to uncovering the nuanced, complex, and context-dependent nature of trust as experienced and perceived by individuals involved in these processes (van Thiel, 2014). The alignment of qualitative research with the interpretivist research philosophy further strengthens its suitability for this type of study.

Trust is a multifaceted and deeply personal phenomenon. Qualitative research methods, such as in-depth interviews, focus groups, and participant observations, allow researchers to gather rich, detailed data that capture the subtleties of participants' experiences, perceptions, and emotions. These methods enable an exploration of how trust is built, maintained, or eroded within specific contexts of citizen participation, providing insights that are often missed by quantitative measures.

Citizen participation processes occur within unique socio-political, cultural, and organizational contexts. Trust within these processes is influenced by a myriad of contextual factors, including historical relationships, power dynamics, and individual interactions. A qualitative approach facilitates an in-depth understanding of these contextual influences, helping to illuminate how trust is experienced differently across various settings and communities.

Interpretivism acknowledges that the researcher and participants co-create knowledge through their interactions (Saunders et al., 2009). In a qualitative study, this means that the researcher actively engages with participants to understand their lived experiences and the meanings they attach to trust. This engagement fosters a deeper connection with the data and allows for a more empathetic and comprehensive analysis of the role of trust.

Concluding, A qualitative research approach is appropriate for exploring the role of trust within citizen participation processes. It allows for the collection of rich, contextualized data and emphasizes understanding the subjective experiences and meanings that participants attach to trust. Through in-depth engagement, reflexivity, and ethical research practices, qualitative methods provide a comprehensive and nuanced understanding of how trust operates and influences citizen participation, making it an invaluable approach for this area of study.

3.3 Research strategy

The research problem as stated focuses on the role of trust within participation processes using a qualitative research approach. A conceptual framework has been established which will be tested on its validity. This leads the research to be of a deductive origin. Deductive research means that a hypothesis or supposition is derived from the theory. These theoretical expectations are then tested (van Thiel, 2014, p. 177).

The characteristics of this research problem are:

- Exploratory in nature, to establish a link between the concept of increasing stakeholder involvement and shortening housing procedures by limiting litigation;
- Aims at describing the legal frameworks of participation under the new EPA
- Tries to diagnose the causes of the long housing project lead times by using trust between the stakeholders and the government;
- Tries to design a conceptual framework what could help shorten those lead times by reducing litigation processes
- aims to evaluate the current issues in participation processes and the long lead times on housing projects.

All these characteristics point to a single preferred research strategy as per the literature of Van Thiel, this preferred research strategy being case study review (van Thiel, 2014, p. 58). A case study usually takes a holistic approach, meaning that a large amount of qualitative data is gathered on a specific case. Case studies allow for a deep dive into the specific context of participation processes, providing a comprehensive understanding of how trust is built, maintained, or eroded. They enable researchers to gather rich, detailed data about the experiences, perceptions, and interactions of participants, which is crucial for studying a complex and multifaceted phenomenon like trust. Trust within participation processes is highly context-dependent, influenced by various factors such as historical relationships, social dynamics, and cultural norms.

The case study strategy aligns well with the interpretivist research philosophy, which emphasizes understanding the subjective meanings and experiences of individuals (Saunders et al., 2009). By focusing on specific cases, researchers can engage deeply with participants, co-creating knowledge and interpreting the meanings they attach to trust within the context of their participation.

When conducting a qualitative case study review to explore the role of trust within citizen participation processes in the field of spatial planning, the selection of cases is crucial to ensure comprehensive and insightful findings (White & Cooper, 2022). Below is a table that provides a case selection guide, detailing the criteria for case selection, their purpose, and their application within the case selection process.

Criteria for case selection	Purpose	Application
1. The case needs to be within the field of spatial planning.	Ensuring that the cases are relevant to spatial planning allows for specific insights into how trust dynamics operate within this field. Spatial planning involves long-term and impactful decisions, making trust a critical factor.	Select cases that involve spatial planning projects, such as urban development, zoning changes, public space redesigns, water-management projects or infrastructure projects, where citizen participation was integral to the planning process.
2. The case needs to be completed.	Analyzing completed cases allows researchers to examine the full consequences of the participation process, providing a comprehensive understanding of the long-term impact of trust on the outcomes.	Select cases that have reached a clear conclusion, whether the project was implemented successfully or faced significant challenges, ensuring that the consequences of the participation process are fully evident.
3. The case needs to contain participation between citizens and initiators/policy makers.	To explore trust within participation processes, it is essential that the selected cases involve active engagement between citizens and policymakers.	Select cases where there was substantial interaction between citizens and policymakers throughout the spatial planning process, ensuring rich data on trust dynamics.
4. Select cases that have contrasting outcomes.	To understand how different levels of trust influence the success or failure of participation processes, it is essential to select cases with varied outcomes. Contrasting cases help in identifying the factors that contribute to positive or negative trust dynamics (White & Cooper, 2022).	Choose cases where the participation process led to significantly different results, such as one highly successful project with strong community trust and another where trust issues led to conflicts or project failure.

Table 4: Case study criteria (own work)

A case is defined in this research as a real-life procedure or project, both finished or running, that involved a participation process during its time. Procedures or projects can pertain to housing projects but are not limited to them, any procedure or project within the boundaries of spatial planning or built environment could be considered for the purposes of this study because the legal framework surrounding them is the same. By examining cases with a mixed number of subjects (within the set boundaries) could provide valuable insight and learning points as well. This has been taken into consideration while choosing cases.

The selected cases will pertain to cases set under the old legislation and not be under the new EPA. This is required due to the case's need to be finished completely to review the whole scope of the project, from inception until a possible legislation procedure. The new EPA has been implanted to shortly for this to be possible. However, this will not interfere with the validity of the data gathered because of three reasons. Firstly, the novelty of the EPA has not yet produced participation processes under projects that have been completed. Secondly, the municipalities have not yet formulated additional participation policy that focuses on the EPA and are using the guidelines that have been set under the old legislation for the coming years. Any participation process will follow the same path under new as old legislation. Lastly, as analysed, participation is not defined in a concrete and practical way under the new EPA. Therefore, participation processes are expected to be the same under both laws. As a small preview to chapter 4, the two cases that were selected are Diepveldenweg and Klimaatrobuust beekdal Sint-Oedenrode.

The second research strategy that was considered was the survey and accompanying questionnaire. However, the characteristics of the research in question did not fit the survey for several reasons. The main one being that the survey comprises of a sizeable number of variables (van Thiel, 2014, p. 74). In this master thesis the research will focus on one variable being the participation process. This makes the survey not an ideal strategy.

3.4 Research methods and research technique

3.4.1 Methods

The concept of trust has provided the basis of the research into participation. After that, the selection process of the case studies has been derived from personal experience by the author in managing and hosting housing procedures that involved participation processes combined with experiences from other experts in the practical field. The author has experience in the field of Spatial Planning, working as a consultant for the past 4 years, combining with the master study. The author has developed zoning plans and other related products commissioned by municipalities, project developers and individuals with participation being a subject at almost all projects. These experts can be but are not limited to colleagues of the author in different fields pertaining to the built environment such as: spatial planning, mobility, energy transition and water management. After the initial brainstorm sessions on possible case studies, the author

has done desk research on cases-specific documents such as zoning plans, policy papers and information found online. After this the cases had been selected using the process and criteria from paragraph 3.3

Then stakeholders in the cases have been selected, based on a link with the case in question. The stakeholders were selected, and the approach was chosen to define them into two groups, policy makers and citizens. These stakeholders have been interviewed to gather their experiences using in-depth interviews. As defined by van Thiel on page 93 "An interview is a conversation during which the researcher gathers information by questioning one or more people (respondents)". The interview is an often-used method under the case study research strategy. The interviews will be semi-structured in nature, where the researcher will prepare a topic list as a guide to the interview. The semi-structured form was chosen to provide room to ask follow-up questions when interesting topics arise. The interview guide can be found in Appendix 1.

As the research is deductive in nature, the question will reflect the questions formulated in the research problems. The interview will be focused on obtaining information pertaining to participation processes the respondent has taken part in and their experiences regarding the participation processes. The focus was the role of trust and the groups and practices found in the operationalization framework for trust.

In-depth interviews have several key features which are (Ritchie et al., 2014):

1. They combine structure with flexibility; it allows the researcher to prepare for a topic while also leaving room to explore interesting subjects during the interview.
2. They are interactive; as the material is generated by interaction the interview can be driven to a large degree as to what the interviewee has already said.
3. They can get below the surface; it allows the research to ask follow-up or probing questions about an interesting subject to get to a deeper knowledge level.
4. They are generative; it allows for new knowledge to be created.
5. They highlight the importance of language; not only the verbal words that are being spoken are documented but also the non-verbal language can be investigated. This could prove to contain vital information that otherwise would be lost.

The respondents of the interviews fell into two categories. First, the policy makers who were present and had an active role during the case study project. They were asked about participation processes with the focus on the role of trust. The second category was those of the citizens that had a role within the participation process of the case study. This has been done for both case studies where the aim was to have an equal amount of policy makers and citizens as respondents. For the case study of the Diepvelde weg five respondents have been interviewed, three policy makers and two citizens. For the case study of Klimaatrobuust beekdal Sint-Oedenrode six respondents have been interviewed, three policy makers and three citizens.

Respondent	Context	Case
1	Policy maker	1: Diepveldenweg
2	Policy maker	1: Diepveldenweg
3	Policy maker	1: Diepveldenweg
4	Citizen	1: Diepveldenweg
5	Citizen	1: Diepveldenweg
6	Citizen	2: Sint-Oedenrode
7	Policy maker	2: Sint-Oedenrode
8	Citizen	2: Sint-Oedenrode
9	Policy maker	2: Sint-Oedenrode
10 (2 respondents were present, identified 10a and 10b)	Citizens	2: Sint-Oedenrode
11	Policy maker	2: Sint-Oedenrode

Table 5: Respondents (own work)

The interviews have been recorded with consent of the respondents. Consent and ethics will be further explained in paragraph 3.6. Furthermore, the interviews have been aimed to have a length of 30-60 minutes to obtain in-depth information pertaining to trust during the process but also be open to new concepts. The length of the interview should be long enough to cover all necessary topics while keeping the interviewee comfortable, interviews should not be rushed nor excessively prolonged (Brinkmann & Kvale, 2014).

3.4.2 Technique

After the interview process, the researcher has processed the interviews in which participants have given consent to be recorded, all the respondents have given consent to be recorded and their data to be used anonymously. This processing involved creating a transcript, which serves as a literal, word-by-word account of the conversation between the researcher and the respondent.

After the transcripts were completed, they became resources for the research endeavor. Quotes from the transcripts can be used to support various arguments and assertions throughout the study. These direct quotes add credibility and depth to the research findings, providing concrete evidence of participants' perspectives and experiences. Moreover, transcripts serve as the basis for further analysis through the process of coding. Qualitative data analysis software, such as Atlas.TI, offers tools for coding and organizing transcripts. Coding entails the structuring of data, the researcher interprets the data and assigns codes or labels to different pieces of information (van Thiel, 2014, p. 139). For this research Atlas.ti 22 was used.

Once the coding process is complete, researchers can analyze the coded data to uncover overarching themes, trends, or discrepancies. This analysis involves examining the relationships between codes, exploring the frequency and distribution of coded segments, and synthesizing the findings into coherent narratives or arguments.

For this research deductive coding (or theory-driven coding) has been applied. This approach involves using pre-established themes or categories that are derived from existing theories, literature, or your research questions (van Thiel, 2014, p. 146). The codes will be derived from the table of operationalization found in paragraph 2.1.4 based on Corbett & Le Dantec. Using the guidelines of deductive coding presented in the paper by Fereday & Muir-Cochrane (Fereday & Muir-Cochrane, 2006) and the steps presented in chapter 11 of the book by Ritchie et al (Ritchie et al., 2014, Chapter 11), 4 stages can be identified, these being:

1. Developing the code manual (Appendix 2)
The template or code manual will be developed a priori, based on the table of operationalization. This ensures that the analysis is aligned with established theories and concepts to help maintain consistency and coherence throughout the research. It also facilitates cross-case analysis by using a standard set of codes, allowing for easier comparison across different cases. Lastly it improves the reliability of the analysis by providing a consistent framework that can be applied by different researchers or different studies (Saldaña, 2016).
2. Familiarization
By reviewing the transcripts, the researcher gains an overview of the data coverage and becomes thoroughly familiar with their material (Ritchie et al., 2014).
3. Testing the reliability of codes and refining the codes
Reliability testing helps identify and rectify errors or ambiguities in the codebook. This process ensures that codes are applied accurately and appropriately to the relevant data segments. Through reliability testing, one can refine and clarify code definitions, making them more precise and easier to apply consistently.
4. Analyzing the data
Once all transcripts are coded, the data will be analyzed within each theme. Looking for patterns, relationships, and key insights that address the research questions. This entails the pre-established codes from the codebook and any new-found codes from the interviews. This step adds an inductive element to the research.

Overall, the transcription and coding of interview data using tools like Atlas.TI are essential steps in the qualitative research process. They enable researchers to systematically analyze and interpret the rich, nuanced data collected through interviews, leading to insights and contributions to the body of knowledge in the field.

3.5 Validity and reliability

In research that uses qualitative research, the principles of validity and reliability play an important role in ensuring the transparency and trustworthiness of the study.

Validity, in this context, pertains to the accuracy and relevance of the research findings, emphasizing the extent to which the study measures what it intends to measure. To

enhance validity, careful attention is given to the selection of cases, the formulation of interview questions, and the overall research design to ensure alignment with the research objectives. There are two types of validity to take into consideration: Internal and external validity. Internal validity refers to the extent to which the research design, methods, and analysis allow for confident statements about cause-and-effect relationships within the study. On the other hand, external validity pertains to the generalizability of the research findings beyond the specific study context.

The aim of this research is to use analytical generalization to support the formulated conceptual model or framework. "Analytical generalization means that the research will try to apply a certain theoretical model to one or several empirical cases." (van Thiel, 2014, p. 92). The result of these case studies will be used to develop the theory or, if needed, make adjustments. Furthermore, the concept of triangulation will be applied to provide a more generalized approach to enhance reliability and, in a smaller role, validity. Triangulation of data will be obtained by using different empirical sources and comparing those. The empirical sources concern different pieces of literature (both scientific- as policy papers have been used for the thesis) as well as in-depth interviews as part of the case studies. By drawing upon different types of data, a more comprehensive understanding of the research problem can be gained, and it reduces potential biases or limitations that might arise from relying on a single source.

Reliability, on the other hand, focuses on the consistency and repeatability of the research outcomes. In qualitative research with case studies and interviews, establishing reliability involves maintaining consistency in data collection methods, ensuring standardization in interview protocols, and employing a systematic approach to data analysis. The use of clear and well-defined criteria for case selection and the use of a semi-structured interview guide further contribute to the reliability of the study by attempting to standardize these processes.

Furthermore, the risk of using the researchers own examples together with examples of colleagues is subjectivity and selectivity. This can interfere with the research's reliability. To address this the data analysis will be done by using a computer program, Atlas TI. By using a program, the researcher will be forced to take a systemic approach (van Thiel, 2014, p. 151). However, the selected cases for this research pertain to cases where the researcher took no part in. This results in there being no to little pre-conceived knowledge on the cases.

By upholding both validity and reliability in the research process, the master's thesis enhances the credibility of its findings, offering a solid foundation for drawing meaningful conclusions and implications from the qualitative data obtained through case studies review that entail in-depth interviews. Lastly, the value of qualitative research can not be found within its external validity

3.6 Consent and ethics

Because the research aims to include interviews, one has to be mindful of consent and ethics. The interviews will only have questions related to the research in question. The data that will be collected will only be seen by the researcher and will be made anonymous and untraceable to the respondent, following the AVG guidelines. Before each interview the respondent will be made aware of the research, the data collection method and the goal of the research. Furthermore the respondent will be asked to give consent to being recorded or be put on video, this consent will be documented as well. The respondent is able to revoke their consent at any time. The respondent will be asked after the interview if they want to be kept informed of the research and will be provided with a means to contact the researcher. In these ways the researcher aims to comply with the standards set by the ethics committee of the Radboud University.

4. Case study

In the context of the master thesis, the selection of the case study is an important step to ensure the relevance and applicability of the research findings that have been highlighted in the previous chapter. After a thorough review of potential cases, two cases were selected. These being the 'Diepveldenweg' and 'Klimaatrobust beekdal Sint-Oedenrode'. Both cases will be discussed in this chapter.

4.1 Case 1: Diepveldenweg

4.1.1 Context of the case

Back in 2012 the municipalities of Bergeijk and Eersel in cooperation with the province of North-Brabant wanted to develop a new provincial road called the Diepveldenweg (60 km/h). The province of North-Brabant was involved because the project was part of a so called 'Nulplusmaatregelenpakket' for the border corridor of the provincial road N69. This is a large infrastructural project that improves accessibility of the N69. The Diepveldenweg supports the goals of the border corridor by increasing the accessibility and liveability. Furthermore, the Diepveldenweg had local goals as well, set by the municipalities. The municipality of Bergeijk wanted to increase the accessibility of the industrial area 'Waterlaat'. The municipality of Eersel wanted to reduce undesirable traffic flow or 'cut-through' traffic in the city centre, especially in the 'Hazenstraat'. Both municipalities wanted to increase the traffic structure and create a new northern connecting road to the N397.

With the construction of the Diepveldenweg, a road with a speed limit of 60 km/h and a length of approximately 4,900 meters has been established. This road starts at the southern part of Stökskesweg, near the Waterlaat industrial area in Bergeijk. It primarily runs through open fields on the northwest side of Bergeijk, connecting to the Provincial Road N397. At the Boevenheuvel junction, the road is connected via a roundabout. At the intersection of the new Diepveldenweg with Stokkelen/Eerselsedijk, priority is given to traffic on the new road. To ensure safe crossing for cyclists and pedestrians, two small bicycle tunnels have been constructed for slow traffic traveling between Bergeijk and Eersel (and vice versa) on Bergeijkesedijk/Stokkelen.



Figure 3: General position of the Diepveldenweg (base source: Topotijdreis.nl, edited by author)



Figure 4: Overview of crossing (Martens Groep, n.d.)

The road had to cross to privately owned land where cooperation between the government bodies and private owners was key. The road crossed through a protected nature area that had to be compensated. The new road spans around 5 kilometers, crosses another main road where two underground bike tunnels were constructed and had to compensate for protected woodland areas that had to be cut down. To sum up, it was a complex project that had many different stakeholders. There has not been a litigation procedure for this case.

4.1.2 Case selection criteria

The Diepveldenweg fits the previously developed criteria for case selection as presented in the methodology.

Criteria for case selection	Analysis	Fit?
1. The case needs to be within the field of spatial planning.	The Diepveldenweg case fits within the field of spatial planning. It consists of an infrastructural project that falls within the field of mobility within spatial planning. It also consists of a zoning plan procedure, a core aspect of spatial planning. Lastly, it entails a civil engineering project in the construction of the road.	The case fits the criteria.
2. The case needs to be completed.	The Diepveldenweg is a finished construction project, the road is open to the public. The zoning procedure is definitive as of April 2020.	The case fits the criteria.
3. The case needs to contain participation between citizens and initiators/policy makers.	As part of the Diepveldenweg two types of participation projects were done. A general participation process consisting of information evenings that were open to the public and discussions with landowners to purchase the land on which the Diepveldenweg was projected.	The case fits the criteria.

4. if multiple cases are selected, select a case that has contrasting outcomes.	The case study of the Diepveldenweg did not result in a litigation procedure, the second case did result in litigation.	The case fits the criteria.
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Table 6: Case selection criteria form for Diepveldenweg

4.1.3 Participation type

As discussed in paragraph 2.2, participation can be categorized into various types. Understanding these types provides additional knowledge and context, which can be used to further develop insights from the case study. In the case of the Diepveldenweg project, a form of traditional participation was evident. Here, the initiator, acting as the sole deliverer of the project, invited citizens to be involved in the design process. This situates the Diepveldenweg case study in the top-right category of Table 2.

Citizens were involved in discussing the specific alignment of the Diepveldenweg. During the participation evenings, various design variants were presented to the public, who had the opportunity to vote on their preferred options. The decision to undertake the Diepveldenweg project, along with its timeline and budget, was not part of the participation procedure. These constraints exclude the bottom two categories as defined in Table 2, reinforcing the classification of the Diepveldenweg project within a more traditional participation framework.

4.2 Case 2: Klimaatrobuust beekdal Sint-Oedenrode

4.2.1 Context of the case

Back in 2016 the waterboard of ‘De Dommel’ had carried out model calculations for its management area to determine the necessary water retention. New insights that were gained from these calculations were that, based on new climate scenario’s, retention capability of the river was insufficient. (Wijziging Verordening Ruimte Noord-Brabant, Kaartaanpassing Waterberging Waterschap De Dommel, 2018)

This led to several large-scale projects for the area around the river. One of these projects takes place in the town of Sint-Oedenrode. This is a town of around 19.000 residents, situated between the cities of ‘s-Hertogenbosch and Eindhoven. Sint-Oedenrode is the largest town in the municipality of Meierijstad. The river runs through the town, essentially cutting it in half. Sint-Oedenrode is a town with a history of water-related issues such as flooding due to the proximity of the Dommel river.

The project started with the reconnaissance of three solution variants back in 2016. These being: to raise the barriers in Sint-Oedenrode, to redirect the river around Sint-Oedenrode or to provide more room for the river. These variants were graded upon several parameters and put forward to the municipality, the executive board of the water authority and the citizens of Sint-Oedenrode. The decision was made in September of 2018 to choose the ‘making room for the river’ variant. This variant was further developed into two subsequent scenarios: one where the winter bed of the river

was widened by 12 meters and one where the winter bed of the river was widened by 25 meters.

With these two scenarios' the broad citizen participation was started in October of 2019. To help guide the participation process a independent consultant was hired and an initial stakeholder analysis was performed. The analysis highlighted four categories of stakeholders. These four categories were: 1. policy makers (the waterboard and the municipality), 2. landowners that were directly impacted because their land was needed to widen the winter bed, 3. citizens that were indirectly impacted by any future plans (impacts such as view or use of the area) and 4. citizens that were not impacted but could be interested in the plans (citizens in Sint-Oedenrode).

This formulated in a project area that is located in the core of Sint-Oedenrode. The project area where the development measures are planned is approximately 90 hectares in size. The entire project area is situated in the municipality of Meierijstad and includes a varying wide and narrow green enclave along the Dommel, which flows from east to west through the built-up area of Sint-Oedenrode. The eastern boundary of the project area is located at the A50, and the western boundary at the outflow of the Sint-Oedenrode sewage treatment plant. Within the project area, four sub-areas have been identified: Rijsingen, De Neul, Omgeving Hambrug, and 't Laar.

In addition to the main rivier of the Dommel, there are several side branches present in the project area. These are remnants of former Dommel meanders. The Stille Dommel (no. 3) remains as a result of a cut-off that was made at the end of the 19th century, Dode Dommelarm (no. 1) and Dommelmeander 't Laar (no. 2) were cut off in the 1960s (Waterschap De Dommel, n.d.).

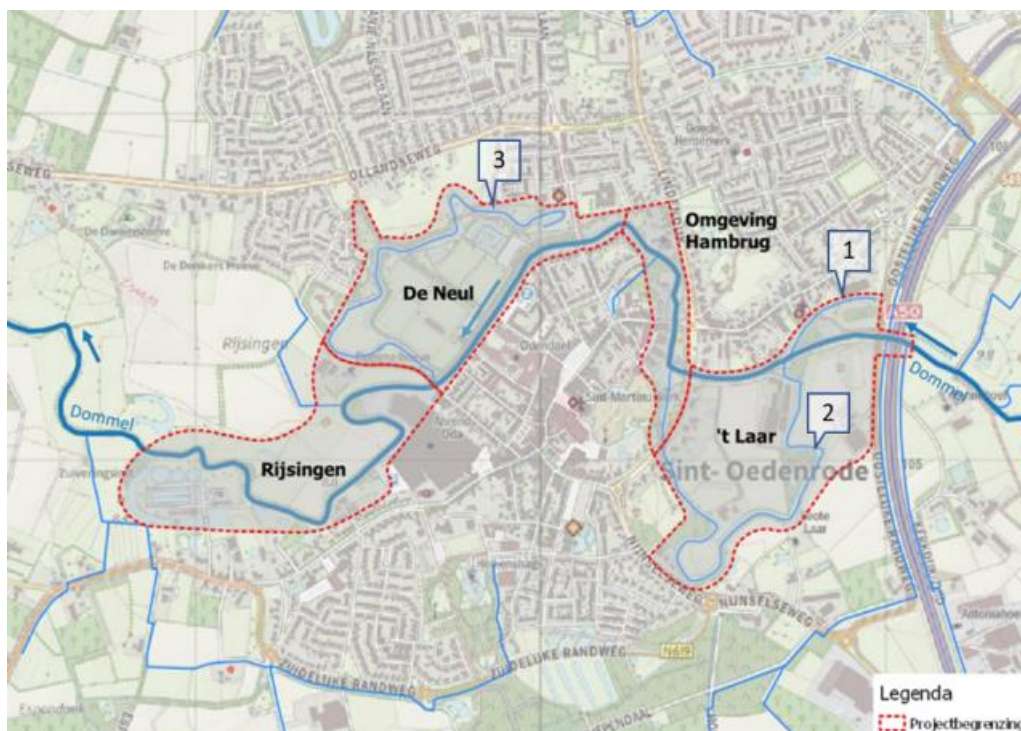


Figure 5: Project overview (Source: (Waterschap De Dommel, n.d.))

The participation process took place between Oktober of 2019 and April of 2021 and took an more intensive format, compared to the Diepveldenweg. This included four main information evenings that were aimed at providing general information and answer questions. Furthermore, between the main evenings one-on-one conversations were held with a large group of stakeholders, all who fall in the aforementioned categories two and three. In addition, several ‘sketch’ sessions were held where citizens and stakeholders could participate in the design of the project. This participation process is the focus of the case study review.

The participation process led to a preliminary design of the project which was presented to the stakeholders in June of 2021. This presentation was done in the form of a 13-minute video due to covid restrictions. Stakeholders could comment on the design and those comments were incorporated into a final design which was published in February of 2022. Finally, a legislation procedure was started against this final design with the highest judicial body. This body made a verdict regarding the objections against the project in October of 2023. The objections were ruled ungrounded and the project was made irrevocable.

4.2.2 Case selection criteria

The Klimaatrobuust beekdal Sint-Oedenrode fits the previously developed criteria for case selection as presented in the methodology.

Criteria for case selection	Analysis	Fit?
1. The case needs to be within the field of spatial planning.	The Klimaatrobuust beekdal Sint-Oedenrode case fits within the field of spatial planning. It consists of an water project that falls within the field of water management within spatial planning. It also consists of a zoning plan procedure and a ‘Projectbesluit’, both core aspects of spatial planning. Lastly, it entails a civil engineering project in the construction of the waterway.	The case fits the criteria.
2. The case needs to be completed.	The Klimaatrobuust beekdal Sint-Oedenrode is a finished participation project, the construction is not finished. The zoning procedure is definitive as of October 2023.	The case fits the criteria.
3. The case needs to contain participation between citizens and initiators/policy makers.	As part of the Klimaatrobuust beekdal Sint-Oedenrode three types of participation projects were done. A general participation process consisting of information evenings that were open to the public, discussions with landowners to purchase the land on which Klimaatrobuust beekdal Sint-Oedenrode was projected and sketch evenings where the participants were invited to co-create.	The case fits the criteria.

4. if multiple cases are selected, select a case that has contrasting outcomes.	The case of Klimaatrobuust beekdal Sint-Oedenrode did result in a litigation procedure. The previous case of the Diepveldenweg did not.	The case fits the criteria.
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Table 7: Case selection criteria form for Klimaatrobuust beekdal Sint-Oedenrode

4.2.3 Participation type

As discussed in paragraph 2.2, participation can be categorized into various types. Understanding these types provides additional knowledge and context, which can be used to further develop insights from the case study. In the case of the Klimaatrobuust beekdal Sint-Oedenrode project, a form of modern participation was evident. Here, the initiator worked together with citizens to be involved in the design and planning process. However, the initiation remained with the final say on the project and had the legal framework to implement. This situates the Klimaatrobuust beekdal Sint-Oedenrode case study in the bottom-left category of Table 2, being co-delivery of the plan.

5. Results

The research tries to answer the question which role trust plays during participation processes and how trust is influenced during these processes. The main research question is : *“What is the role of trust in participation processes and how does it affect the outcome of participation?”* This research is conducted as a case study review of a limited number of cases. The number of cases is too limited to make generalized conclusions, however analytical generalization as explained in paragraph 3.5 is applicable for this thesis.

The following chapter will present the results from this research, based on the in-depth interviews conducted as part of the case study review. Interviews were conducted with 11 stakeholders with an average time of 35 minutes spanning two case studies. Within these conversations several topics were presented that confirmed the findings found in the literature review. Some of these topics were presented naturally and some were asked by the researcher. The respondents were both policy makers as well as citizens to gather data from both sides of the participation process.

Each interview has been transcribed fully and then coded using Atlas.TI software to analyse them. The previously constructed codebook was used to do a semi-open coding while also leaving room for new codes to be found. Firstly, the codes used as part of the previously established codebook, as part of the theoretical framework based on the work of Corbett & Le Dantec, will be discussed. Then newfound codes during the semi-open coding will be discussed. The quotes used in this results section are not direct quotes as the interviews have been conducted and transcribed in Dutch. After the quote there is a number between brackets that pertains to which case the quote was used, Diepveldenweg being case 1 and Klimaatrobuust Beekdal Sint-Oedenrode being case 2. Furthermore, a letter will be displayed between brackets, this pertains to the two groups that were interviewed. An ‘P’ Stands for policy maker and a ‘C’ Stands for citizen.

5.1 ‘Trust theory’ practices from literature (based on Corbett & Le Dantec)

5.1.1 Meeting people where they are

During the participation processes of both cases it can be seen that different approaches were chosen. For case 1 there was an emphasis on general public meetings to inform citizens. For case 2, general public meetings were held, but the primary focus was on one-on-one conversations between citizens and policymakers. These conversations always took place at the citizens' homes. Policymakers explained that this was a deliberate choice to help citizens feel more comfortable and to make it easier for them to point out specific concerns or issues related to the project.

‘Yes, it ultimately comes down to giving attention and connecting and making contact with people. Yes, I can do that best at the kitchen table in people's homes, in their own environment.’ [2P]

During the general information evenings the plans were explained and citizens could ask questions. From the policy makers point of view these evenings were focused on explaining what the plans were any why certain choices or decisions were made. The policy makers experienced that during these evenings most people understood the plans and they felt that key aspects during this process were the way the policy makers and citizens interacted with one another in an accessible manner. There was little of a perceived hierarchy, and this proved to work in a positive way on the way trust was initiated.

'There was an information evening in the city hall of Bergeijk and the alderman was speaking. He was very powerful and transparent in his matter of speaking and he was not afraid to disagree with the citizens. But he was always understanding and focused on achieving something together' [1P]

'I don't know him personally, but that alderman did a good job. He was clear in his positions and what he had to offer. There are always objections or people who push back. That can take quite some time, but at some point, it needs to be pushed across the line. Well, he did that well, and I thought it went well. People were not simply brushed aside.' [1C]

Citizens observed that the municipality consistently made efforts to collaborate and actively engage in discussions with them. This proactive approach significantly contributed to fostering a positive atmosphere and general sentiment of goodwill during these gatherings.

'I always try to keep the dialogue open (between me and the municipality) and that worked, from my perspective, always very well. I felt i got a very good explanation (during these evenings).' [1C]

'Then it became clear that indeed a piece of the road would go over my land, so I was directly involved. Well, I waited for that, thought they would come, and that's what happened. And the whole process went satisfactorily.' [1C]

Additionally, an emphasis was placed on one-on-one conversations during the participation process concerning the DiepvelDENweg project. These discussions primarily occurred between the municipality and the landowners from whom the municipality intended to purchase land. While most of these interactions took place at the homes of the landowners, some were also held at the city hall. The citizens noted that the municipality's representatives were exceptionally courteous and transparent during these meetings, which they believed contributed to building trust. In addition citizens within case 2 expressed a great amount of positivity regarding the approach for the one-on-one conversations.

'The talks happened at our place but we also went to city hall a couple of times, there I had a strong feeling that people listened to what we had to say, during the talks we had around our table. I felt taken seriously' [1C]

'Yes, and that was also widely accepted, and there was little bickering. We reached an agreement fairly quickly.' (in response to the question how the 1-on-1 conversations fared) [1C]

'So yes, the first word that came to my mind was connectedness' (in response to the question how the 1-on-1 conversations felt) [2C]

In conclusion, the pre-established practice of 'Meeting people where they are' was observable in the practical field during the in-depth interviews. Citizens expressed a significant sense of being taken seriously by the policymakers, which they believed could lead to an increase in trust. The approachability and the tone during the evening meetings were consistently experienced as pleasant, which contributed to a sense of inclusion among the attendees and encouraged them to engage actively and ask questions without hesitation. This inclusive atmosphere was largely attributed to the speakers at these events, who were not only well-informed and authoritative but also demonstrated a considerable degree of empathy and transparency. Their demeanor and method of communication played a crucial role in making the citizens feel valued and respected.

However, there was a notable concern among the citizens of case 1 that policymakers did not spend enough time visiting the area, which they felt was essential for fully understanding the community's needs and challenges. This lack of presence in the area was perceived as a shortfall in commitment and negatively impacted their trust in the process. In contrast, case 2 heavily invested in meeting people at their homes and listening to them, being willing to change the process. This positively impacted the participation process.

Furthermore, the practice of 'meeting people where they are' was expanded to include not just a physical but also a metaphorical understanding. Policymakers articulated a desire to approach participation with sincerity and a customized strategy, recognizing that a one-size-fits-all approach is ineffective in the nuanced arena of public participation. By adopting this method, they aimed to address individual and community-specific needs, thereby enhancing the effectiveness and responsiveness of public engagement initiatives.

Lastly, a notable contradiction emerges within this practice regarding case 1. Although both policymakers and citizens generally regard the participation process as successful, certain discrepancies cloud this perception. Specifically, citizens have noted instances such as their invitations to policymakers to visit the project site, which remain unanswered by the municipality. Despite policymakers professing a commitment to adopt a customized approach, their failure to accept such invitations and the lack of any provided explanation contradicts this stance.

While the citizens feel acknowledged and taken seriously during the discussions, this inconsistency introduces a layer of dissatisfaction. They appreciate the open channels of communication during the participatory processes and the seriousness with which their contributions are received. However, they also experience frustration over aspects that they feel are overlooked or inadequately addressed by the policymakers. This mixed experience highlights the complexities of effectively implementing participatory practices that fully satisfy all stakeholders involved.

5.1.2 Community education

The policy maker respondents explain the importance of educating the community about the purpose and necessity of projects like the Diepveldenweg or Klimaatrobuust Beekdal. This community education is essential in enhancing participation and fostering trust during participatory processes. The policy makers emphasize that explaining the general benefits and the rationale behind municipal decisions helps the community understand why certain choices are made. This understanding is crucial for gaining community support and thoughtful participation. By explaining the reasons behind decisions, the government promotes transparency, helping the community understand the broader benefits, thus building trust.

'If you explain the general benefits, usually people understand why the municipality makes certain choices. We try to show people why the municipality does this or that, not to bully an individual but to act in the common interest.' [1P]

'Of course, and indeed not just saying, 'that won't work,' but also explaining why. I think that is especially important, the necessity behind why you make the choice.' [2P]

'A success is therefore how communication was handled.' [2C]

'Because, well, that goes without saying. If you make a choice, you need to be able to defend why that choice was made. That's part of being transparent or, yes, making it acceptable.' [1C]

By emphasizing the necessity and rationale behind the project policymakers sought to build a strong support base for the initiative. They clearly articulated these goals to the public, ensuring that the reasons for the project were transparent and well-understood.

This strategic communication was effective, as confirmed by the citizens who, upon understanding these objectives, felt more inclined to support the project. They recognized the potential benefits of the project which helped foster a more positive attitude toward the project. The alignment of the project's goals with the community's interests played a crucial role in garnering citizen backing, highlighting the importance of clear, purpose-driven communication in public policy initiatives.

'Also when the route was revealed, because we were not that set on having a road close to us, we would have been happier if it was located somewhere else. But yea, if it is well explained, then I can live with the route.' [1C]

'What they did that was fantastic was an animation where citizens could see, hey, if we do nothing, then this and that can happen. And that helped a lot. It was also picked up by other communication channels and the newspaper; the animation was widely adopted.' [2P]

However, a citizen during case 1 expressed a negative comment regarding the numerous bends incorporated into the road design. They felt that these bends rendered the adjacent farming plots much harder to utilize because the plots were no longer square, making agricultural activities significantly more challenging. Policymakers also discussed this point, providing the reasoning that the road design had to be adjusted to fit amidst various parcels of land. Their priority was to preserve the so-called home plots, which are plots of land where the farmers' houses are also located.

Despite this reasoning, the citizen felt that this explanation was not adequately communicated to them, indicating a potential gap in community education and outreach. This lack of effective communication may have contributed to the citizen's dissatisfaction, underscoring the importance of ensuring that all stakeholders are fully informed about the rationale behind planning decisions. Clear and transparent communication is essential to address concerns and build trust within the community, especially in projects that significantly impact local land use and agricultural practices.

'Well, we as entrepreneurs say: how stupid can you be to lay the road like that? There isn't a single plot that is straight anymore. We are next to it, and other owners are next to it as well. There isn't a single nice, rectangular plot left because the road always twists left and right or diagonally here. So, the plots on both sides are, I would say, ruined. There's nothing left, there isn't a single nice plot left.' [1C]

'Because we have done quite a bit of adjusting between plots there, right? So we wanted to keep the home plot as large as possible, and therefore there are sometimes some bends where you think: 'hey, it would be smart to straighten this out,' right. But that has more to do with how the fitting was done between the plots so that people would still have sufficient plots.' [1P]

Furthermore, citizens in case 1 expressed concerns about the safety of the road due to its numerous bends. They felt that they had clearly communicated their worries about the potential dangers posed by the road's design. Policymakers responded by explaining that they had consulted with traffic engineers and experts who assured them that the design would not result in a dangerous road, that the bends would cause the

users of the road to slow down. The citizens received this explanation and, acknowledging their lack of expertise in infrastructural design, accepted it.

However, they now conclude that the road has indeed become hazardous, as evidenced by several severe crashes and a fatal accident involving motorcyclists. This situation does not appear to be a case of communication failure, as both the citizens were aware of the policymakers' explanations and the policymakers were cognizant of the citizens' concerns. Instead, it may represent an error in judgment regarding the road's safety. This may underscore the importance of ongoing evaluation and flexibility in infrastructure projects to address unforeseen issues effectively. Precautions have been taken to reduce injury by adding guide rails in the bends of the road.

When citizens were asked if the safety issues influenced their overall opinion of the project, they expressed annoyance and frustration, feeling that their concerns had not been adequately taken into consideration during the planning and design phases. This sentiment of being overlooked did not contribute to a general sense of dissatisfaction with the entire project however.

'Yes, and we did bring that up back then (to the municipality), do you really think the speed will be reduced? We said from the very beginning that it would become a very dangerous road.' [1C]

'because there have been multiple crashes and even a fatal accident.' [1C]

'Yes, we felt like they did nothing with our concerns (in response to question: were these concerns known to the municipality?).' [1C]

In case 2, a similar situation was discovered, two respondents expressed concerns regarding the removal of vegetation of a park of which the project cut through. Beforehand there was excellent communication regarding this topic. However the project is now in its implementation phase and there have been several incidents where vegetation was cut or destroyed without communication. The respondent expressed great dissatisfaction with the communication during this phase while also praising the communication and collaboration in the participation phase.

'At some point, it (the trees) were all cleared away. No one knew about those plans because they were not made public.' [2C]

'The water board finds it fantastic when a lot of input comes in, as it shows the involvement of citizens and organizations. And I think they have taken that into account well. We are now talking about the concrete implementation.' [2C]

Furthermore, the respondents expressed a decrease in trust due to the lack of communication during the implementation phase. They were unsure why their advice was not solicited and felt that their willingness to provide help was not taken seriously.

This oversight led to feelings of being undervalued and excluded from the process, despite their willingness to contribute.

'Well, those kinds of things, yes. Then people who feel responsible for the whole area have their trust damaged. That's unfortunate and can be very different with a bit of effort.' [2C]

'But then we need to be taken seriously and adequately informed, for example, why didn't they just call and say, 'Hey, we're planning to place those sheds, do you have any advice?' Then (10b) would have been immediately willing to go.' [2C]

In conclusion, the practice of 'Community education' about the purpose and necessity during both cases was present. This strategic communication effectively garnered public support, as citizens recognized the potential benefits of reduced traffic congestion and enhanced industrial access.

However, for case 1, the project's implementation had some citizens concerned, particularly about the road's design. One citizen highlighted the difficulties posed by the road's numerous bends, which made adjacent farming plots harder to utilize. While policymakers explained that the design aimed to preserve home plots, this reasoning was not adequately communicated, leading to dissatisfaction.

Safety concerns also arose due to the road's design. Despite assurances from traffic engineers that the bends would enhance safety by slowing down traffic, several severe accidents, including a fatal one, occurred. This situation, however, illustrates a potential error in judgment rather than a communication failure.

For case 2, the implementation phase and several incidents regarding vegetation where the respondents were not informed. They subsequently feel less trust regarding the further implementation because of the lack of communication. It shows a direct relationship between communication and trust.

Despite these issues, the overall sentiment towards the project remains positive, though marred by frustration and a sense of being overlooked. This case study emphasizes the critical role of clear, transparent, and ongoing communication in public policy initiatives. It also highlights the necessity of continuous evaluation and adaptation to address community concerns and ensure the long-term success and safety of such projects.

5.1.3 Participation in goal setting

This practice was not extensively discussed in the interviews of case 1. However, policymakers emphasized the critical need for transparency throughout the participation processes. They highlighted the growing importance of transparency in the context of evolving citizen participation practices over recent years. The introduction of

the new EPA further underscores this necessity, as it places even greater emphasis on active and meaningful participation.

For case 2 it can be observed that there was a different approach, here the policy makers started with announcement of the general objective; making the city of Sint-Oedenrode safer from floods. Following this announcement the project took a very open form where the policy makers were looking for different options in achieving their main goal. These options were constructed in conjunction with the citizens.

'In the past, it was like, here's a plan and what do you think of it. Now it's more like, here's a drawing, and let's discuss together where it should be located.' [1P]

'At that time, there were no plans yet, just a plan to make a plan. No one knew how it would take shape. The request to the citizens was, 'Please help us design, because it's a really difficult puzzle.' [1C]

Both the policymakers and the citizens of both cases expressed that the one-on-one conversations were particularly successful. During these discussions, both parties were transparent about their intentions and desires. The municipality openly communicated their intention to purchase the plots of land, but also made it clear that, if necessary, they would consider expropriation. Policymakers suggested that this transparency could be interpreted as a way to establish trust, though they acknowledged that it might also be perceived as a form of pressure.

On the other hand, citizens also described these one-on-one conversations as pleasant and productive, noting that both parties were able to reach agreements. Despite the potential for the municipality's stance to be seen as coercive, the citizens did not interpret it that way. Instead, the transparency seemed to foster a mutual understanding and facilitated negotiations. This indicates that the openness about intentions helped to build trust rather than exert undue pressure, highlighting the importance of clear and honest communication in such negotiations.

'We sat down with them once. Because they were actually the main players in the area, and from there we simply chose the route, and I was there, so to speak. Those land acquisitions were present, and we had a very open conversation. And from there, the starting point was a normal acquisition, but if that didn't work, then we would proceed with expropriation. We were very clear about that from the beginning. But we also explained very clearly why we did it that way. And the farmers all understood that.' [1P]

'So yes, I found, I experienced that also with the municipality, and yes, we were actually able to shift the road a bit, not entirely, but still largely in our favor, which we are very happy about.' [1C]

'But it did surprise me eventually that the land acquisition was all amicable, in my opinion, and that doesn't always succeed when building a new road. And then I had the impression: oh, they have the community reasonably on board.' [1P]

5.1.4 Setting expectations

Policymakers stressed the importance of providing citizens with clear frameworks outlining the subjects on which they could, and perhaps more crucially, could not participate in both cases. By establishing these boundaries, transparency is enhanced, and trust is fostered between the municipality and the citizens. Additionally, policymakers emphasized the significance of providing context, particularly when common interests might conflict with individual interests.

Citizens generally felt that the plans were explained adequately throughout both cases. They understood the necessity of the plans, being the need for a road in case 1 and the need for a change due to flooding in case 2, and could align themselves with the overarching goals of the project. This clarity in communication helped them see the rationale behind the project, facilitating a greater acceptance and support for the plans. Ensuring that citizens are well-informed and understand the broader context of decisions is vital in maintaining trust and encouraging active and constructive participation.

'Well, what you shouldn't forget is to clearly explain upfront what the participation entails, managing expectations. That is really the most important thing, and then we're not talking about where the road will be located, but to what extent people do and do not have influence. Especially the latter is very important.' (in response to question: what is the 1 aspect of participation that is crucial?) [1P]

'I thought the explanation was very good. Even when the route was announced, because we weren't looking forward to having the road behind us, right? We would have preferred it to be somewhere else. But if it's well explained, then you can accept the route. And yes, then you have to move forward with it, and it worked out well for us, and it was also explained clearly on those evenings.' [1C]

'But demonstrating that necessity at the first meeting was very important. You really need to make that crystal clear from the start. Because if you are honest upfront and don't waver. Because if you initially say, yes, we're going left, and later you change to going right because it didn't work out or it can eventually be done. If you initially say that the trees grow to the sky and one person is allowed something while another is not. No, it's also about constantly keeping an eye on the whole playing field. And, I think that really works upfront, just being completely honest. This is why I am here.' [2P]

5.1.5 Being present

The interviewees highlighted that maintaining a consistent presence in the community and providing an approachable point of contact within the project significantly boosts trust. When citizens know they have a reliable individual to turn to with their concerns, it personalizes the process and mitigates the feeling of dealing with a faceless bureaucracy. This individualized attention helps build rapport and trust between the government and the citizens through relational closeness.

Policymakers themselves recognized this need and discussed it among themselves on an administrative level. They understood the importance of having a dedicated and visible contact person to facilitate communication. Additionally, citizens independently pointed out that this approach increased their trust in the project. They felt more connected and reassured due to the positive interactions with the project leader, underscoring the effectiveness of having a consistent and personable point of contact in fostering trust and cooperation.

'With projects that we do, having a face is nice. People know the municipality is performing the project but they have a face to turn to. I always tell everyone if something concerns you or anything, call me, e-mail me. I think that that works.' [1P]

"I always had confidence in it, and I found it, it's easy to say now, but I thought (PL) was just great. I also had a good connection with him. I think most (farmers/citizens) had a connection with him. I attended many of those evenings where (PL) gave the explanation, even about which route they were going to take. I dealt with him quite often, and yes, the trust was always very strong, he was always considerate. And yes, when I said something, I felt like, hey, you're being listened to.' [1C]

Regarding the second case there was a discrepancy between the need to be present during the implementation phase expressed by the policy makers and the respondents that voiced their concerns regarding this exact communication during this phase. This has previously under 'Community education' but it is prudent to highlight it here as well. Especially due to the policy makers highlighting this exact point.

'Yes, being very approachable for people. We worked here in the town hall on Wednesdays, which we are doing again now after a break, especially as we move into the implementation phase. This way, people can easily reach us, and they can walk in here easily. You are visible, you are approachable. I think that is especially important, consistently presenting the same faces.'
[2C]

'Yes, in the sense that we are not there yet. It is also important to keep a close eye on things through to the implementation and aftercare, including honoring agreements, work execution, and such matters. Because it would

be a shame if, despite good participation during the preparation and up to the implementation, the project gets spoiled by issues during execution or by not keeping agreements. That would ruin an otherwise fantastic participation process.' [2P]

It is apparent that there is a miscommunication present under this issue. Even though policy makers highlight the exact point of maintaining a communicating presence during implementation that citizens feel unheard and a complete lack of communication.

5.1.6 Managing expectations

Respondents emphasized the need for transparency and clear communication to manage expectations effectively. By thoroughly explaining the reasons behind project decisions and being open about potential challenges, respondents believe that trust can be maintained and that stakeholders can develop a realistic understanding of the project. Policymakers were committed to continuously providing information about the decisions made, particularly focusing on the rationale behind those choices.

Citizens also confirmed that throughout the project, the information provided by the policymakers was detailed and comprehensive. This approach helped them understand not just what decisions were made, but why they were necessary. Even though they would not necessarily share the same opinion on a certain subject, they felt they were informed on the choices that were made during the project and why they were being made. This transparency ensured that citizens felt included in the process and appreciated the complexities involved in the project. This level of openness and regular communication contributed significantly to building and maintaining trust between the community and the policymakers.

'As far as those who were interested, yes. We made it very clear on those evenings. Why we did it the way we did it. For example, when it comes to the location and position of that road.' [1P]

'More the reaction from people: it's nice that you called back, nice that you came by, yes, I understand. Indeed, the positive feedback from people, that they appreciated the conversation. And that you listened to them and indicated whether something could or couldn't be done or that you would get back to them. And when you actually do, the response back is: oh, thank you. Well, that says a lot.' (in response to question how you can to conclusion that managing expectations went well) [2C]

'I attended many of those evenings where (PL) gave the explanation, even about which route they were going to take. I dealt with him quite often, and yes, the trust has always been really good.' [1C]

'Yes, saying nothing is dead communication. Yes, I think that applies to everything; if you don't communicate, things go wrong. That's also true

when things aren't going well. There's nothing more frustrating than working on plans and then hearing nothing. Be honest and just say, sorry, I don't have time right now.' (in response to what is the most important aspect during participation) [2C]

In addition to providing clear and transparent information that positively influenced expectations, another important aspect emerged from this theme: the knowledge and expertise of the policymakers influenced the trust of other stakeholders. This impact was observed both internally among policymakers and externally with the public.

Internally, the expertise of policymakers bolstered confidence and trust within the administrative team, ensuring cohesive and informed decision-making. Externally, citizens and other stakeholders expressed increased trust in the project when they recognized the competence and knowledge of the policymakers. This positive influence on trust was either directly articulated by the respondents or confirmed upon further inquiry. The combined effect of transparent communication and demonstrated expertise played a role in fostering a trustworthy and reliable image of the policymakers, thereby enhancing overall stakeholder confidence and trust in the project.

'Yes, if you are well informed and the information seems accurate or the assessments made are realistic, then your trust grows.' [1P]

'Yes, I definitely felt that the people who spoke to us knew what they were talking about, I didn't doubt that.' [1C]

'Just communicate openly, say things as they are, and don't hold things back. It sounds very simple, but yes, that's how you want to be treated yourself.' [2P]

5.1.7 Shared decision making

The respondents highlighted that shared decision-making was most evident during the one-on-one conversations that took place as part of the ground acquisition process during case 1. During case 2, one-on-one conversations were held with all stakeholders. Both policymakers and citizens expressed a positive sentiment about these discussions, noting that the conversations were constructive and that each party was genuinely open to listening to the other's views.

Citizens during case 1 acknowledged that while the necessity for a road in this general area was well-argued and not open for debate, the exact route of the road was still subject to discussion. They appreciated that the design of the route was significantly influenced by the input of landowners and the considerations related to the aforementioned home plots. This inclusion of their perspectives in the planning process was seen as a positive aspect of the engagement.

Both parties argued that they felt the other approached the conversations with good intentions and a genuine willingness to consider opposing viewpoints. This mutual respect and openness were crucial in fostering a collaborative atmosphere. Policymakers recognized the value of incorporating citizen feedback into the project design, and citizens felt reassured by the policymakers' transparency and willingness to engage. This approach helped build a foundation of trust and cooperation, which is essential for the successful implementation of such projects.

'When it comes to land acquisition, in my opinion, we really listened to the main landowners in the area. And based on that, we also tried to adjust the route without compromising the effectiveness and necessity of the road, the utility of the road. And in that respect, we really listened and made shared decisions, yes.' [1P]

'But ultimately, we want to come to an agreement together because that is a form of participation. In the end, you want to reach an agreement because that is participation. You can't all get your way, right? So it's always give and take, and based on good arguments, you come to a good proposal or a well-conceived project or road.' [1P]

'If you explained that well, yes, you felt that he actually listened very well, and what I said, (PL) also accepted as being valid, and that we really needed to look into it.' [1C]

Furthermore, policymakers experienced a sense of shared decision-making within their own ranks. They felt that there was ample opportunity to deliberate and evaluate various aspects of the project collaboratively. This internal process allowed for thorough consideration and vetting of different ideas and strategies, ensuring that all voices within the policymaking team were heard and valued.

'Yes, or indicating in advance that the design is coming soon. It's not just for me to review, but I also want a safety assessment done by a colleague. There was room for that.' [1P]

'I think it's also worth mentioning that these two government agencies, which rarely work together in an equal manner, are surprisingly working well together in this situation. Also, with different cultures, the municipality is closer to the citizens, while the water board, in my view, is a bit more distant. So, I think that is a positive aspect worth noting' [2P]

5.1.8 Sustaining engagement

While both groups of respondents expressed strong engagement and connection during case 1, as documented in the previous paragraphs, this sense of involvement did not persist after the project's completion. Although all respondents indicated overall satisfaction with both the participation process and the final outcome of the Diepveldenweg road, their active involvement waned once the project was finalized.

The road's opening was marked by a festive event that saw high attendance, as noted by multiple respondents who participated. This celebratory event highlighted the community's initial enthusiasm and approval. However, despite the positive reception and the successful completion of the road, the ongoing engagement between the stakeholders and policymakers diminished after the project's conclusion. This suggests a need for continued communication and involvement even after project milestones are achieved to maintain the established connections and ensure long-term satisfaction and trust.

'There was simply a festive opening, and it was quite well attended.' [3P]

The practice of 'Sustaining engagement' is crucial for retaining trust in the broader context of project management. Interviews revealed several aspects that significantly influenced citizens' trust in case 1. These aspects appeared to be, or were at least perceived to be, unknown to the policymakers. While policymakers expressed high satisfaction with the project, their method of gauging citizen satisfaction was primarily based on the absence of negative feedback.

This concept is exemplified by one citizen who had prior experience with a policymaker from a previous project. The citizen expressed a significant level of trust due to the familiar presence of this policymaker in the current project. This familiarity and established rapport from past interactions contributed greatly to the citizen's confidence and trust in the current initiative.

'That makes a difference. Yes, it does. I am a tree grower. I rent open ground from people here and there. And yes, in that context, I had met (policy maker) years ago as the land agent of the municipality of Bergeijk. So yes, he understands the language of the farmers, he knows what is important to us.' (in response to question: did knowing this person influence your trust in the project?) [1C]

When the question was asked if there was a form of sustaining engagement after the conclusion of the participation process, the answer was no. When asked if the citizens were satisfied with the results the policy makers expressed that they thought so, based on the absence of complaints. When asking the citizens, some expressed the desire of being informed after the fact.

'Yes, so I think that all the people who live along the old road, the old road structure, are generally satisfied. At least, I haven't heard any complaints about it.' [1P]

'No, nothing, no, that didn't happen at all.' (in response to the question if there was feedback after the project) [1C]

Yes, in principle, I would have liked to be informed.' (in response to the question if he would have wanted feedback after the project) [1C]

5.2 New insights during the interviews

5.2.1 Intent matters

The policy makers explain that the intention with which government representatives engage with citizens is crucial. If the government approaches participation transparently and with genuine intent, it builds trust. The respondents mention that when officials are perceived to be using transparency as a mere tool for exerting power, it erodes trust. The sincerity of the intent is essential, as people can discern whether the engagement is genuine or just a procedural formality.

'But he listened and tried, I think, to do the right thing for everyone. And yes, we all understand that not everything is possible, right? But if you feel that you are being listened to, then. Yes, and how exactly that came about, I don't know, but that is of course the intangible thing.' [1C]

'Especially open communication, no hidden agendas. But well, that should be clear. It also has to do with trust, of course. Yes, I think everything depends on that, I think.' [2C]

'Keeping agreements and paying attention to people and being honest, yes, actually it is very simple in life. You just have to be honest, but that will disappoint some people; you can't please everyone.' [2P]

When conducting the interviews, the concept of intentions or being taken seriously was virtually unanimously brought up by the respondent without a prompt of the interviewer. In both cases the intentions were felt as genuine and citizens felt they were taken seriously. In both cases citizens voiced concerns regarding the project or process, these concerns were all traceable to intention. They felt the policy makers were unresponsive to their concerns or felt that communication was lacking.

'Look, when you enter into discussions with each other, you need to fully engage in those discussions. Not just pick out bits and pieces that you think might be important, but actually aren't. So, yes, that's the issue we're facing. At this point, it's done, and you can't turn it back.' [2C]

'Then you need to communicate that very well with the population, because otherwise, you put us in a bad light. We want to help the water board manage such a large project effectively and use our feedback. But we need to be taken seriously and be adequately informed.' [2C]

'that's what I mean, and that has really disappointed me; I've had a hard time with it. Yes, look, because I always value honesty, and then I think, it's been promised with nice words but it hasn't happened.' [1C]

5.2.2 Human touch

The interviewees point out that the success of participation processes is often contingent on the skills and intentions of the individuals conducting them. Trust is built not through rigid processes but through genuine human interactions. The interviewees believe that the ability to empathize, understand, and adapt to the needs of different stakeholders is vital for successful participation.

'One thinks two conversations are enough, and the other wants to be called every week. You can't fit that into a standard process.' [1P]

'But it eventually surprised me that, in my opinion, all the land acquisition was amicable, and that doesn't always succeed when building a new road. Then I had the impression: oh, they have the community reasonably on board.' [1P]

'But if you have a connection with someone, you can argue about anything, but often something comes out of it that brings you closer together. I always say, that was the same on our farm, if there is a connection, you almost always come to an agreement.' [1C]

5.2.3 Active listening and responsiveness

One key point raised by the respondent is the importance of listening and responding to citizens' input. The respondent noted that organizing information sessions repeatedly without incorporating feedback from previous sessions can be detrimental. Citizens quickly realize when their input is ignored, leading to a breakdown in trust. Genuine engagement, where officials actively listen and act on the feedback received, fosters a positive relationship and enhances trust.

'People can tell if you don't mean it. You can nicely organize your information evenings but after conducting multiple meetings and people come back to you saying you did not listen to what happened the previous night and you did not do anything with that. People can tell, if you are not sincere while having a conversation with you. That is just the normal interpersonal contact and I think that that is one of the success factors in good participation.' [1P]

'I always had confidence in it, and I also found it, it's easy to say now, but I thought (PL) was just great. I also had a good connection with him.' [1C]

'It's mainly about listening well to the people who raise their hands.' [2P]

5.2.4 Splitting responsibilities

One respondent during case 1 reflects on the challenges of balancing project efficiency with thorough participation. There is often a tension between the need to expedite project timelines and the need to engage deeply with the community. The respondent suggests that separating the roles of project management and community engagement

might be beneficial. An independent community manager can focus on building trust and ensuring meaningful participation without the pressure of project deadlines, which a project manager might prioritize.

'Assign participation to an environmental manager. Because ultimately, these interests can conflict. The speed at which a project leader wants to complete the project may differ from the interests of an environmental manager who says, 'take an extra six months, because then the trust and support in the community will be greater.' This is something I notice more and more in my projects, that environmental management is better handled by an independent environmental manager. They can wrestle and debate with the project leader, because if you leave it to one person, it can cause friction. Generally, the project leader, and I've done this myself, will choose the speed of the project. Not always, but that might come at the expense of the quality of communication and participation, and thus the trust of the citizens.' [1P]

This exact approach was implemented during case 2, where policymakers hired an independent manager to oversee the participation process. The policymakers discussed the potential negative aspects of conducting participation from the municipality's perspective, noting that previous negative experiences could shape citizens' perspectives and attitudes during current participation processes. They recognized that past interactions with the municipality might influence how citizens perceive and engage with new projects. By employing an independent manager, the aim was to mitigate these negative perceptions, ensuring a more neutral and trusted facilitation of the participation process. This strategy highlights the importance of addressing historical context and potential biases to foster a more effective and positive engagement with the community.

'Look, citizens in a municipality have a lot of experience with the municipality they live in. That experience is not always positive, and when you come into contact with citizens, whether it's for a new project or any municipal capacity, it can be that citizens carry years of often not-so-good experiences with the municipal government. The good things are usually forgotten, and the bad things linger.' [2P]

Furthermore, a policymaker elaborated on their role as the independent manager, emphasizing their responsibility to listen to the citizens. They ensured that their role was clearly communicated, establishing that they were there to represent and defend the citizens' interests. By having a clear split in responsibilities between the independent manager and the project leader, the policymaker was able to effectively advocate for the community's concerns and perspectives. This separation of duties allowed the independent manager to focus solely on the citizens' needs, ensuring that their voices were heard and considered throughout the project. This approach

underscored the importance of having dedicated roles to foster trust and facilitate meaningful citizen participation in the decision-making process.

'So I do my best, but ultimately, it is the administrators who make the decisions. You also need to indicate upfront who decides on what I gather. I am an intermediary, and I do my utmost to get everything done, but I don't make the decisions.' [2P]

'I need to be able to feel, not just understand, but feel what it means for them, so I can empathize and then also defend that to a project leader.' [9]

There was a clear distinction between the two cases on the employment of an independent environmental manager. Policy makers in case 1 voiced regret in not employing an independent voice, case 2 employed this independent voice to great satisfaction. This illustrates that dividing responsibilities can provide the independent framework necessary to voice and weigh the concerns of various stakeholders effectively. By having a dedicated role to represent their interests, citizens felt that their concerns were genuinely heard and taken seriously. This approach underscored the importance of having specific, dedicated roles within the participation process to foster trust and facilitate meaningful citizen engagement. As a result, citizens experienced a greater sense of validation and confidence in the process, highlighting how structural independence can enhance stakeholder trust and ensure that their input is given appropriate consideration in decision-making. This strategy not only strengthens the participation framework but also promotes a more inclusive and responsive approach to community involvement in projects.

5.3 Participation types

During the interviews, one notable negative aspect that citizens frequently highlighted in case 1 was their disappointment regarding the municipality's apparent disregard for their knowledge. Despite multiple invitations extended to the municipal representatives to visit and walk through the site where the road was planned to be constructed, the citizens felt their efforts were unacknowledged. They had hoped to share their extensive understanding of the land and its characteristics, which they believed would be crucial for the project. However, they felt that these opportunities were not utilized, and their knowledge was not adequately considered, leading to frustration and a sense of being undervalued by the municipal authorities. A similar situation was apparent in case 2. But in this case citizens expressed that the policy makers did listen to their input and that this made them trust the process more and felt them being taken seriously. In addition, policy makers expressed the desire to gather local knowledge, they felt the local population has knowledge that could help the project and also increase public support. This discussion highlighted the difference of participation types: case 1: Diepveldeweg can be defined as a co-planning participation type, this involves the policy makers developing a plan where the citizens can voice their opinion on. The general route the provincial road had to take was set previously by the policy makers,

the citizens were able to slightly adjust how the bends would be laid. From the interviews it became apparent that the citizens were not able to participate on the process of the project. Case 2: Klimaatrobuust beekdal Sint-Oedenrode can be defined as a more co-production participation type, this involves the policy makers starting out with just a goal in mind and developing the project together with the citizens further. The citizens were able to design the locations in sketch sessions and when citizens came with ideas that were deemed to be fruitful, they would lead to changes in the design and process of the project.

'What I have experienced as a negative point is that they wont come into the field with us, just really walk the 5 kilometres (of the Diepveldenweg) so we can point if you lay this bend this or that way it will only benefit the owner'. [1C]

'Yes, yes, 100%. Because they didn't act like they had all the answers. There was always plenty of room for dialogue, room for openness, room to discuss things.' (In response to question if the respondent felt the policy makers were open to ideas and the design was not set in stone and if he felt they listened.) [2C]

'On the one hand, local knowledge was brought in, which I found important. People who were involved contributed local knowledge, so in that sense, they were full partners, which was nice.' [2P]

Interviewees discussed the concept of tailored participation processes, acknowledging that different stakeholders have varying needs and levels of involvement, which necessitates a customized approach to engagement. The respondents emphasized the importance of adapting engagement strategies to meet these diverse requirements effectively, from both the policymaker's and the citizen's perspectives. For instance, while some residents may necessitate frequent updates and direct communication to feel actively involved, others might be satisfied with receiving periodic briefings. This personalized approach ensures that each party's unique needs are addressed, making them feel heard and respected, which is crucial for initiating and fostering trust. This method demonstrates a commitment to inclusivity and respect for individual differences in the community, reinforcing the foundational elements of trust and cooperation. This was the case for both cases, as in both cases policy makers stressed this as a key point of participation.

'Yes, that is my way of working, I think that it is really important that you listen what people want and that you are clear. That is different for everybody. I am not in favor of working in set formats because something always changes during the process. You have to be open and able to adjust, otherwise people think you are just performing a trick but they do not really listen.' [1P]

'Well, then my approach doesn't work either. I can ring your doorbell and do whatever I want, but it won't work. But as soon as the door opens, then yes, it does work. But you don't start immediately, of course, you introduce yourself. You explain who you are and why you are there, you get straight to the point. But after that, you listen. Then you listen and listen and start the conversation.' [2P]

When asked if the chosen participation methods would be reconsidered in light of this litigation risk, all policy makers responded that they would have tried a more thorough attempt at include the party. However, all of the policy makers also expressed their doubts of a changed outcome with this more through attempt.

6. Conclusion, discussion & limitations

During the case study review process the focus of the interviews were those of the operationalisation of trust as proposed through literature (Corbett & Le Dantec, 2018) and, in a smaller role, (Bovaird, 2007). From literature three groups were formulated that highlighted the construction of trust during participation processes in three phases, those being 'Initiating trust', 'Proving trust' and 'Retaining trust'. From these three groups, eight practices were formulated with the aim of the ability to measure trust during the participation processes. From the eight practices formulated all were found, in various degrees, in the case study review as discussed in the result section. The first part of the conclusion will discuss the practices as proposed in Corbett & Le Dantec and the second part of the conclusion will discuss participation types based on Bovaird.

6.1 Practices of trust

Through the conducted interviews, it became evident that all the identified practices seem to play a role in shaping the participants' experiences of trust within the participation processes. These practices were not seen as isolated occurrences; rather, they were deeply embedded within the broader context of each participation process. Observations consistently highlighted that these practices contributed to fostering a more positive outlook on trust. However, it was also noted that when these practices were not implemented effectively, they sometimes led to diminished trust among participants.

While the sample size of this study does not allow for broad generalizations, the insights gathered suggest that each of the practices has the potential to influence the sense of trust experienced during the participation process. The patterns observed across the cases indicate that the careful application of these practices can enhance trust, whereas their misapplication may have the opposite effect. The nuanced understanding gained from these interviews underscores the importance of how these practices are perceived and enacted within the participation context.

When conducting the interviews, that were semi-structured and therefore prepared to ask questions regarding the practices found in the literature, it was observed that almost unanimously the conversations naturally came upon the practices that were formulated. The need for the semi-structured questions was hardly ever needed, mainly used for conformation type questions. In addition, each respondent was asked two final questions, one being if other practices that could influence trust were overlooked and the other being if another concept of trust was more vital to participation. On both questions the respondent confirmed both the concept of trust as being vital and the practices highlighted as the most important, a couple additions were made that were the cause of writing chapter 5.2. With this information, despite the small sample size, it can be concluded that the practices from the literature used (Corbett & Le Dantec) do influence trust within participation processes.

In addition to the result section in chapter 5 there are several underlying layers that were found to influence the practices and thereby the level of trust. These layers were crucial in providing trust during the practices, as voiced by the respondents. In the following paragraphs these vital layers will be discussed. These additional layers call for adjustments in the framework from Corbett & Le Dantec and will be discussed below.

6.1.1 Intentionality

One practice that was observed most was the practice of 'Being present' and then specifically the intentionality behind the actions of initiators as perceived by citizens. The feeling of being taken seriously or being heard was most prevalent when asking clarification questions to the respondents. This practice seemingly connects all others together and seems to be a prerequisite for all other practices of trust. If one, an initiator of participation, fails to connect with its stakeholders or citizens and cannot give them the feeling that they are conducting the participation out of the right intentions it is observed that the participation will not have the desired outcome. The desired outcome being that both sides are satisfied with the participation and feel they communally came to a desired outcome. Any of the trust practices can be applied to the practical field but without this central feeling of sincerity it will likely not succeed.

Citizens or other stakeholders must get the feeling that the participation is not simply conducted out of a legal necessity but out of an intrinsic motivation by initiators to listen and jointly come to a better outcome. This connects back to the literature as Dieperink stated. An initiator can even be of the motivation that the intentions behind their actions during participation can be honest, if they cannot be converted to the citizen it will also more than likely not be successful. More on this last part in paragraph 6.1.3.

Concluding, it was noted that the intention behind the practices is crucial, as both policymakers and citizens emphasized. The conclusion drawn here is that the intent behind actions may matter even more than the actions themselves. Making people feel taken seriously and treated with respect can be a key factor, even in the presence of disagreements. This suggests that genuine intentions and respectful interactions play a vital role in fostering trust, highlighting the importance of not just what is done, but how and why it is done in participatory processes.

This calls for the elevation of the practice of 'Being present' as it has proved to influence all factors of trust during participation processes. It becomes more a general practice during participation processes, elevating even the status of group in the literature of Corbett & Le Dantec.

6.1.2 The need for full participation

It was observed during the practice of 'Shared discussion making' and 'Participation in goal setting' that, regarding case 1, there was a discontent on the process of the participation during the procedure.

It is important to acknowledge that the participation process was generally perceived positively by the community in both cases. Citizens expressed satisfaction with the engagement efforts, feeling that they were listened to and that their input was valued. The policymakers emphasized a tailored approach to participation but often resorted to more traditional methods. This discrepancy between the intended and actual participation approach became evident in discussions with residents regarding case 1.

Several issues were raised by the citizens, such as the suggestion to walk through the proposed road site together and concerns about the numerous bends in the road design, which left unusable and unattractive plots of land. These concerns were not fully addressed, indicating that while the participation process was well-executed, it lacked flexibility for adjustments based on community feedback. The local knowledge of the residents seemed underutilized, as their specific suggestions were not incorporated into the final decisions.

Policymakers felt that they had listened to the community, and indeed, citizens did feel heard during the participation events. However, there was a lingering sense among the citizens that their contributions did not significantly influence the project's outcomes. This led to a mixed perception of the participation process. While the act of participation itself was viewed positively, the overall experience left some residents feeling that their input had not been effectively integrated into the final decisions. Whether the citizens' participation was valid or not is secondary to this matter. As defined in the famous Thomas theorem: "If men define situations as real, they are real in their consequences." (Merton, 1995). If the citizens believe that they are unheard they will act as they have not been heard, even if the policy makers had reasons or even provided them. This turned out to be the case for the cases discussed in this thesis.

In case 2 these kinds of dissatisfactions were absent. Policy makers voiced the same wish to use local knowledge as their colleagues in case 1. However, in contrast to case 1 the local knowledge actually led to changes in the main design. Furthermore, in addition to having general information evenings, the policy makers of case 2 also held so called sketch sessions. During the interviews it became apparent that in case 2 the policy makers were more flexible to adjust the project based on the feedback and input from citizens. This was seen to positively influence the perception of trust.

This layer calls for the addition to the practice of 'Shared decision making' to not only reflect the way shared decision making influences the proving of trust but to also reflect on the way that the participation is formed and if decisions are truly available for citizens. Otherwise, citizens can feel like they have the illusion of choice, being the specific layout of the road in case 1, but a choice on the entire process, as seen in case 2. The choices that were available to citizens in case 1 were limited to the exact details of the road's location, but not more fundamental choices, such as the option for no road or a road in a completely different location.

6.1.3 After care

During the investigation regarding the practice of 'Sustaining engagement' several interesting and conflicting pieces of information came up. Within case 1, the policy makers expressed that there was a general satisfaction regarding the project but based this on the absence of complaints. However, the citizens expressed several pieces of dissatisfaction. This highlights the need for a systematic follow-up or evaluation.

Furthermore, in case 2 there was a similar issue raised by citizens about problems that popped up during the implementations phase. Citizens felt unheard and felt that communication was absent even though policy makers expressed the importance of sustaining the engagement after the participation phase, into the implementation phase. It seemed that this practice required extra attention due to the consequences of not following this up ended to be lasting distrust between citizen and municipality.

Literature indicates that evaluating and reviewing the process post-completion is a vital component of any participation process (Nationale Ombudsman, 2019). In the case of the Diepveldenweg, there seems to be a disconnect between the opinions and attitudes of policymakers and citizens regarding the project's outcome. This discrepancy can possibly be attributed to a lack of thorough evaluation and review after the project's completion.

Policymakers need to implement systematic follow-up evaluations to capture comprehensive feedback from citizens. By doing so, they can identify any lingering concerns or areas for improvement that might not have been apparent during the project's active phase. This ongoing evaluation is essential for sustaining engagement and trust, ensuring that the positive aspects of participation are maintained, and any issues are addressed promptly.

While this lack of post-project engagement is not inherently problematic during the participation processes, it can create a significant imbalance in opinions regarding the project in hindsight. When a particular citizen, who expressed a desire for continued information after the project's completion, was interviewed, it emerged that there was a specific situation (which will not be discussed for privacy reasons) that left them feeling very upset and dissatisfied with a certain outcome of the procedure. This experience profoundly impacted their perception and mindset, to the extent that they stated they would approach future projects differently.

This sentiment was completely unknown to the policymakers, highlighting a critical mismatch in understanding and communication. The policymakers' reliance on the absence of negative feedback as a measure of success failed to capture underlying discontent. This mismatch can be further applied to the presence or absence of a litigation procedure as a measurement of success of a participation process as seen within the cases. This scenario underscores the importance of sustained engagement and thorough post-project evaluation to ensure that all stakeholder concerns are addressed and to prevent the erosion of trust in future initiatives. Implementing

systematic follow-up procedures and actively seeking feedback can help bridge this gap, fostering a more comprehensive and accurate understanding of the project's impact on the community.

These results call for the need for the expansion of the group of 'Retaining trust' as per the literature of Corbett & Le Dantec by adding the practice of 'After care'. After care has proved vital for retaining trust between projects as discussed in the previous paragraph. When there is residual trust from previous successful projects between the actors, the following projects becomes much easier as trust has already been formed and proven.

6.2 The weight of participation types

The two analyzed cases in this master thesis are defined as different participation types as previously discussed, based on the work of Bovaird. It can be concluded that the increase in participation during case 2, an increase being the measure of influence citizens could have over the outcome of the project, did not lead to an absence of litigation. Against case 2 there was a formal litigation procedure filed with the highest court in The Netherlands and against case 1 there was no such litigation procedure. During the interviews it became clear that the party that initiated the litigation was a party that was not present during any of the participation, it was a party that was not from the city where the project took place. Policy makers explained that this party is a known objector, they were aware of the risk of litigation by this party even before starting the project. Attempts were made to include the party during the participation process, but they were unsuccessful. All of the policy makers regret that this was not successful. After the filing of the litigation procedure there was contact with the aforementioned party and changes were made in the design of the project. This, however, did not lead to a withdrawal of the litigation procedure. Again, this supports that participation with the aim to reduce litigation does not work.

As stated in 6.1.2, the citizens voiced their desire for a broader form of participation in case 1. Case 2 applied such a broader form, but it did not stop a litigation procedure from forming. It must be stated that, based on the findings within these 2 cases, that a broader form of participation seems to not prevent a litigation procedure. The citizens expressed satisfaction of their input being used as was discussed in 6.1.1 and participation should never be used as an attempt in preventing litigation.

6.3 Recommendations

6.3.1 Recommendations for theoretical field

The indications of the connection between the practices and trust within participation processes were present in the case study review. Furthermore, a second layer of trust was found in the intentions behind the practices and interpersonal contact. This information pointed that the researcher was looking in the correct direction. However, the sample size is too low to make general statements. Further research could apply these practices to various participation projects, while adhering to the criteria formulated for case study selection. Expanding the sample size and including a more

diverse range of case studies from different geographical regions and socio-political contexts would enhance the generalizability of the findings.

Additionally, future research should take into consideration the topics of intentions behind actions and interpersonal contact, as these seem to play significant roles in trust-building. Delving deeper into how these elements influence trust could lead to a more comprehensive framework. Comparative studies across different regions and types of participation projects would also provide valuable insights into the variability and commonalities in trust dynamics. Long running studies could further contribute by examining how trust evolves over time within participation processes. Overall, a broader and more varied research approach, incorporating these additional dimensions, would strengthen the understanding of trust in citizen participation and provide more robust, generalizable conclusions.

Lastly, while the framework used to operationalize trust, as outlined by Corbett & Le Dantec in their paper "Going the Distance," proved to be valid and effective, some limitations became apparent during the research. All practices formatted in the framework were found in the case studies; however, several significant additional components emerged—namely, the intention behind actions, the after care and the expansion of shared decision making. These discoveries suggest that the existing framework may not fully capture the nuanced ways in which trust is built and maintained in citizen participation projects.

The intention behind actions refers to the perceived motivations and authenticity of the stakeholders, which significantly impact trust levels. Interpersonal contact, including face-to-face interactions and personal relationships, also plays a crucial role in fostering trust but was not explicitly addressed in the original framework.

The after care after the completion of a project is crucial because it enhances trust when starting a new project with the citizen. If there is proper after care, there is more trust after finishing the project, which becomes residual and carries over to any new projects. This continuity of trust is vital for fostering long-term, cooperative relationships between citizens and stakeholders.

The expansion of shared decision making is also essential, not only to reflect on how shared decision making influences the proving of trust but also to critically examine the way that participation is formed and whether decisions are truly available for citizens. It's important to ensure that citizens are not merely given the illusion of choice, as was the case with the specific layout of the road in Case 1, where choices were limited to the exact details of the road's location. More fundamental choices, such as the option for no road or a road in a completely different location, were not available. In contrast, Case 2 allowed for more meaningful choices throughout the entire process, providing a more genuine form of participation.

These elements indicate that while the framework provides a solid foundation, it can benefit from further refinement to encompass the broader spectrum of factors

influencing trust in participation processes. Below is a enhanced framework, based on Corbett & Le Dantec, with the addition found in this thesis (for readability the context sections that were unchanged were removed, these can be found in Table 1, a full enhanced framework is available as Appendix 3.

General practice	Group	Practice	Context
Being present	<i>(Unchanged)</i>		
	Initiating trust	Meeting people where they are	<i>(Unchanged)</i>
		Community education	<i>(Unchanged)</i>
		Participation in goal setting	<i>(Unchanged)</i>
		Setting expectations	<i>(Unchanged)</i>
	Proving trust	Managing expectations	<i>(Unchanged)</i>
		Shared decision making	<i>(Unchanged)</i> + Not only to reflect on how shared decision making influences the proving of trust but also to critically examine the way that participation is formed and whether decisions are truly available for citizens. It's important to ensure that citizens are not merely given the illusion of choice. More fundamental choices should be available for participation to ensure an inclusivity and feeling of being heard by the citizens. This provides a more genuine form of participation.
	Retaining trust	Sustaining engagement	<i>(Unchanged)</i>
		After care	Reflecting and gathering feedback at the end of the participation process is vital, it can highlight previously unknown dissatisfaction amongst citizens. By finding and possibly addressing the dissatisfaction after the fact the policymakers can enhance the trust and satisfaction the citizens have which can result in residual trust when the same citizen is involved in a new participation process.

Table 8: Simplified enhanced framework (own work, based on (Corbett & Le Dantec, 2018))

6.3.2 Recommendations for praxis

In addition to the theoretical recommendations outlined in the previous paragraph, which focused on the framework derived from the literature of Corbett & Le Dantec, several practical recommendations can be made.

Firstly, the findings from this master's thesis are directly applicable to the author's professional work, particularly in organizing and executing participation processes within the field of Spatial Planning. The enhanced framework developed through this research can be leveraged for the author's continued professional growth and career advancement. Moreover, the practices identified in this study—such as honesty, good intentions, transparency, and incorporating feedback—are broadly applicable principles that can be integrated into the author's work on a larger scale. This applies to the author and other professionals involved in the field.

Furthermore, the enhanced framework can serve as a valuable tool in the development of municipal policy documents that outline the standards for participation. This could include specifying requirements for plan initiators regarding the elements their participation processes should encompass. Additionally, the thesis can act as a resource for policymakers seeking to deepen their understanding of participation. Indeed, the author has already received multiple requests from various municipalities to present the findings of this research, as many are currently revising their participation policies.

Lastly, while the framework offers a useful guideline for enhancing participation processes, the author emphasizes the importance of introspection. As discussed in Chapter 6.1, the intentions behind actions are paramount. Engaging in participation with an intrinsic motivation to genuinely improve the process, rather than merely fulfilling a requirement, stands as the most crucial recommendation for practical application. This mindset will ensure that participation efforts are both meaningful and effective.

6.4 Limitations

The aim of this research was to find a connection between trust and participation. Due to the limited resources available during the master's thesis program, those primarily being time and funds, the research has a limited sample size. The limited sample size causes the inability to generate generalized conclusions based on the findings in set research. However, the research does provide an indication based on the research done to make assumptions and an analytical generalization.

A limitation of this research are the criteria used to select the case studies, which were influenced by the researcher's background and availability. As someone already working in the field of citizen participation during zoning plan procedures, cases were selected through convenience sampling. This convenience sampling may introduce bias, as these cases might not represent the broader spectrum of participation projects. Additionally, both selected cases are centered in North-Brabant. This geographical concentration could limit the generalizability of the findings, as regional characteristics, and socio-

political contexts unique to North-Brabant may not be reflective of other regions. Therefore, the conclusions drawn from these case studies might not be applicable to different geographical areas, potentially impacting the study's overall external validity.

Furthermore, it was experienced by the researcher that by not having a fully anonymized case there could be a certain degree of reluctance when sharing information in the result section. By sharing too many details about a respondent's experience, the information could be traced back to the respondent. This was an unforeseen side-effect of making the case study itself not anonymous. The researcher was forced to change the way the quotes were categorized within the Thesis and had to work around the fact that certain quotes could be traceable to single individuals.

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Appendix 1

Interview guide

This appendix contains the interview guide that was used during the in-depth interviews that were conducted as part of this master thesis. The interview guide consists of four parts. Part one contains a formal introduction to the interview. It provides an example of how the introduction could be structured. During the introduction the respondent was informed of the research and its goals. The respondent was asked if he or she consented to being recorded. Part two contains the body of the interview guide, where questions were formulated in a semi-structured way. Follow-up and probing questions were also prepared as part of the interview. Part three offered the opportunity to explore different aspects of trust not already mentioned and other aspects that influence participation other than trust. Part four was a formal closure.

Appendix 2

Code book

This appendix contains the code book used during the analysis of the transcripts of the interviews. The code book was developed at the hand of the framework by Corbett & Le Dantec. The codebook consists of eight codes, each with a definition and a example sentence.

Appendix 3

Full enhanced framework

This appendix contains the full enhanced framework that was developed during this master's thesis. It has the framework by Corbett & Le Dantec as a base with additions of three parts as discussed in the conclusion of this thesis.