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Technical Sheet: Indicator Set 10 Society

Indicator(s):
- 10.1 Stakeholder acceptance (in accordance with Woolsey et al. 2005, no. 1)

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Author of original publication (2005):
Markus Hostmann (BAFU)

Scientific advice for update (2019):
Expert consulted: Markus Hostmann (BAFU)
National advisory group: Ulrika Åberg (Eawag), Marco Baumann (TG), Simone Baumgartner (BAFU), Anna Belser (BAFU), Nanina Blank (AG), Arielle Cordonier (GE), Roger Dürrenmatt (SO), Claudia Eisenring (TG), Martin Huber-Gysi (BAFU), Lukas Hunzinger (Flussbau AG), Manuela Krähenbühl (ZH), Vinzenz Maurer (BE), Nathalie Menetrey (VD), Erik Olbrecht (GR), Eva Schager (NW), Lucie Sprecher (Eawag), Gregor Thomas (BAFU), Pascal Vonlanthen (Aquabios), Heiko Wehse (Hunziker Betatech), Christine Weber (Eawag), Hansjürg Wüthrich (BE)

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Text: Christine Weber, Lucie Sprecher (Eawag)

English translation: Jeff Acheson (Acheson Translations & Editing), Eawag

Illustrations: Laurence Rickett (Firstbrand), Eliane Scharmin, Christine Weber (Eawag)

Cover photo: Vinzenz Maurer (BE), Laurence Rickett (Firstbrand)

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This Indicator Set forms part of the Swiss STANDARD outcome evaluation and is to be used in conjunction with the practice documentation “Evaluating the outcome of restoration projects – collaborative learning for the future” (FOEN 2019). The indicators included in the Indicator Set derive from various sources (e.g. Woolsey et al. 2005; Modular Stepwise Procedure) and, where appropriate, have been updated or adapted for the practice documentation. An overview of the most important modifications made can be found in Factsheet 7.

Principle

The acceptance of a restoration project indicates how well the project and the entire process are received, e.g. by interest groups such as fishing or environmental associations. In the area of socioeconomic outcome evaluation, acceptance is an important indicator for sustainable river management. The greater the acceptance of a project, the easier it will be for restoration projects to be implemented in the same region in the future. The present indicator focuses on the interest groups involved in the planning process. It is thus not representative of acceptance among the population as a whole, but it does provide an indication of sentiment.

Parameters	Acceptance is described by the level of approval among interest groups before and after implementation of the project. The level of approval is determined using five standardised questions concerning the project goals, process and results, and general satisfaction. Each answer is assigned a score between 0 and 5, with 0 indicating very low and 5 very high satisfaction. The values determined for the five questions are then averaged.
Applicability	This Indicator Set can be chosen for all projects, including individual projects, and is not covered by the rule concerning the minimum and maximum number of sets to be selected.
Special considerations	The interviews are to be conducted by the project manager, or by a project team member chosen by the interest group. The interest groups must feel that they are being taken seriously, and the interviews should also permit the provision of information and explanations on the project. If the original representative of an interest group can no longer be interviewed for the first or second “after” survey (e.g. due to relocation, retirement, etc.), a different representative may be contacted. It is important that acceptance should be determined among the same interest groups before and after implementation of the project.
Timing	The acceptance survey is not season-dependent. The “before” survey should take place shortly before the start of construction work, i.e. after permission has been granted. In a departure from the general procedure for the STANDARD outcome evaluation, the first “after” survey for this Indicator Set is to be scheduled for years +1 to +2 after construction, and the second “after” survey for years +4 to +6.
Material	General survey material (see Factsheet 8)

Survey

The individual steps involved in the survey are explained below, in chronological order.

Step	Description	Indicator
Identification of interest groups (= stakeholder analysis)	• The identification of interest groups is a two-stage process: 1. First, those groups are identified which are involved in the planning of the restoration project (e.g. environmental associations, landowners, industry) 2. In addition, other local interest groups also need to be included, such as recreational users, associations or local authorities (tourism) • Information on possible interest groups can be found in the manual on participation in hydraulic engineering projects (BAFU 2019). As the number of interest groups is project-dependent, no minimum or maximum number of groups is specified here. • Based on the stakeholder analysis, interest groups or their representatives can be selected. One representative per interest group is sufficient. • Each interest group is assigned to one of seven categories. If necessary, more than one interest group per category can be surveyed. The categories are: a) environment (e.g. fishing, ornithology associations) b) agriculture (e.g. associations, farmers, tenants) c) drinking water d) recreational users e) landowners excluding agriculture (e.g. private individuals, communities) f) commune (if the canton is responsible for planning) g) other	10.1

Conduct of interviews	• The interest group representatives are each surveyed to determine the extent to which they approve of the project goals, process and results, and the project overall, based on the following five questions: 1. How satisfied are you in general with the restoration project? 2. Are the goals of the project in agreement with your goals? 3. How well is/was the planning process managed? 4. Were you sufficiently involved? 5. How do you rate the (planned) results? The level of approval reflects satisfaction with the process and the (planned) results. • The interview setting can be freely chosen (e.g. by telephone, following an advisory group meeting). • The form (cf. Indicator Set 10 field protocol) contains five standardised questions to be answered by all the representatives. Additional questions can be freely adapted to each interest group. The additional questions do not have to be included in the data reporting, but this is to be recommended, as they will provide the project team with valuable suggestions for improvements. • Each answer given by the respondents is assigned a score (0–5) by the interviewer, with 0 indicating very low and 5 very high satisfaction. Decimals may also be used. • If any responses show low or very low approval of the project, the reasons should be ascertained and recorded in the "Notes" column of the data entry form. Possible reasons include: a) insufficient involvement in project planning, b) inadequate attainment of ecological goals, c) excessive amount of land required, d) unattractive for recreational use, e) costs too high.	10.1
Completion of field protocol	• The questionnaire must be completed by the project manager during or after the interview.	10.1

Evaluation

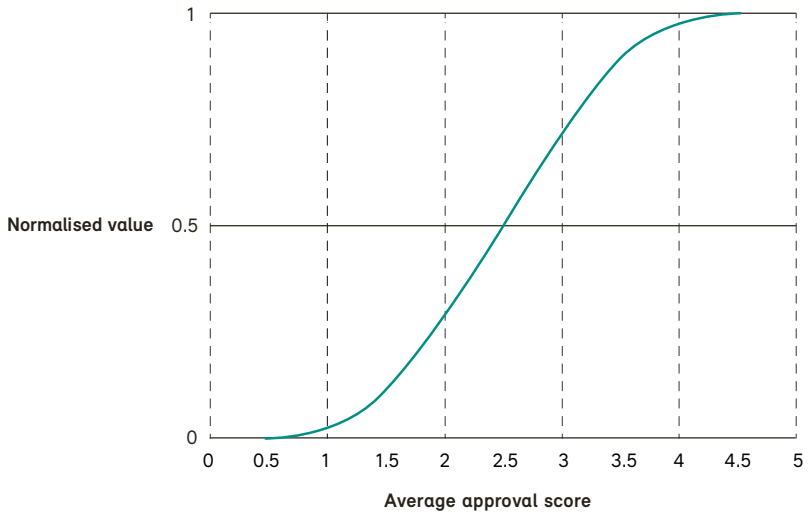
The evaluation approaches given below are taken from the original indicator method sheets in the "Handbook for evaluating rehabilitation projects in rivers and streams" (Woolsey et al. 2005). They serve as a guide and will be revised in the coming years on the basis of the experience accumulated in the STANDARD and EXTENDED outcome evaluations.

Indicator	Description
10.1 Acceptance	Ultimately, all the scores are combined; specifically, the average is determined, first, for each interest group and, subsequently, across all interest groups. Using Table 10.1, this average score can be assigned to an acceptance category. For normalisation, the average score from Table 10.1 is transformed into a value between 0 and 1 using a value function (Fig. 10.1), with the 1 guide value corresponding to very high and the 0 guide value very low acceptance on average. Medium acceptance represents a critical threshold since, if approval falls below this level, future restoration projects are very likely to be rejected in a vote by the communal assembly. A comparison with the level of acceptance determined prior to implementation of restoration can reveal whether a significant improvement has occurred after completion of the project. Previous studies have shown that acceptance after project completion is significantly greater than before the start of restoration work (Bratrich 2004).

Table 10.1: Categories of project acceptance.

Average score = 0–1	Average score = 1–2	Average score = 2–3	Average score = 3–4	Average score = 4–5
***very low* acceptance**	***low* acceptance**	***medium* acceptance**	***high* acceptance**	***very high* acceptance**
Respondents show on average *very low or a complete lack of* approval of the project.	Respondents show on average *low* approval of the project.	Respondents show on average *medium* approval of the project.	Respondents show on average *high* approval of the project.	Respondents show on average *very high* approval of the project.

Figure 10.1: Normalisation of the results.



Time required

Table 10.2: Estimated time required in person-hours for the determination and evaluation of Indicator Set 10. General items (e.g. travel time for survey) are not taken into account. A rough cost estimate can be found in Table 2.1 of Factsheet 2.

Step	**Specialists**		**Assistants**	
	Persons	Time per person (h)	Persons	Time per person (h)
Preparation (stakeholder analysis, arranging appointments)	1	3–4		
Conduct of interviews	1	6–8		
Digitalisation of responses and evaluation	1	2		
Total person-hours	11–14			
Notes: The time required per interest group is approx. 1h. No minimum or maximum is specified.				

Further information

Data arising	• Data entry form Indicator Set 10: KT_ProCode_ERHEBUNG_Set10_V#.xls Elements of the file naming scheme (see Factsheet 5): • KT = two-capital-letter cantonal abbreviation (e.g. BE) • ProCode = project code • ERHEBUNG = survey time point, i.e. VORHER (= before), NACHHER1 (= after 1), NACHHER2 (= after 2), or VERTIEFT (= EXTENDED) • V# = Version number of the data entry form
Attachments	The field protocol, data entry form and other useful documents are available at: https://www.bafu.admin.ch/wirkungskontrolle-revit