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Research into the Effects and Societal Value of Plaats de Wereld

Towards implementing a Long-Term Data Collection Method and Convincing Stakeholders Permanently

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CONTENT

- 1. INTRODUCTION, GOAL & STRUCTURE5**
- 2. PART A: ORGANIZATION ADVICE REPORT7**
- 3. PART B: ORGANIZATION ADVICE REPORT.....13**
- 4. DISCUSSION, CONCLUSIONS & RECOMMENDATIONS.....17**
- 5. REFERENCE LIST20**
- 6. ACCOUNTABILITY.....21**
- 7. APPENDICES.....22**

1. Introduction, Goal & Structure

In this advice rapport, the organization that will be consulted is the non-profit foundation Plaats de Wereld. Plaats de Wereld was founded in 2012 and is located in Vries (Drenthe, The Netherlands). Since that moment, the foundation was owned and managed by Johan and Yvonne, the two initiators of the foundation. To support the initiators in their purposes, a supervisory board was put into place consisting of three members. The foundation organizes activities and workshops on the subjects of education, sustainability and solidarity. Plaats de Wereld intends to provide every volunteer that is interested to do something for the world and each other with a place to work and a place to come together. At this moment, there are about 80 volunteers who actively work at the Plaats de Wereld. Working in this context means that people execute certain tasks, for example within the building or in the garden (Plaats de Wereld, 2019).

Plaats de Wereld struggles with a problem that is directly associated with the lack of ‘hard facts’ when it comes to the effects of Plaats de Wereld. Through the years, lots of stories of volunteers have been gathered that indicate that the activities that are organized in Plaats de Wereld really help the volunteers in all kinds of ways. Because Plaats de Wereld is not a typical place where daily activities are provided, only these stories were not enough anymore to convince their funders (mainly the municipality - Tynaarlo) of the effectiveness of their activities. These funders are mainly interested in ‘hard facts’ that prove the effectiveness of Plaats de Wereld, which should prove that the activities that Plaats de Wereld organises have statistically significant effects on the volunteers that work at Plaats de Wereld, and that these effects are directly related to the creation of value that directly or indirectly benefits the funders (such as the municipality Tynaarlo).

Goal of the Report

To address this problem, the goal of this project is to find out whether the activities that are organised by Plaats de Wereld are really affecting the volunteers in a positive way, and how much value is created by Plaats de Wereld in this respect.

Structure of the Report

This report will be structured by distinguishing two distinct research parts. In *Part A*, the following sub questions will be answered:

1. What does Plaats de Wereld exactly?
2. What are the main effects of Plaats de Wereld?

For Part A, (1) relevant methods will be described, (2) relevant findings will be presented and later (3) conclusions regarding the sub questions will be drawn.

The second part of this research report will be called *Part B*. Here, the following sub question will be answered:

3. What is the specific value that Plaats de Wereld creates?

For Part B, the same structure will be used as the structure that was outlined for Part A. Hence, (1) relevant methods will be described, (2) relevant findings will be presented and (3) later conclusions regarding the sub questions will be drawn.

2. Part A: Organization Advice Report

Methodology

In this section, the methods that were used in order to come to appropriate answers with respect to the first two sub questions that were formulated in the Introduction Section of this report will be described.

Sub question 1: What does Plaats de Wereld exactly?

Firstly, it is important to know what it exactly is that Plaats de Wereld does. This is important to know because it provides some basis on which relevant previous scientific research can be gathered. Besides the information that was gathered from the first meeting, and the documents that were made available after that meeting, several other sources were used to find out what Plaats de Wereld exactly does:

- The author of a previous research report, which looked into the exact same questions as stated in this report, was interviewed. She was willing to share information on how the data within Plaats de Wereld could be gathered in the best way. This happened during the third week of the consultancy project.
- Five exploratory interviews with the volunteers that work within Plaats de Wereld were carried out. The interview structure will be added as Appendix A of this report. The volunteers shared general information about (1) why they started participating in activities from Plaats de Wereld, (2) what the main effects of Plaats de Wereld are on their lives and (3) what their role exactly is within Plaats de Wereld. These interviews were carried out in the second week of the consultancy project.
- Two exploratory interviews were carried out with the Local Care and the Social Team that are in place in Vries. The interview structure for these interviews will be attached to this report as Appendix B. Within Plaats de Wereld, it was stated that these groups specifically redirect persons that have a certain need to Plaats de Wereld. For that reason, they provided information about the needs of the people they redirect to Plaats de Wereld, and how they think Plaats de Wereld plays a role in fulfilling these needs. These interviews were held in week five of the consultancy project.
- Desk research was executed on the general effects of communities on individuals that are involved in these communities. The reason for this is to provide an indication of what effects Plaats de Wereld has on volunteers. This forms an important first step towards finding out what the main effects of Plaats de Wereld are. This desk research was carried out in the third, fourth and fifth week of the consultancy project.

Together, these methods support and mutually reinforce each other. This leads to certain well-argued outcomes, that will be discussed later in the findings section of Part A of this research report.

Sub question 2: What are the main effects of Plaats de Wereld?

Based on the findings that were found in answer to sub question 1, it is now interesting to find out what effects play a significant role for the volunteers. To gather conclusive information (in terms of the requested ‘hard facts’) about the main effects that Plaats de Wereld has on the volunteers, a quantitative approach is more appropriate than a qualitative approach (Abnor & Bjerke, 2003). Based on Abnor & Bjerke (2003), the reason for this is that hard facts are mostly gathered with statistical methods, which play a much more important role in quantitative research compared to qualitative research. Based on this rationale, a quantitative questionnaire was created, and was distributed to both the active volunteers at Plaats de Wereld and the volunteers that did already quit visiting Plaats de Wereld. This questionnaire is added to this research report as Appendix C. Qualitative versions of the Zelfredzaamheidsmatrix (ZRM) were also distributed to the people who already quitted Plaats de Wereld, to function as a control group. More information about the ZRM can be found in the paragraph after the next.

The first part of the questionnaire is based on the WEMWBS (Tennant et al., 2007). This is a short, validated questionnaire that measures the mental health of the respondent on a five-point scale (Clarke et al., 2011). This method was chosen because of two reasons. Firstly, Plaats de Wereld was specifically interested in the mental health of the volunteers, and the WEMWBS provides a short and validated way to measure this construct. Secondly, the WEMWBS has been praised for its understandability and the fact that the questionnaire can be interpreted easily (Clarke et al., 2011). From the observational interview with the author of the previous research report that was based on Plaats de Wereld, it was already known that difficulties with the gathering of data were probably likely to occur. The previous author stated: *“You should keep in mind that it is hard and time-consuming to gather data within Plaats de Wereld”*. Therefore, the easily interpretable and understandable WEMWBS seems to be an appropriate choice to measure mental health. The respondents are asked to indicate both their present state on the domains of the WEMWBS, and their state before they attended the activities of Plaats de Wereld (by asking retrospective questions; Raidl et al., 2004). In this way, the statistical differences between the present and previous state can be calculated.

The second part of the questionnaire is based on the Zelfredzaamheidsmatrix (ZRM). This is a method that has been created by GGD Amsterdam (2017), and measures the extent to which people are able to manage their own lives (without any external help) on a four-point scale on 13 different domains (Forsyth, 2014). This method was chosen because the municipality (Tynaarlo) that provides funding to Plaats de Wereld uses an adapted version of this measure in order to find out whether certain persons need external help or not. In this project, this information can function as an important step towards answering the question what the value exactly is that Plaats de Wereld creates, because the municipality does also provide standardized prices of the help they provide. In this project, the last criterion (dyslexia) has been formulated more broadly as language problems. This is because it was known from the

observational interviews that there are some refugees present at Plaats de Wereld. Hence, language problems might be a more appropriate and broad formulation of the problems that could occur when people manage their own lives with the help of Plaats de Wereld than dyslexia. The respondents are asked to indicate both their present state on the domains of the ZRM, and their state before they attended the activities of Plaats de Wereld (again by asking retrospective questions; Raidl et al., 2004). In this way, the statistical differences between the present and previous state can be calculated.

The last part of the questionnaire consisted of two open questions. These open questions address what Plaats de Wereld means for someone, and why someone appreciates Plaats de Wereld. These questions were intended to explain the value of Plaats de Wereld in a qualitative, general way. This provides the volunteers that fill in the questionnaire with the opportunity to elaborate after the relatively straightforward quantitative questions, which is believed to be a quality enhancing measure of research (Morgan, 1998).

The data from the questionnaire that has been described above was gathered during the seventh and eighth week of the consultancy project. From the interview with the author of the previous research rapport, it became clear that gathering the data was likely to be a time-consuming and difficult process. For that reason, a warm-up was organized to improve the researcher-respondent relationship which could potentially increase the response rate to the questionnaire (Holden et al., 2015). The letter that was written for this warm-up will be attached as Appendix D. This seemed to have effect, since the final sample size of the active volunteers was 44 (N=44), which is high regarding the number of active volunteers at the moment (i.e. about 80). The sample size of the people who already quitted Plaats de Wereld was eight respondents (N=8).

Finally, the pharmacy that is located within Vries was approached to perform an analysis of the medicine use of the volunteers that are working at Plaats de Wereld. As a result from the analysis, the only interest was to paint a general picture about how the medicine use (in terms of quantity and severity) develops when people are active at Plaats de Wereld (so a general increase, decrease or no difference). This information provides an indication of what effects Plaats de Wereld has on volunteers, since medicine use is believed to heavily influence the physical and mental wellbeing of people (Gray & Wood, 2017). In other words: if Plaats de Wereld would have any effects on the wellbeing of the volunteers, this should be apparent in the medicine use of these volunteers. This analysis was performed in the last week of the consultancy project.

To conform to the privacy laws, the pharmacy needed consent from the people that were included in this general analysis. The consent form that was used is attached as Appendix E. Despite the endeavours to convince people to cooperate with this analysis, only three respondents were willing to cooperate (N=3).

The reason for this might be that people were not sure what would happen with their data regarding medicine use, despite the fact that this was clearly indicated in the consent form. This relatively small sample size means that no significant conclusions can be drawn from this analysis, but only an indication can be provided regarding the development of the quantity and severity of medicine use during the time when a volunteer is active within Plaats de Wereld.

Description of the community

In total, there are 80 active volunteers at Plaats de Wereld at this moment. The average age of the people that are currently active within Plaats de Wereld is about 60 years old. Most of the people come from Vries (where Plaats de Wereld is located) or the direct surroundings. The average time that the active volunteers are at Plaats de Wereld is about 3 years. There are 42 volunteers that have already quit Plaats de Wereld of whom some personal information is still present within Plaats de Wereld. These people are on average younger than the active volunteers (about 48 years old). These people also live in Vries or the direct surroundings.

Findings

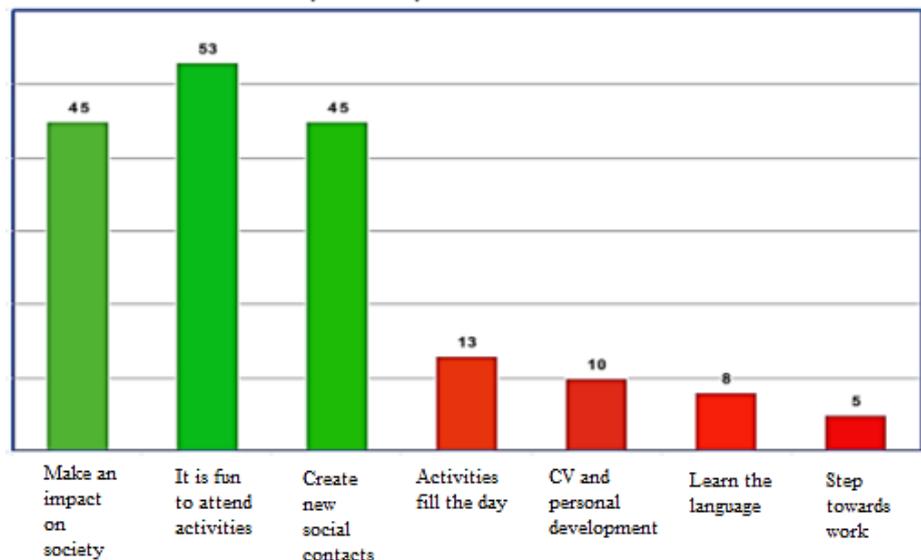
In this section, the findings that were found from the methods that were described earlier (with respect to the first two sub questions) will be presented below.

Sub question 1: What does Plaats de Wereld exactly?

Observational interviews volunteers

From the observational interviews and some data from the intake that Plaats de Wereld performed, it can be concluded that people are most likely to start visiting Plaats de Wereld because they think the activities are fun, because they want to make an impact for society and because they

Main reasons for participation at Plaats de Wereld:



want to create new social contacts. Other reasons that were mentioned less often are to fill in the day, to add something to a CV, to learn the language and to use Plaats de Wereld as a step towards real work.

Findings from the exploratory interviews with the Local Care and the Social Team

From the interviews with the Local Care and the Social Team, it can be concluded that people are redirected to Plaats de Wereld to (1) become happier, (2) become less isolated and to (3) solve some minor physical and mental problems. The Local Care stated: *“Plaats de Wereld is an accessible place, there is a relaxed and safe environment. People tend to stick with Plaats de Wereld once they have visited this place. I advise more and more people to go to Plaats de Wereld”*. These findings support the conclusions that were drawn from the observational interviews with the volunteers, and provide a clear view of what the effects are that Plaats de Wereld has on the volunteers.

Findings from the desk research on communities

In short, communities are proven to have some important effects on individuals (Khodyakov et al., 2012). People can become (1) more active in other (political) communities, (2) better able to develop themselves in professional ways and (3) more mentally healthy because they are generally becoming less socially isolated by means of a community (Khodyakov et al., 2012; Katerndahl, 2007). On a more general level, Lam et al. (2016) concluded that communities can strengthen personal health, social and utilization outcomes. These findings show that communities generally have some effects that are comparable with the effects that were mentioned in: ‘Findings from the exploratory interviews with the Local Care and the Social Team’.

Sub question 2: What are the main effects of Plaats de Wereld?

Findings from the (qualitative) data from the people that quitted Plaats de Wereld

The findings that were found for sub question one were strengthened by the data that was gathered from the people who quitted Plaats de Wereld. These former volunteers indicate that they mostly stopped working at Plaats de Wereld because they found a job (4 respondents out of 8). Some of the former volunteers also stated that they did not enjoy the activities anymore (2 respondents out of 8). The people who quitted Plaats de Wereld indicated that the main effects of Plaats de Wereld that they experienced were a feeling of rhythm and structure (3 respondents out of 8), an improved mental health (3 respondents out of 8) and an improved number of social contacts (2 respondents out of 8).

Findings from the quantitative questionnaire

The WEMWBS, which measured the mental health of the active volunteers within Plaats de Wereld, showed some clear results. A first interesting finding is that people who are volunteers within Plaats de Wereld score higher on mental health (Average Score volunteers = 55) than the average person that fills in the questionnaire (Average Score in general = 51). This finding shows that the community effects that were introduced above (in: ‘Findings from desk research on communities’) are very strong within Plaats de Wereld in terms of mental health. A second interesting finding is that all elements of the WEMWBS were found to be significantly improved among the volunteers that are working within Plaats de Wereld,

except for the factor that measures how much energy someone has. This makes sense because the average age of the volunteers that work within Plaats de Wereld is 60 years old, and the literature shows that the energy and physical health of people that are older than 60 starts to decrease (Christensen et al., 2010). All the statistical details regarding this method can be found in Appendix F.

The results on the ZRM scale are more nuanced. Here, four factors turn out to be significant: (1) rhythm and structure, (2) participation in social activities, (3) loneliness and (4) mental wellbeing. Hence, volunteers that attend the activities of Plaats de Wereld have significantly improved in terms of rhythm and structure that they have in their lives, in terms of social activities outside of Plaats de Wereld that they attend, in terms of being less lonely and in terms of being more mentally well. Factors that were not found to be significant include (1) language, (2) living situation, (3) close personal contacts and (4) physical wellbeing. All the statistical details regarding this method can be found in Appendix G.

Findings from the qualitative questions in the quantitative questionnaire

The open questions showed similar findings as described earlier in: ‘Observational interviews volunteers’ and in: ‘Findings from the exploratory interviews with the Local Care and the Social Team’. Plaats de Wereld means much to the volunteers, because it prevents them from becoming socially isolated and because it makes them happy. Multiple respondents state: *“I have the feeling that I am of value again”*. They mostly appreciate the social contact within Plaats de Wereld, and the open ambiance.

Findings from the analysis of the pharmacy

As a general note, the pharmacy carefully concludes by stating that Plaats de Wereld may lead to a reduction in the quantity and the severity of medicines. However, this seems to be very dependent on the person. For some of the participants in the analysis, the decrease in quantity and the severity of medicines reduced dramatically, while it stayed the same for certain others. Note that the sample that was used for this analysis was only 3 respondents (N=3), and therefore no statistically significant conclusions can be drawn from this analysis. Though, this finding provides an indication that Plaats de Wereld may cause a decrease in the quantity and severity of medicine use.

3. Part B: Organization Advice Report

Methodology

In this section, the methods that were used in order to come to appropriate answers with respect to the third two sub question that was formulated in the Introduction Section of this report will be described below.

Sub question 3: What is the specific value that Plaats de Wereld creates?

Set up and instrument

In the first Part A of this research report, quantitative data was used to analyse the effects of Plaats de Wereld on the volunteers. In order to translate the effects that Plaats de Wereld fosters into value, another research step has been conducted. This step involves taking case studies from representative members of the community of Plaats de Wereld, and mapping their needs in terms of the Zelfredzaamheidsmatrix (ZRM). These needs can then be generalised to the whole community, which gives an indication of the total societal value that Plaats de Wereld provides. The decision for case studies was made because it is important to obtain in-depth information about the extent to which the situation of the representative members changed, because this determines the needs (in terms of help) for the entire group. Case studies, according to Eisenhardt (1989), is an appropriate methodology to gain in-depth information from representative members of groups.

According to the owner of Plaats de Wereld, four demographic groups of volunteers can be distinguished within the community of Plaats de Wereld. These groups are:

- Demographic Group 1: Working volunteers under 65
- Demographic Group 2: Not-working volunteers under 65
- Demographic Group 3: Volunteers older than 65
- Demographic Group 4: Refugees

In consultation with the owner, all volunteers have been allocated to one of these demographic groups. Note that these groups do partially overlap (e.g. a volunteer who is a refugee, but is also working and under 65). In these cases, the demographic group that was most applicable to the volunteer was chosen in consultation with the owner. Another note is that the different demographic groups that are distinguished here did not significantly differ from each other in terms of their answers to the questionnaire. This indicates that the different demographic groups do not experience significantly different effects within Plaats de Wereld. The only exception to this rule is that for refugees, language skills (which is a part of the ZRM) do significantly increase.

Next, the outcomes of the quantitative questionnaire, discussed in Part A, were used to choose the four participants for the case studies. One participant from every demographic group was included. The reason why these demographic groups were used even though they did not significantly differ is that some effects logically make sense to look at (e.g. it could be expected that someone who works needs less help getting out of a social isolation than someone who is older than 65). A criterion for the inclusion of a specific volunteer was that the volunteer must have been visiting Plaats de Wereld for at least two months (otherwise someone could not have experienced the effects yet). For demographic group four (refugees), the condition was that the respondent was able to speak Dutch. The participants were then chosen randomly, and in consultation with the owner.

Methods to measure the value of Plaats de Wereld

During the interviews that were carried out in the form of case-studies, the selected respondents were rated on the ZRM form as attached as Appendix H for both the previous situation (before visiting Plaats de Wereld) and the current situation (after visiting Plaats de Wereld). In this way, respondents were related to specific levels of help that would be needed if they would not have attended Plaats de Wereld (as described in Appendix H). To consequently make the step towards the value, the costs that the municipality makes to support these aspects of the ZRM based on the Wet Maatschappelijke Ondersteuning (WMO) were taken into account. Based on these costs, the specific levels of help of a specific case study could be extrapolated to the complete demographic subgroup.

An important distinction that needs to be made when handling this situation in this way, is the distinction between the *societal value* (i.e. value of benefits on different aspects of the ZRM if they were provided by the municipality) and the *monetary value* (i.e. cost savings for the municipality as a result of support provided by Plaats de Wereld) of the help that is needed. Because municipality funded support does only last until the situation of an individual improved to the extent where no support is needed, it is impossible to look into monetary value (because there is no information available about the average time-frame of the help provided by the municipality). Societal value could also be an appropriate concept to focus on, because this value is also of importance for institutions such as the municipality, because they generally care about the wellbeing of the people that live within their municipality. In the calculation of the societal value for Plaats de Wereld, the following assumptions were made:

- All volunteers that match on the demographic group of the interviewee need exactly the same help and the same benefits as the interviewee. This is because Plaats de Wereld provides every volunteer with the same treatment. As a consequence, the volunteers receive on average the same benefits.
- The help and benefits are provided permanently. This is because there are no time-limits to visiting Plaats de Wereld.

Based on the “*Inkoopmodel WMO Noord- en Midden Drenthe*”, estimates were made of the value of these improvements in terms of societal value. In this document, prices are related to help that is provided when certain people need to be helped from one level of help to a higher level. When differently priced support packages were available, the cheapest option was selected. The document has been added to this report as Appendix I.

As stated in the previous paragraph, there are lots of underlying assumptions that needed to be taken into account in order to provide an indication on the societal value of Plaats de Wereld. To address the uncertainty that is fostered by these assumptions, three different scenarios were created. In these scenarios, the extent to which volunteers perceived the same effects as the volunteer from the same demographic group is altered between the different scenarios. The extent to which volunteers perceive these same benefits will be 100% for the first scenario, 50% for the second scenario and 25% for the third scenario. The likelihood that the percentage will be 100% is very low, but this scenario shows the maximum societal value that Plaats de Wereld could have.

Results

In this section, the findings that were found from the methods that were described above (with respect to the third sub question) will be presented below.

Results from the case-studies

The results from the case-studies are summarized in Table 1, which is shown below. In this Table 1, the changes of the specific case-study in terms of the situation before Plaats de Wereld and the current situation are shown. The numbers refer to the level of help in terms of the ZRM that are related to both situations described in the previous sentence (based on Appendix H).

Table 1: Results of the changes on ZRM domains for the case studies

<i>Demographic group/ ZRM Aspect</i>	Group 1	Group 2	Group 3	Group 4
Work and education	5 -> 5	N.A.	4 -> 4	3 -> 3
Financial situation	5 -> 5	5 -> 5	5 -> 5	3 -> 3
Time usage	3 -> 4	5 -> 5	4 -> 5	3 -> 4
Housing situation	5 -> 5	5 -> 5	5 -> 5	3 -> 3
Domestic relationships	5 -> 5	5 -> 5	4 -> 4	5 -> 5
Mental health	3 -> 4	3 -> 4	4 -> 5	4 -> 4
Physical health	3 -> 4	N.A.	2 -> 4	4 -> 4
Substance use	N.A.	N.A.	N.A.	N.A.
Social network	3 -> 5	3 -> 4	3 -> 5	2 -> 4
Social participation	4 -> 5	3 -> 4	4 -> 5	3 -> 5

The results show that some domains do not improve across all different demographic groups, such as the financial situation and work and education. Other domains are shown to improve across all demographic groups, such as social network and social participation, which is in partial agreement with the findings from Part A of this research report.

Results from the Inkoopmodel WMO Noord- en Midden Drenthe

Based on the *Inkoopmodel WMO Noord- en Midden Drenthe*” which is attached in Appendix I, calculations were made regarding how much it would cost the municipality if the same help was provided as Plaats de Wereld provides it at the moment. These calculations will be added as Appendix J of this research report.

Based on the calculations of Appendix J, three different scenarios were set up to calculate the societal value of Plaats de Wereld. Note that this refers to the value of benefits on different aspects of the ZRM if they were provided by the municipality, and not to specific cost savings of the municipality. The reason for this is that the municipality will not pay for all the help that is provided by Plaats de Wereld (because they are mainly interested in providing help for people who are unable to manage their own lives, and not in helping people from a high level to an even higher level). These scenarios are all based on different assumptions. These scenarios are:

- **Scenario 1: All volunteers collect all the benefits of the case study within the same demographic group.** When this would be true, the social value of Plaats de Wereld would be €634.278.
- **Scenario 2: Half of the volunteers collect the benefits of the case study within the same demographic group.** When this would be true, the social value of Plaats de Wereld would be €317.139.
- **Scenario 3: A quarter of the volunteers collect the benefits of the case study within the same demographic group.** When this would be true, the social value of Plaats de Wereld would be €158.570.

4. Discussion, Conclusions & Recommendations

Discussion and conclusions

The goal of this project was to find out whether the activities that are organised by Plaats de Wereld are really affecting the volunteers in a positive way, and how much value is created by Plaats de Wereld in this respect.

Effects of the activities organised by Plaats de Wereld

In short, it was found that the activities that are organised by Plaats de Wereld positively affect (1) the rhythm and structure that volunteers experience, (2) the participation of volunteers to other social activities, (3) the extent to which a volunteer feels lonely and (4) the mental health of the volunteer very strongly. An underlying rationale for these effects can be found in the literature that goes into the effects of communities (e.g. Khodyakov et al., 2012; Katerndahl, 2007). Communities lead to a strong sense of belonging, and can increase someone's mental health by making sure that people are less socially isolated (Katerndahl, 2007). This could directly lead to consequences such as decreased loneliness and participation in other social activities, which in turn leads to an increased perception of the rhythm and structure in someone's life (Khodyakov et al., 2012; Katerndahl, 2007). The observational interviews with the Local Care and the Social Team, combined with the answers to the open questions in the quantitative questionnaire strengthen this rationale. This is because the Local Care and the Social team refer people to Plaats de Wereld to become more socially included, and the volunteers stress that they value Plaats de Wereld because of the social and open ambiance. The analysis of the pharmacy provided a careful indication that the quantity and severity of medicines that are used decrease when someone is active by Plaats de Wereld, which in turn indicates an increase in mental and physical health (Gray & Wood, 2017).

Value created by Plaats de Wereld

It was found that Plaats de Wereld provides a total societal value of €634.278, assuming that all of the volunteers will perceive the same benefits and help as the volunteer from the same demographic group that participated in the case study. This societal value is the amount of money that Plaats de Wereld 'contributes to society' if the help were provided by the municipality. This amount does not mean that the municipality would have cost-savings of €634.278, because the municipality only provides help until the point that people have reached a sufficient level of the ZRM. However, this amount does show that the total help and benefits that Plaats de Wereld provides are valuable. As mentioned, the amount of €634.278 is based on the assumption that all volunteers experience the same effects within a demographic group. It is not likely to assume that this will be the case, because there was no statistical differences found between the different demographic groups. Therefore, a scenario in which 50% of the

volunteers experience the same effects within a demographic group (societal value = €317.139) or even 25% (societal value = €158.570) seems more realistic.

Recommendations

Besides offering insights on the questions that were posed by Plaats de Wereld, further recommendations will be specified below in order to create a stable way of gathering data in the future and convincing stakeholders of the value of Plaats de Wereld.

The first recommendation is to implement the ZRM (2017) as we used it, and implement this questionnaire in the regular meetings that are held with the volunteers. For the quality of the data, it is the best that information about the situation *before* these people started working at Plaats de Wereld is gathered as quickly as possible. However, the ZRM poses very personal and help-aimed questions to people, which could deter people from starting to attend Plaats de Wereld. Considering this, it would be best to first create a bond of trust with the newcomers, and then use the ZRM matrix to map their situation before they started to attend Plaats de Wereld. Later, when the volunteers already visit Plaats de Wereld for a longer time, the advice would be to go through the ZRM matrix again to see which domains have improved and how this happened. Hence, we recommend to gather data at different points in time to gather high-quality data. In this way, more convincing data can be used to convince others that Plaats de Wereld is a valid concept.

The second recommendation is to use the findings that were stated in this research rapport to convince others of the effects that Plaats de Wereld has on the volunteers. Also, this research rapport shows that Plaats de Wereld has an arguably high societal value. This can also be used in order to convince others of the value that Plaats de Wereld has in general. This recommendation can be done, because the research methodology that was used has several important strengths. Firstly, the quantitative data is of high quality, due to the relatively large sample size and the usage of validated scales. Secondly, the results this data provided is very robust due to extreme low p-values. Finally, lots of sources have been used to come to the conclusions of this report (i.e. interviews, questionnaires, analysis, desk research, open questions and observations). These strengths are both important in order to convince stakeholders when it comes to statistical methods and 'hard facts'.

Limitations of the research and suggestions for future research

Despite the strengths of the research methodology, it can also be acknowledged that there are a number of limitations related to this research rapport. These are:

- No significant difference was found between the demographic groups that are present within Plaats de Wereld. Despite this, these groups have been used to gain insights into the societal

value of Plaats de Wereld. Future research could look into the question whether there is enough reason to say that there are different subgroups within Plaats de Wereld, and consequently how these subgroups can be defined. In this way, the societal value of Plaats de Wereld can be calculated more accurately.

- The number of participants of the analysis that was performed by the pharmacy was rather low (N=3). Also, the number of responses to the questionnaire to the people that have already quitted Plaats de Wereld was low (N=8). For this reason, these data sources are less reliable than they could potentially have been.
- In the questionnaire, retrospective questions were asked to map the situation of participants before they visited Plaats de Wereld. This is not the most reliable way of measuring such long-term effects (Raidl et al., 2004). Future research would have greater value if, as recommended, data could be used that was measured (1) over a longer period of time, (2) at multiple points in time (Raidl et al., 2004).
- The municipality Tynaarlo did not want to cooperate with this research rapport. This means that their needs were mainly based on their documentation. This documentation provided lots of valuable information, but this may have also led to a gap between the wishes that the municipality would have had and the answers that this research report offers.

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6. Accountability

Accountability Statement for Business Research & Consulting

We hereby declare that we are the authors of the attached report thereof for which we are responsible, hereinafter referred to as this portfolio, and that all materials from reference sources have been properly acknowledged.

We understand what plagiarism is and what penalties may be imposed on students found guilty of plagiarism by the University of Groningen.

Plagiarism & External Assistance

We verify that this paper contains no plagiarized material, and that we received no external assistance from unauthorized outside sources:

- All quotations taken from other works have been referenced to the source from which we obtained them and indicated in this portfolio by the use of quotation marks or intended paragraphs;
- All paraphrased and summaries of material taken from other works have been appropriately framed and/or referenced;
- In our bibliography all works from which we have taken ideas of or consulted have been included and appropriately referenced with the correct formatting (APA).
- We verify that this is our own body of work and that we did not receive any unfair outside assistance from others (including unauthorized collaborations) in its creation.

We verify that this portfolio (or any part of subsection of it) has not previously been submitted to the FEB or any other faculty or educational institution previously.

We verify that the work that is the responsibility of each member of the group and each member of the group has contributed fairly and equally to the development of this portfolio. We state there was no free-riding during the project. Before every weekend, the tasks were divided between all members. We made sure we carried out all of the tasks, and that every team member contributed equally to the project. All team members respected the deadlines. When someone could not perform their own tasks or had questions, we all were approachable and involved to help the other. Also, we assessed each other's tasks.

In general, the task division was as follows:

- Simon: divided the tasks, contact person for the company and the supervisors, weekly logbook, monitored tasks, collected questionnaires, and responsible for definitive final report.
- Gerrit: mostly responsible for the hard tasks. Found a way to measure the value of the company, made a questionnaire and collected data such as questionnaires, and in-depth interviews. Interpret the data for the final conclusions and advices in the report.
- Nousjka: orientation conversations with volunteers, contact person for other involved stakeholders, collected questionnaires, and in-depth interviews.
- David: Validate questionnaires, and processed the data in Qualtrics.

7. Appendices

Appendix A: Interview Structure Observational Interviews Volunteers

Start by introducing the research group. Ask if we may use the answers for our advice report.

Length of participation and reason for participation

1. How long have you been active within Plaats de Wereld?
2. How and why did you start visiting Plaats de Wereld?

Experiences within Plaats de Wereld and effects of Plaats de Wereld

3. What do you think and feel about Plaats de Wereld?
4. Before becoming active at Plaats de Wereld, what was your situation like?
5. Is that different now? How come?
6. How do you perceive this exactly?

Role within Plaats de Wereld

7. What is your role within Plaats de Wereld?
8. What does that mean exactly?
9. Is this something that you like to do?

Note: this interview should take approximately fifteen minutes.

Appendix B: Interview Structure Observational Interviews Local Care and the Social Team

Start by introducing the research group. Ask if we may use the answers for our advice report.

General questions

1. Are you aware of social workplace Plaats de Wereld? If so: How close are you related to them? Do you know the owners?
2. Have you ever visited Plaats de Wereld?
3. Do people that come to you bring up Plaats de Wereld on their own? With which intentions?

Methodology

4. From a methodical point-of-view do you think Plaats de Wereld is comparable to for example social activities? If so: Why? If not: Why not? What is the difference?
5. Do you send clients to Plaats de Wereld? Does this concern a specific type of clients?

Effects

6. Can you conclude that there are positive effects from attending the activities?
7. What do you think are the main drivers for these effects?
8. Could you give a concrete example of a situation where Plaats de Wereld played an important role?

Note: this interview should take approximately twenty minutes.

Appendix C: Quantitative Questionnaire (in Dutch)

NAAM:
LEEFTIJD:

Vragenlijst Plaats de Wereld

Beste vrijwilliger,

Allereerst willen wij u bedanken voor uw deelname aan dit onderzoek. Met dit onderzoek hopen wij in kaart te kunnen brengen wat precies de waarde is van Plaats de Wereld en welke effecten Plaats de Wereld heeft op vrijwilligers zoals u. De informatie uit dit onderzoek is strikt vertrouwelijk, en zal niet gedeeld worden met derden. Uw naam zal nooit direct worden gekoppeld aan de onderzoeksresultaten.

Wij willen u veel succes wensen met het invullen van de vragenlijst!
Nousjka, Simon, Gerrit en David.

Hieronder staan bepaalde uitspraken over bepaalde gevoelens, gedachten en situaties. Bij de eerste vijf antwoordmogelijkheden kiest u het antwoord dat uw gevoel **uw gevoel op dit moment** het best beschrijft. U mag hierbij de laatste twee weken meenemen in uw antwoord. Bij de laatste drie antwoordmogelijkheden (verslechterd, gelijk en verbeterd) kunt u aangeven hoe dit veranderd is **sinds u deelneemt aan de activiteiten bij Plaats de Wereld**.

	Uw huidige situatie					Situatie sinds uw kennismaking met Plaats de Wereld		
	Nooit	Zelden	Soms	Vaak	Altijd	Verslechterd	Gelijk	Verbeterd
Ik ben positief over de toekomst								
Ik voel me nuttig								
Ik voel me ontspannen								
Ik ben geïnteresseerd in andere mensen								
Ik heb genoeg energie								
Ik kan goed omgaan met problemen								
Ik kan helder denken								
Ik voel me goed over mezelf								
Ik voel een hechte band met andere mensen								
Ik voel me zelfverzekerd								
Ik kan zelfstandig beslissingen nemen								
Ik voel me geliefd								
Ik ben geïnteresseerd in nieuwe dingen								
Ik voel me vrolijk								

	Uw huidige situatie				Situatie sinds uw kennismaking met Plaats de Wereld		
	Slecht	Onvoldoende	Goed	Uitstekend	Verslechterd	Gelijk	Verbeterd
Hoe is uw woonsituatie? Dit wordt bepaald door hoe schoon, veilig en onderhouden uw huis is.							
Hoe is het contact met uw vrienden en/of familie?							
Hoe is het dagelijkse ritme en de structuur bij u? Dit betreft in hoeverre er een goed patroon in uw dagelijkse bezigheden aanwezig is.							
Hoe is uw lichamelijke gezondheid? Dit kan bijvoorbeeld beïnvloed worden door langdurige ziektes of tijdelijke blessures zoals een verstukte enkel.							
Hoe is uw geestelijke gezondheid? Dit kan bijvoorbeeld beïnvloed worden door depressies of psychoses.							

	Uw huidige situatie				Situatie sinds uw kennismaking met Plaats de Wereld		
	Niet	Nauwelijks	Soms	Veel	Verslechterd	Gelijk	Verbeterd
In hoeverre bent u actief bij verenigingen, sportclubs, religieuze organisaties of andere?							
In hoeverre ontvangt u hulp bij het contact met uw bank, energieleverancier, de gemeente en andere voorzieningen?							

Gebruikte u medicijnen toen u voor het eerst meedeed aan activiteiten bij Plaats de Wereld? Omcirkel het juiste antwoord.

- Ja
- Nee

Wat heeft Plaats de Wereld voor u betekend?

Wat waardeert u het meest aan Plaats de Wereld?

Einde, bedankt voor uw deelname!

Appendix D: Warm-up for the respondents (in Dutch)

Beste vrijwilligers,

Wij zijn Simon, Gerrit, David en Nousjka en wij doen namens de universiteit van Groningen onderzoek binnen Plaats de Wereld. In de laatste weken zijn wij al een aantal keer langsgekomen, dus misschien heeft u (één van) ons daar al een keer ontmoet. De komende weken willen wij graag vragenlijsten uitdelen die ons kunnen helpen met het beantwoorden van de vragen die Johan en Yvonne aan ons gesteld hebben, en voor het invullen van deze vragenlijsten hebben wij uw hulp nodig!

- **Doel van de vragenlijst:** Wij willen erachter komen of het meedoen aan de activiteiten van Plaats de Wereld helpt voor dingen als gezondheid, sociale contacten en taalproblemen.
- **Lengte van de vragenlijst:** Wij weten niet precies hoelang het zal duren om de vragenlijst helemaal in te vullen, maar wij denken dat het ongeveer 5-10 minuten zal duren.
- **Deelnemers aan de vragenlijst:** Dit zijn alle vrijwilligers die op dit moment ingeschreven staan bij Plaats de Wereld.

Mocht u nog vragen hebben over de vragenlijst dan kunt u terecht bij Johan en Yvonne. Wij hopen dat u allemaal mee wilt doen met het invullen van de vragenlijst, en wij kijken ernaar uit om u daar te ontmoeten.

Tot snel!

Simon, Gerrit, Nousjka en David.

Appendix E: Consent form respondents (in Dutch)

Onderzoek namens Rijksuniversiteit Groningen:

Ik ben voldoende geïnformeerd over het onderzoek. Ik ben in de gelegenheid geweest om vragen te stellen over het onderzoek en deze zijn naar tevredenheid beantwoord. Ik ben op de hoogte dat ik op ieder moment mijn toestemming mag intrekken zonder daarvoor een reden te geven.

Ik geef toestemming aan de apotheker van Vries om mijn medicijnhistorie van de afgelopen vijf jaar te analyseren. De gegevens zullen uiteraard geanonimiseerd worden door de apotheker. Het onderzoeksteam ontvangt alleen de geanonimiseerde resultaten. Uw apotheker zal **alleen op algemeen niveau uitspraken doen** over het medicijngebruik bij Plaats de Wereld en zal in de terugkoppeling **nooit uw naam koppelen aan het medicijngebruik**. Ik geef toestemming om mijn gegevens te gebruiken voor de onderzoeksdoelen.

Deze handtekening geeft aan dat ik akkoord ga met deelname aan dit onderzoek.

Naam:

Geboortedatum:

Handtekening:

Datum:

Geachte vrijwilliger van Plaats de Wereld,

Namens de Rijkuniversiteit Groningen wordt onderzoek gedaan naar de waarde van de organisatie Plaats de Wereld. Dit wordt onder andere gedaan door te kijken naar de gezondheid van de vrijwilligers. Om een volledig beeld te verkrijgen van de gezondheid hebben wij algemene informatie nodig over het medicijngebruik van de afgelopen vijf jaar onder vrijwilligers. Bij deze willen wij u vragen of u toestemming wilt geven om medicatiehistorie zoals bekend bij uw openbare apotheek te delen voor het onderzoek. De medicatiehistorie wordt enkel en alleen gebruikt voor onderzoeksdoeleinden. In de terugkoppeling van uw apotheker over de resultaten zal uw naam nooit worden gekoppeld aan uw medicijngebruik.

Procedure

Het onderzoeksteam geeft (indien u de toestemming verleent) uw naam en namen van andere vrijwilligers door aan de apotheek. Uw apotheker maakt met de medicatiegegevens een algemene analyse. Uw gegevens worden geanonimiseerd en het onderzoeksteam kan op geen enkele manier herleiden welke informatie over medicatie bij welke naam hoort. Hiermee wordt **absolute anonimiteit** gewaarborgd. De algemene analyse is van grote waarde voor het onderzoek om uitspraken te kunnen doen over de gezondheid van de vrijwilligers van Plaats de Wereld. Mocht u na het lezen nog vragen hebben dan kunt u deze stellen aan Johan of Yvonne, of direct aan het onderzoeksteam. (t.s.fokkema@student.rug.nl)

Met vriendelijke groet,

RUG Onderzoeksteam:

Nousjka Frieswijk, Simon Fokkema, Gerrit van der Pas en David Wagner

Appendix F: Statistical details WEMWBS

In order to analyse whether the WEMWBS domains have significantly increases, a one-sample T-test was executed. This test is appropriate, because the extent to which the found values differ from an expected value is important. In other words: it can be expected that the mental well-being will stay exactly the same. The one-sample T-test shows if there is a significant difference from the expected value. The mean difference shows if this change is positive or negative.

Factor	T-value	Sig.	Mean-difference
Positive	3,862	0,000**	0,302
Utility	7,183	0,000**	0,442
Relaxed	2,940	0,005*	0,295
Interested	4,246	0,000**	0,295
Energy	1,857	0,070	0,159
Problems	3,170	0,003**	0,227
Bright	2,852	0,007*	0,159
Feeling good	5,499	0,000**	0,419
Close bond	4,743	0,000**	0,349
Confident	3,543	0,001**	0,295
Independent	3,091	0,003**	0,182
Loved	4,957	0,000**	0,364
Openminded	4,957	0,000**	0,364
Happy	5,456	0,000**	0,409

** = Significant on a 1% p-value

* = Significant on a 5% p-value

The results show that thirteen of the fourteen domains have positive, significant effects. This means that the mental wellbeing of the sample has significantly increased on almost all domains.

Appendix G: Statistical details ZRM

In order to analyse whether the ZRM domains have significantly increases, a one-sample T-test was executed. This test is appropriate, because the extent to which the found values differ from an expected value is important. In other words: it can be expected that the mental well-being will stay exactly the same. The one-sample T-test shows if there is a significant difference from the expected value. The mean difference shows if this change is positive or negative.

Factor	T-value	Sig.	Mean-difference
Language	1.000	0,323	0,023
Rhythm and structure	4.503	0,000**	0,326
Participation social activities	2,940	0,005*	0,205
Living situation	1.431	0,160	0,047
Close personal contacts	1,355	0,183	0,070
Physical wellbeing	1,532	0,133	0,119
Mental wellbeing	3,427	0,001**	0,268
Loneliness	5.601	0,000**	0,428

** = Significant on a 1% p-value

* = Significant on a 5% p-value

The results show that four of the eight domains have positive, significant effects. This means that Plaats de Wereld leads to significant changes in these four domains.

Appendix H: Score Form ZRM

Source: <https://www.zelfredzaamheidmatrix.nl/post/zrmpublicatie/standaard-scoreformulier-bij-de-zrm/> [Last visited on 25-11-2019].

ZRM - Standaard Score Formulier

Client informatie

Achternaam:	Voornaam:	Voorletters:
<input type="text"/>	<input type="text"/>	<input type="text"/>

BSN: (9-cijfer)	<input type="text"/>	Geslacht: (omschik)	<input type="checkbox"/> M <input type="checkbox"/> V	Geboortedatum: (dd/mm/jj)	<input type="text"/>
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Screening informatie

Datum screening: (dd/mm/jj)	Kenmerk screener: (naam)
<input type="text"/>	<input type="text"/>

Zwaartefactoren

Zorgverzekering aanwezig?	Ja	Nee	In aanvraag	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)

Cognitief vermogen	Beperkt	Niet beperkt	n.t.b.	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)

Taal vaardigheden	Beperkt	Niet beperkt	n.t.b.	
	Verstaan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Spoken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lezen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schrijven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Digitale vaardigheden	Beperkt	Niet beperkt	n.t.b.	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)

Verantwoordelijkheid voor kinderen?	Ja,	Nee	n.t.b.	
namelijk:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)
<input type="checkbox"/> Jonge kinderen (0-12 jr).				
<input type="checkbox"/> Oudere kinderen (13-18 jr).				



Het ZRM-supplement: Ouderschap is van toepassing!

Vrijgesteld van arbeid?	Ja,	Nee	n.t.b.	
namelijk:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)
<input type="checkbox"/> Pensioengerechtigde leeftijd				
<input type="checkbox"/> Volledig arbeidsongeschikt				

Bestemmingen buitenshuis bereiken?	Alle	Niet alle	Geen	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)

Hulp bij bereiken bestemming?	Ja,	Nee	n.t.b.	
namelijk:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(kruis aan)
<input type="checkbox"/> Persoon				
<input type="checkbox"/> Hulpmiddel				

Belangrijke levensveranderingen <small>(bv. scheiding, verlies dierbare, ontslag, ernstige ziekte/ongeluk, huwelijk, geboorte kind, verhuizing)</small>	Datum:	Verandering
	(dd/mm/jj)	
<input type="text"/>	<input type="text"/>	<input type="text"/>

Opmerkingen
<input type="text"/>

Zelfredzaamheid-Matrix® 2017

GGD Amsterdam



Instructie: beoordeel het huidig functioneren (hoe gaat het NU) op basis van wat u weet (informatie uit observatie, niet uit interpretatie) en ga uit van volledige zelfredzaamheid (score van rechts naar links). Zie de Handleiding ZRM voor verdere toelichting: www.zrm.nl

DOMEIN	1 Acute problematiek	2 Niet zelfredzaam	3 Beperkt zelfredzaam	4 Voldoende zelfredzaam	5 Volledig zelfredzaam
Financien	<ul style="list-style-type: none"> geen inkomsten groeibende complexe schulden 	<ul style="list-style-type: none"> te weinig inkomsten om te voorzien in basisbehoeften of spontaan/ ongepast uitgeven groeibende schulden 	<ul style="list-style-type: none"> inkomsten uit uitkering om te voorzien in basisbehoeften gepast uitgeven eventuele schulden zijn temminste stabiel of inkomer/ schuld wordt beheerd door derden 	<ul style="list-style-type: none"> inkomsten uit werk/ (basis) pensioen/ vrijwillige inkomensvoorziening om te voorzien in basisbehoeften eventuele schulden zijn in eigen beheer eventuele schulden verminderen 	<ul style="list-style-type: none"> uitsluitend inkomsten uit werk/ (basis) pensioen/ vrijwillige inkomensvoorziening aan het eind van de maand is geld over geen schulden
Werk & Opleiding	<ul style="list-style-type: none"> geen werk/traject/ opleiding of werk zonder adequate toerusting/verzekering geen werk-zoekactiviteiten 	<ul style="list-style-type: none"> geen werk/traject/ maar wel werk-zoekactiviteiten of 'papieren' opleiding (ingeschreven maar niet volgend) of dreigend ontdag/drop-out 	<ul style="list-style-type: none"> werktraject gericht op participatie of werkt niet naar vermogen of volgt opleiding maar loopt achter afwijkingen in het dag-nacht ritme 	<ul style="list-style-type: none"> werktraject gericht op re-integratie of tijdelijk werk of volgt opleiding voor startkwalificatie of vrijgesteld van werk en opleiding 	<ul style="list-style-type: none"> vast werk of volgt opleiding hoger dan startkwalificatie
Tijdsbesteding	<ul style="list-style-type: none"> afwezigheid van activiteiten die plezierig/ nuttig zijn of geen structuur in de dag onregelmatig dag-nacht ritme 	<ul style="list-style-type: none"> nauwelijks activiteiten die plezierig/ nuttig zijn nauwelijks structuur in de dag afwijkend dag-nacht ritme 	<ul style="list-style-type: none"> onvoldoende activiteiten die plezierig/ nuttig zijn maar voldoende structuur in de dag of enige afwijkingen in het dag-nacht ritme 	<ul style="list-style-type: none"> voldoende activiteiten die plezierig/ nuttig zijn dag-nacht ritme heeft geen negatieve invloed op het dagelijks functioneren 	<ul style="list-style-type: none"> alle tijd is plezierig/ nuttig/ besteed gezond dag-nacht ritme
Huisvesting	<ul style="list-style-type: none"> dakloos of in nachtopvang 	<ul style="list-style-type: none"> voor wonen ongeschikte huisvesting of huur of hypotheek is niet betaalbaar of dreigende huursuitzetting 	<ul style="list-style-type: none"> veilige, stabiele huisvesting maar slechts marginaal toereikend of in onderhuur of niet-autonome huisvesting 	<ul style="list-style-type: none"> veilige, stabiele en toereikende huisvesting (huur)contract met bepalingen of gedeelteilijk autonome huisvesting of ingeschreven als inwoner 	<ul style="list-style-type: none"> veilige, stabiele en toereikende huisvesting regulier (huur)contract autonome huisvesting
Huiselijke relaties	<ul style="list-style-type: none"> sprake van geweld in huiselijke kring/ kindermishandeling/ verwaanzing 	<ul style="list-style-type: none"> aanhoudende relationele problemen met leden van het huishouden of dreigend geweld in huiselijke kring/ kindermishandeling/ verwaanzing 	<ul style="list-style-type: none"> erkent relationele problemen met leden van het huishouden probeert negatief relationeel gedrag te veranderen 	<ul style="list-style-type: none"> relationele problemen met leden van het huishouden zijn niet (meer) aanwezig of woort alleen 	<ul style="list-style-type: none"> steunt en wordt gesteund binnen het huishouden communicatie met leden van het huishouden is consistent open
Geestelijke gezondheid	<ul style="list-style-type: none"> geestelijke nood situatie een gevaar voor zichzelf/ anderen 	<ul style="list-style-type: none"> aanhoudende geestelijke aandoening maar geen gevaar voor zichzelf/ anderen functioneren is ernstig beperkt door geestelijk gezondheidsprobleem geen behandeling 	<ul style="list-style-type: none"> geestelijke aandoening functioneren is beperkt door geestelijk gezondheidsprobleem behandeltrouw is minimaal of beperking bestaat ondanks goede behandeltrouw 	<ul style="list-style-type: none"> minimale tekenen van geestelijke onrust die voorspelebare reactie zijn op stressoren in het leven functioneren is minimaal beperkt door geestelijke onrust goede behandeltrouw of geen behandeling nodig 	<ul style="list-style-type: none"> geestelijk gezond niet meer dan de dagelijkse beslommeringen/ zorgen

DOMEIN	1 Acute problematiek	2 Niet zelfredzaam	3 Beperkt zelfredzaam	4 Voldoende zelfredzaam	5 Volledig zelfredzaam
Lichamelijke gezondheid	<ul style="list-style-type: none"> • een noodgeval/ kritieke situatie • direct medische aandacht nodig 	<ul style="list-style-type: none"> • (chronische) lichamelijke aandoening die medische behandeling vereist • functioneren is ernstig beperkt door lichamelijke gezondheidsprobleem • geen behandeling 	<ul style="list-style-type: none"> • lichamelijke aandoening • functioneren is beperkt door lichamelijke gezondheidsprobleem • behandeltrouw is minimaal of beperking bestaat ondanks goede behandeltrouw 	<ul style="list-style-type: none"> • minimaal lichamelijk ongemak dat samenhangt met dagelijkse activiteiten • functioneren is marginaal beperkt door lichamelijk ongemak • goede behandeltrouw of geen behandeling nodig 	<ul style="list-style-type: none"> • lichamelijk gezond • gezonde leefstijl (gezonde voeding en voldoende bewegen)
Middelengebruik	<ul style="list-style-type: none"> • ernstige stoornis in het gebruik van middelen • gebruik veroorzaakt lichamelijke/geestelijke problemen die directe behandeling vereisen zoals overdosief/ drugspsychose/ hartproblemen/ ademhalingsproblemen 	<ul style="list-style-type: none"> • stoornis in het gebruik van middelen (verslaving) • gebruik veroorzaakt/ verergert lichamelijke/geestelijke problemen • geen behandeling 	<ul style="list-style-type: none"> • gebruik van middelen • aan middelengebruik gerelateerde problemen thuis/ op school/ op het werk maar geen lichamelijke/geestelijke problemen • behandeltrouw is minimaal of beperking bestaat ondanks goede behandeltrouw 	<ul style="list-style-type: none"> • gebruik van middelen of geen middelengebruik ondanks hunkering of behandeling met potentieel verslavende middelen zonder bijgebruik • geen aan middelengebruik gerelateerde problemen 	<ul style="list-style-type: none"> • geen middelengebruik anders dan alcohol • eventueel alcoholgebruik binnen de normen voor verantwoord gebruik • geen hunkering naar gebruik van middelen
Basale ADL	<ul style="list-style-type: none"> • een gebied van de basale ADL wordt niet uitgevoerd • verbodsgereguleerde of uitroeping of bevoegdheid vervulling 	<ul style="list-style-type: none"> • meerdere gebieden van de basale ADL worden beperkt uitgevoerd 	<ul style="list-style-type: none"> • alle gebieden van de basale ADL worden uitgevoerd maar een enkel gebied van de basale ADL wordt beperkt uitgevoerd 	<ul style="list-style-type: none"> • geen beperkingen in de uitvoering van de instrumentele ADL • gebruikt hulpmiddel(zoals begeleiding bij nuzen met openbaar vervoer/ regelen bankzaken/ klein onderhoud huis/grote schoonmaak 	<ul style="list-style-type: none"> • geen beperkingen in de uitvoering van de instrumentele ADL • geen gebruik van hulpmiddelen
Instrumentele ADL	<ul style="list-style-type: none"> • meerdere gebieden van de instrumentele ADL wordt niet uitgevoerd • woningvervulling of onder-/over-medicatie of geen administratie of voedselvergiftiging 	<ul style="list-style-type: none"> • een enkel gebied van de instrumentele ADL wordt niet uitgevoerd of uitvoering op meerdere gebieden is beperkt 	<ul style="list-style-type: none"> • alle gebieden van de instrumentele ADL worden uitgevoerd • uitvoering van een enkel gebied van de instrumentele ADL is beperkt 	<ul style="list-style-type: none"> • voldoende contact met familie • voldoende steunende contacten • nauwelijks beperkende contacten 	<ul style="list-style-type: none"> • gezond sociaal netwerk • veel steunende contacten • geen beperkende contacten
Sociaal netwerk	<ul style="list-style-type: none"> • ernstig sociaal isolement • geen contact met familie • geen steunende contacten of alleen belemmerende contacten 	<ul style="list-style-type: none"> • weinig contact met familie • nauwelijks steunende contacten • veel belemmerende contacten 	<ul style="list-style-type: none"> • enig contact met familie • enkele steunende contacten • weinig belemmerende contacten 	<ul style="list-style-type: none"> • voldoende contact met familie • voldoende steunende contacten • nauwelijks beperkende contacten 	<ul style="list-style-type: none"> • gezond sociaal netwerk • veel steunende contacten • geen belemmerende contacten
Maatschappelijke participatie	<ul style="list-style-type: none"> • niet van toepassing door crisissituatie of in 'overlevingsmodus' of veroorzaakt ernstige overlast 	<ul style="list-style-type: none"> • maatschappelijk geïsoleerd of veroorzaakt overlast 	<ul style="list-style-type: none"> • nauwelijks participierend in maatschappij (bijwonen) of uitsluitend zorgtaken 	<ul style="list-style-type: none"> • enige maatschappelijke participatie (meedoen) maar er zijn hindernissen zoals vervoer/ zorgtaken/ kinderopvang 	<ul style="list-style-type: none"> • actief participierend in de maatschappij (bijdragen)
Justitie	<ul style="list-style-type: none"> • zeer regelmatig (maandelijks) contact met politie of openstaande zaken bij justitie 	<ul style="list-style-type: none"> • regelmatig (meerdere keren per jaar) contact met politie of lopende zaken bij justitie 	<ul style="list-style-type: none"> • incidenteel (eens per jaar) contact met politie of voorwaardelijke invrijheidstelling 	<ul style="list-style-type: none"> • zelden (minder dan eens per jaar) contact met politie of strafblad 	<ul style="list-style-type: none"> • geen contact met politie • geen strafblad

Appendix I: Inkoopmodel WMO Noord- en Midden Drenthe

Source: <https://www.wmo-jeugd-nmdrenthe.nl/wp-content/uploads/2018/01/Inkoopmodel-regio-Noord-en-Midden-Drenthe-januari-2018-2.0.pdf> [Last visited on 25-11-2019].

Model inkoop regio Noord- en Midden Drenthe		WMO productcodes		percenten 1 Tarieven "base"			
versie 1 januari 2018							
Totaal							
1	2	3	4	5	6	7	8
VULLS							
V1 WMO		V1 WMO		V1 WMO			
02A01 €152,50 (18+)		02A02 € 234 (18+)		02A10 € 205 (18+)			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			
ZELFREGZAAMHEID							
10A17 €152,50		10A38 €214		10A55 €305			
Z1 WMO		Z1 WMO		Z1 WMO			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			
Z2		Z2		Z2			
Beschikbaarheid in een paar maanden maanden		Beschikbaarheid in een paar maanden maanden		Beschikbaarheid in een paar maanden maanden			
Z3		Z3		Z3			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			
Z4		Z4		Z4			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			
25 WMO		25 WMO		25 WMO			
10A40 € 359		10A41 € 359		10A57 € 359			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			
MEEBOGEN							
M1 WMO		M1 WMO		M1 WMO			
10A51 € 427 per maand		10A51 € 427 per maand		10A51 € 427 per maand			
1-5 dd per week		1-5 dd per week		1-5 dd per week			
10A64 € 1158,50 per maand		10A64 € 1158,50 per maand		10A64 € 1158,50 per maand			
6-10 dd per week		6-10 dd per week		6-10 dd per week			
Z1E WMO		Z1E WMO		Z1E WMO			
€2164,50		€2164,50		€2164,50			
02006		02006		02006			
andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden		andige beschikbaarheids in een paar maanden maanden			

Appendix J: Calculations Societal Value of Plaats de Wereld

Costs of support in given domain of the ZRM:

Domain	Product code	Price
• Social participation / Social network:	10A46	€152,50/month
• Time usage	10A48	€427/month
• Physical health	02A06	€152,50/month
• Mental health	02A06	€152,50/month

Source: <https://www.wmo-jeugd-nmdrenthe.nl/wp-content/uploads/2018/01/Inkoopmodel-regio-Noord-en-Midden-Drenthe-januari-2018-2.0.pdf> (See Appendix I).

Value demographic group 1 (N=19):

Social Network / Social participation: $19 \times 12 \times 152,50$	= €34.770
Time usage: $19 \times 12 \times 427$	= €97.356
Physical health: $19 \times 12 \times 152,50$	= €34.770
Mental health: $19 \times 12 \times 152,50$	= <u>€34.770</u>
Total:	= €201.666

Value demographic group 2 (N=20):

Social Network / Social participation: $20 \times 12 \times 152,50$	= €36.600
Physical health: $20 \times 12 \times 152,50$	= <u>€36.600</u>
Total:	= €73.200

Value demographic group 3 (N=33):

Social Network / Social participation: $33 \times 12 \times 152,50$	= €60.390
Time usage: $33 \times 12 \times 427$	= €169.092
Mental health: $33 \times 12 \times 152,50$	= <u>€60.390</u>
Total:	= €289.872

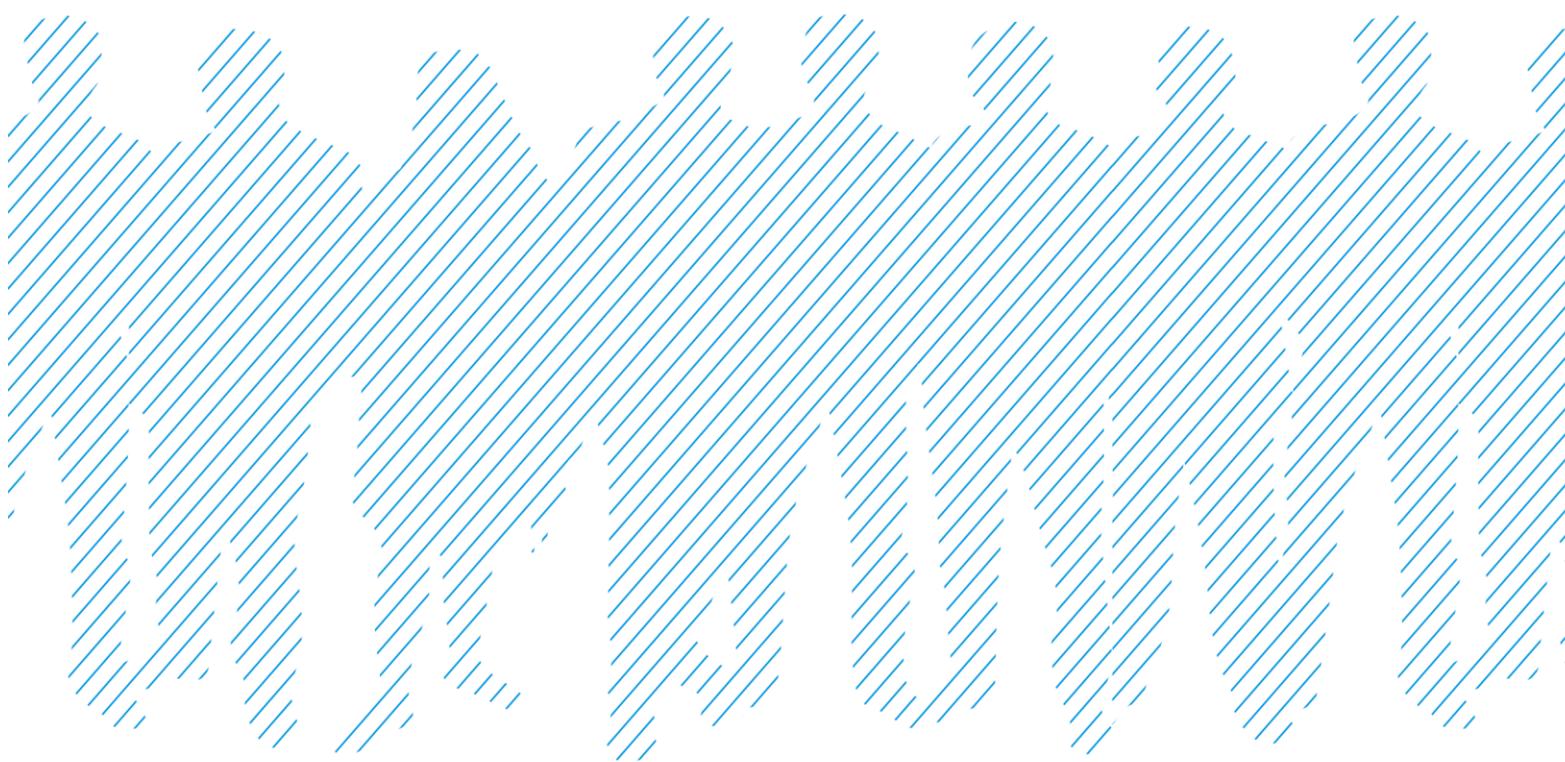
Value demographic group 4 (N=10):

Social Network / Social participation: $10 \times 12 \times 152,50$	= €18.300
Time usage: $10 \times 12 \times 427$	= <u>€51.240</u>
Total:	= €69.540

Scenario one (all benefit): total social value: = €634.278

Scenario two (50% benefit): total social value: = €317.139

Scenario three (25% benefit): total social value: = €158.567



This advice report is the result of your participation in the Student Consultancy project of the Faculty of Economics and Business of the University of Groningen. We want to thank you very much for offering our students the opportunity to do up valuable practical experience during their academic training!

Would you like to join more initiatives that link students to the world of business? Please have a look at our website: www.rug.nl/feb-for-business
We will gladly cooperate with you again in the future.