



## Activity 6.2 - Assessment of Stakeholders' needs and opinions

### Deliverable 6.2.1. - A methodology for the identification of the Stakeholders' needs in the field of NSGE

Description of the methodology used for the collection of needs and opinions of Stakeholders during the period 16.10.2016 to 15.07.2017

### The purpose of this document

The objective of this document is to provide a comprehensive roadmap to the methodology designed and carried out for WP6 user Interaction carried out to assess the Needs and Opinions of Stakeholders of GRETA project.

This document contains the reporting of the Deliverable 6.2.1 - A methodology for the identification of the stakeholders' needs in the field of NSGE - This deliverable defines methodologies (questionnaires and focus groups) to collect stakeholders' relevant needs, expectations and final users opinion. These methodologies have been adapted and used in the different contexts of the Pilot Areas, which took place between 16.10.2016 to 15.07.2017.



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## 1. Introduction

During 16.10.2016 to 15.07.2017, WP6 - User Interaction developed and carried out the specific activities, in consultation with national partners of GRETA, in specific:

- Questionnaire number 2, designed for collecting Needs, Barriers and Opportunities
- Focus Groups sessions in the three Pilot Areas of GRETA (Germany, Italy, Slovenia)

## 2. Methodology

### 2.1. Questionnaire 2

Methodologically speaking, the format of the second questionnaire was similar to questionnaire 1, that is, with close-ended questions with a choice of multiple answers, to facilitate quantitative analysis of the responses thus ensuring a more complete and comparable representation of the geothermal energy context in each partner nation. However, similarly to questionnaire 1, for questionnaire 2 it has been agreed among partners to leave the process of online compilation open, to attract new Stakeholders. Questionnaire 2 has followed a similar procedure of Questionnaire 1 for invitation to compilation from Stakeholders, the consultation of questions among partners and the uploading online (October 27th) for compilation. In order to capture Needs, Barriers and Opportunities of the geothermal system of each partner nation and contained the following sections: Legislation / Regulatory issues (including selection, licensing, approval), Financial, Technical; environmental framework; function and geological parameters, Organisational and administrative functions, Opportunities, Policies and Strategies and Training, following the method of "SWANS" (stakeholders' wants and needs).

Content design from Questionnaire 2 served as the basis of the content of Focus Groups, that WP6 User Interaction organised for each of the Pilot Areas selected, open to all interested stakeholders from Sonthofen for Germany, Cernko/Lubijana for Slovenia and Aosta Valley for Italy and that is described in the following section.



## 2.2. Focus Groups sessions

Focus groups are sessions in which a given group of people can answer questions more in depth in order to understand context, impact, involvement, communication requirements, and preferences, about different aspects in the form of planned discussions. Focus Groups are viewed as a good opportunity to actually find out about the needs and concerns of a given group. It is also a good opportunity for addressing service gaps and what needs to be done to solve them or fill them in.

Focus Groups in GRETA Pilot Areas - The Focus Groups carried out in GRETA, which resembled more a World Caffè format in the sense that people circulated among tables and picked up a coffee as desired, consisted of a very brief presentation of the GRETA project followed by a session dedicated to a series of activities -all described one by one here in a separate section - where audience was split into smaller groups. Timing for activities were set up, and was sufficient to allow for discussion. The overall aim was to listen and capture views, opinions, perceptions on Needs and Barriers and Opportunities in the geothermal sector of the given country. The Scientific Mediator, with the help of members of GRETA conducted and facilitated the workshop throughout the three-hour event.

During the session, the participants were split into four groups rotated through four breakout sessions, where they were asked to work on different sheets provided with questions, voting, ranking, placing information on a map. Activities included the present geothermal situation in the three Pilot Areas as well as activities regarding opinions on future development of the sector in the given country. At the end of the sessions each facilitator presented to the audience the main findings of the exercise to the rest of the participants and this opened up towards a collective discussion. The activities were rotated to allow everyone to participate in each. They were on the topics of:

- Regulatory needs
- Technical Needs (including research needs)
- Commercial Needs
- Financial needs
- Next Steps to advance the sector, including Opportunities for economic growth



The methodology followed for this activity was based on two main sources. One is the classical Stakeholder Analysis as a geothermal sector mapping process of identification and a key list of stakeholders across the entire stakeholder spectrum. The second source is the Soft Systems Analysis from Sutherland Lancaster University, modified and adapted for the Focus Groups of GRETA and workshop by the Scientific Mediator.

The content of the activities of the three Focus Groups were based on a classical Assessment of Needs and Opinions, and on an Intensive Needs Assessment, adapted and modified by the Scientific Mediator of GRETA, and adapt it to the geothermal Alpine context of the partner nations and can be broken down into four phases: 1. Identifying issues: barriers and opportunities; the understanding of the geothermal system in Pilot Areas of GRETA; 2. Analysing: knowledge of the problem and understanding of salient issues; 3. Mapping: visualising relationships between issues mentioned and alliances between institutions; 4. Prioritising: ranking relevance and identified issues. The theory supporting the choice of the Intensive Needs Assessment (INA) approach, opposed to “Extensive Needs Assessment” which require large number of cases to represent the population, is that it INA is known to be most appropriate when ranking and prioritising is required, as stakeholders from various fields are in direct dialogue, and this was the case of GRETA project; it creates cooperation due to the common goal; it captures all the opinions, perceptions and views like no other method has tackles problems and solutions with a wider lens; it can be collected from a single Focus Group, providing a variety of stakeholders are present representing the various sectors of the give field.

### 3. Analysis - measuring needs

To assess needs it is first required to set up indicators, a way of measure, which can be qualitative (“need to improve collaboration among sectors of the geothermal system”), which are meant to to demonstrate or describe changes which cannot be expressed in numbers. Ideas, perceptions, attitudes and experience in a field are all qualitative indicators. Indicators can also be quantitative (“need to reduce authorisation timing or administration steps”) and are expressed in numbers, how many, how often, how much. Impact can also be measured, but not in the case of GRETA, as they refer to the amount, proportion, frequency or quality of something, like the number and frequency of services, the percentage of people benefitting from a service, reported satisfaction levels and the changes experienced by individuals receiving a service, etc. To understand an issues we need to use indicators to monitor the possible causes, a characterisation of 1- Issue (e.g. Regulations and sub-issues: authorisation), 2- Factors (e.g. what factors affect authorisation) and 3- Percentage of factors (e.g. that affect authorisation: timing; steps; etc) was applied.

Multi-criteria decision analysis (MCDA) has been the analysis approach used for the Assessment of Needs. Most authors recommend a Multi-Criteria Decision Analysis (MCDA) to



work with stakeholders so as to reflect their different priorities and concerns. However not all stakeholders may be able to convert their ideas and perceptions into quantifiable measure and for the reason, the MCDA is usually complemented with interviews and narrative data from discussions for explanatory purpose. The second participatory stage is the application of participatory weighting techniques. The weighting techniques used for GRETA Focus Groups were voting and ranking.

Data from questionnaire 2, Focus Groups and the possibility to open up discussions at the end of Focus Groups events, provided a good overview of Alpine geothermal contexts in a descriptive way and also aided to understand the basic trends in near-surface geothermal systems in the three Pilot Areas by explaining the connections between system components or describe the inter-sectors complexity.

#### 4. Intensive needs assessment adaptations and modifications for GRETA context

A classical Needs Assessment is often composed of two aligned horizontal and vertical axis processes in which there are four different kinds of needs that describe and identify the ultimate performance goal, solutions, and what might affect these solutions. For GRETA, these axis have been modified into Financial; Technical; Operational; Research in order to concentrate in identifying areas that require improvement or areas which halt/impede the development of the GSE / NSGE. In the other axis, voting and ranking were requested from participants, which allowed for the understanding of specific priorities in the process of development, specific also, for example, in the way the culture of administration in each country of GRETA requires for a GSE installation approval timing and procedures. The need assessment was also carried out at the individual level, by applying one-to-one interviews to local expert to deepen the understanding of the local GSE system. Both, the results from Focus Groups and from one-to-one interviews with experts serve to identify and highlight issues, problems and possible solutions within the geothermal context and to provide information about causes and factors affecting achievement of the desired outcomes in each nation surveyed.

#### 5. Focus Groups activities carried out in the three Pilot Areas

Activity 1 - To which group you belong to: place your post-it

Activity 2A - MAP OF SLOVENIA: place where your institution is based.

Activity 2B- MAP OF SLOVENIA: place the area your institution deals with

Activity 3 - Brainstorming of Barriers - NOT CARRIED OUT

· Commercial Barriers

· Technical Barriers



· Next Steps to advance the sector (+ Opportunities for economic growth)

*MOTIVATION - This activity was not carried out as it was meant in case there was the need of an ice-breaking activity. The issues covered here were later split in the various activities.*

Activity 4 - [Legislation / Regulatory issues in your country (including selection, licensing, approval)]. Rank which of these areas need improvement in regulation

Activity 5 - [Financial issues]. Rank the three most important issues to you

Activity 6 - [Financial Technical; environmental framework; function & geological parameters. Rank the three most important barriers in the development of NSGE to you - NOT CARRIED OUT

*MOTIVATION - This activity was not carried out, as it was mistakenly repeated with Activity 7.*

Activity 7 - [Financial Technical; environmental framework; function & geological parameters]. Rank the three most important technical data to obtain

Activity 8 - [Research information]. Rank which of these sources you need most in your field - NOT CARRIED OUT

*MOTIVATION - This activity was not carried out as in the first Focus Group Mediator has realised participants denoted confusion in the information requested from them.*

Activity 9 - [Organisation and administrative function]. Vote which issue you think is a barrier.

Activity 10 - [Opportunities]. Vote which areas should be prioritised in order to expand the use of near-surface geothermal systems

Activity 11 - [Opportunities]. Vote which of the following maps will improve significantly the promotion and growth of the Near Surface Geothermal Energy sector

Activity 12 - [Opportunities]. Next Steps to advance the sector (+ Opportunities for economic growth - ARROW exercise.

**Activity 13 -List areas of training or specialisation your institution or department should get to expand (post-it)**



*MOTIVATION - This activity was not carried out as training needs came out within the activity 12 of Opportunities to advance the sector.*

**Bibliography**

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