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Interview protocol on the use of government open data (OGD) by the public sector

Interviewer:

1. Explain the project (including human aspects). Make sure that the interviewee acknowledges the consent form.

Welcome text:

First of all, I'd like to thank you for your cooperation in this interview. Your knowledge and experience will add up and enrich my understanding of the use of OGDs by public administration.

This research is being developed by the University of Minho (UM) and the University of the United Nations (UNU-EGOV), under the Doctoral Program in Technologies and Information Systems of UM and is part of the research project whose title is "Landscaping the use of Open Government Data", which is being developed by Ilka Kawashita, under the supervision of Dr. Ana Alice Baptista (UM) and Delfina Soares (UNU-GOV). In this context, this **interview aims to examine answers that were not clear in the questionnaire on the use of Open Government Data (OGD) in Brazilian public administrations.**

General rules

- You received the email with the terms of participation in this survey.
 - The interview will last approximately 15 minutes and is being recorded. However, recording can be interrupted at any time and/or deleted at the end of the interview if you want.
 - Do you accept the terms of participation?
2. Establish relationship (rapport).
 3. Explain to the interviewee that the interview is divided into five large blocks: one for barriers, the second for facilitators, the third for the drivers and the fourth for the benefits. In the last block we will talk about why OGD is used. The answers to the questionnaire do not allow us to say whether or not the factor is relevant in the context of the use of OGD in the public sector (or in your institution or state). I would like to understand better whether and why these factors are relevant or not. Could you comment on them?
 4. If time permits, invite the respondent to evaluate relevance a list of factors suggested by other respondents in the questionnaire.
 5. Ask questions/ Use probes to elaborate meanings: example of the types of questions and probes that will be adapted according to the respondent's answers to the questionnaire.
 - If the **respondent indicated that OGD is not used or not knowing if they are used**: In the questionnaire you indicated that OGD is not used. Could you tell me why they're not

used? What are the factors that prevent the use of this data? What conditions must exist for OGD to be used?

- If the respondent is an expert: The factor is **considered relevant** by the majority of respondents to the questionnaire. What do you think? In your experience, is this a relevant factor in the use of open data (in public administration)? How is it relevant?
- The factor is considered **relevant by** the majority of respondents and the interviewee **disagreed**: The ABC factor is pointed/considered as a barrier/enabler /driver relevant to the use of open data (in public administration), but I see that (apparently) does not agree with this. Can you elaborate/deepen/comment a little more on this point? Could you clarify your position? Why is it irrelevant? Could you share your experience?
- The factor is considered **not very relevant** by the majority of respondents and the interviewee **agreed**: The ABC factor is pointed/considered as a barrier/enabler /driver relevant to the use of open data (in public administration), and I see that he agrees with this. Can you elaborate/deepen/comment a little more on this point? Could you clarify your position? Why is it relevant? Could you share your experience?
- The factor is considered **relevant** majority of respondents and the interviewee indicated **neutrality**: The ABC factor is pointed/considered as a barrier/enabler /driver relevant to the use of open data (in public administration), but I see that (apparently) does not agree or disagree with it. Can you elaborate/deepen/comment a little more on this point? I'd like to understand your position better. Is there a situation that would make this barrier/facilitator/driver a relevant factor?
- The factor is considered **irrelevant by** the majority of respondents and the interviewee **disagreed**: The XYZ factor is pointed out as a barrier/facilitator/driver irrelevant to the use of open data, but it seems to me that it does not agree with this. Can you elaborate/deepen/comment a little more on this point? In your experience why is this factor relevant? How is the factor relevant?
- The factor is considered **irrelevant** by the majority of respondents and the interviewee indicated **neutrality**: The XYZ factor is pointed out as a barrier/facilitator/driver irrelevant to the use of open data, but I see that it does not agree or disagree with it. I'd like to understand your position better. Is there a situation that would make this barrier/facilitator/driver a relevant factor?
- **The answers to the questionnaire did not allow reaching a conclusion about the factor and interviewee may have agreed, disagreed, or indicated neutrality in relation to the factor**: The ABC factor is pointed out as a barrier/facilitator/driver to the use of open data in the public administration. I see you agree, disagree, or indicate neutrality towards him. Would this be a relevant or irrelevant barrier/facilitator/driver in your institution/State? In what situation could this factor be relevant/irrelevant?

6. At the end of the interview: Thank you so much for sharing your experience with me.

Date of interview:

Respondent: Resp_Id survey or expert identifier

Where you work:

Sphere of action of the body/entity:

1. Examples of barriers to the use of open government data

TABLE 1 - Unclear barriers in the questionnaire

Barrier code	What are the barriers (factors that obstruct, hinder, or prevent) found in the use of Open Government Data?
BAPL05	Standards and standards for the use of non-existent and/or inappropriate open data
BAPL06	Use license does not exist, or unclear, or restrict use
BAOI08	There are no human resources with the knowledge, skills and /or capabilities to use open data
BAOT10	Data is not sustained or maintained
BAOT12	Results obtained from different sources differ

2. Examples of enablers of the use of open government data

TABLE 2 - Factors that facilitate the use of OGD that were unclear in the questionnaire

Enabler code	What are the factors that facilitate, enable, or favor the use of Open Government Data?
EOI04	Managers are motivated to use open data
EOT10	Data usage is monitored and tracked
EOT11	There are public/private partnerships that support the use of open data

3. Example of drivers of the use of open government data

TABLE 3 - Factors that drive the use of OGD unclear in the questionnaire

Driver code	What are the factors driving the use of Open Government Data?
DOI04	The existence of intermediaries adds knowledge and capacity for the use of open data

4. Benefits promoted by the use of open government data

TABLE 4 – Benefits promoted by the use of OGD unclear in the questionnaire

Benefit code	What are the benefits of using Open Government Data?
BEE03	Reduced operating costs
BEOT11	Innovation support processes deployed

5. Why is OGD used in your State/institution? Why should it be used?

Instruction for transcribers:

1. Anonymize (replace the interviewee name with SPEAKER2 and SPEAKER3 (they will become ENT1, ENT2,..., ENTn the interviewees). Keep/replace the interviewer as "Interviewer." Replace the many of the institution (Ministry, City Hall, Agency, University, Institute, etc.) by institution XYZ. Name of cities and States with City ABC and State ZYX.
2. Transcribe word by word (not verbatim).
3. Words that are not understood replace by (?).
4. Do not retaining frequent repetitions, noting 'mh'-s and the like.
5. Add punctuation (comma, period, question marks).
6. As possible, transform the interview into a more formal, written style (adjust grammar, verb tenses, concordance subject/verb).
7. Do not indicate pauses (long silence).
8. Emphasize intonation.
9. Emotional expressions like laughter and sighing should not be included.
10. **Bold** the questions. And **bold theme** (barreira, facilitador, impulsor e beneficio) when they appear with question. See tables below for the questions.

Header of each transcribed file:

Interview date:

Interviewee: