

Release notes: Open Government Consultation Data: 2017-18

Series Name: Open Government Consultation Data: 2017-18

This document describes the datasets containing open government engagement data and a summary of the guidelines and classes used in coding the data for analysis.

Keywords

Open Government Action Plan, Consultation, Consultations, National Action Plan, NAP, Public Consultation, Public Consultations, Comments, OGP, Open Government Partnership, What We Heard, Canada's 4th Plan on Open Government, Biennial Plan on Open Government, #OpenGovCan

Series Description:

From October 2017 to April 2018, the Government of Canada conducted public consultations to develop Canada's 4th Plan on Open Government (2018-2020). These datasets contain the comments, questions and ideas received, as well as the coding added to conduct the qualitative analysis. Private personal identifiers have been removed from the data. There are three sets of data: one entitled "Compilation" which contains the bulk of the actual comments, the second entitled "Individual Feedback" contains feedback received from participants on the engagement process and the third "Event Table" provides details on the events used to collect the data.

Related datasets previously published:

- 2016 Engagement data
<https://open.canada.ca/data/en/dataset/8ef41d2e-9309-486a-9f9f-bfd11945a959>
- 2014 Engagement Data
<https://open.canada.ca/data/en/dataset/74aa0e1a-8e13-4ddb-a31e-129c253a09b3>
- 2018 Get Involved Questionnaire Data
<https://open.canada.ca/data/en/dataset/180b0e65-d289-4977-aaae-5faf82082d01>

For additional information on the methodology used, please see the "Gathering and Analysis" section of the "What We Heard" report.

Official Languages:

Consultations were conducted in English and French, and comments were always encouraged in the official language of participants' choice.

Comments and summaries provided by citizens who participated in the consultations appear in the language in which they were provided.

Summary notes created by government employees and the complete “What We Heard” report are provided in both official languages.

Each dataset is described below.

Open Government Consultation Data: 2017-18 Engagement Compilation

This is the main dataset that includes qualitative data collected from a variety of sources in the course of engagement supporting the development of Canada’s 4th Plan on Open Government.

The Open Government team would be very interested in any analysis you may conduct on this data; please get in touch at open-ouvert@tbs-sct.gc.ca.

Description of the data

Field Descriptions:

ID

This is a random number generated by an excel formula and then pasted in manually as a value, displayed as a number with 10 decimal points. Used to establish a unique key for each record.

Row

Sequential numbering used for ordering the records in a consistent fashion to enable synchronizing versions. Missing numbers indicate a duplicate record that was removed.

Event

The event that the comment is associated with. Drawn from a controlled vocabulary in the events table (Event Short Name).

Source

Indicates the channel or source of the comment. Includes:

LinkedIn: Linked In post, comment or reply to comment – verbatim from participant.

Email: email sent to open-ouvert@tbs-sct.gc.ca – verbatim from participant.

Table notes/Flipchart: comment transcribed from a flipchart in an in-person session – verbatim from participant.

Meeting Report: report summarizing a meeting prepared by Open Government staff.

Slido Questions: question asked during an in-person event or webinar using the Slido audience interaction tool – verbatim from participant.

Event RSVP 2017: comment received as part of the RSVP questionnaire for an in-person event taking place in 2017 – verbatim from participant. (The platform for event registrations changed in 2018.)

open.canada.ca: comment or idea posted to open.canada.ca engagement pages – verbatim from participant.

WebEx Chat: comment drawn from online chat during one of the webinars – verbatim from participant.

Webinar RSVP: comment received as part of an online registration for one of the webinars – verbatim from participant.

Reddit: comment received as part of the online discussion on Reddit from March 1-12, 2018 – verbatim from participant.

Facilitator Notes: comment drawn from open government facilitators notes based on an in-person event.

Individual Comment: drawn from the in-person feedback form used during in-person events - verbatim from participant.

Slido Text: comment in response to a prompt (see context/prompt) during an in-person event or webinar using the Slido audience interaction tool – verbatim from participant.

Commitment Brainstorm: comment captured as part of a group exercise during an in-person workshop - verbatim from participant.

Twitter: tweets directed to @opengovcan or using #opengovcan or #gouvertCan – verbatim from participant.

Context/Prompt

Provides additional detail on the source of the comment or the specific prompt being responded to.

Subject

Not all comments have a subject. Depending on the context and source it also may represent a section or title of a meeting report, a general topic of discussion, the title of an email, or the title of a comment.

Comment, Question or Idea

This is the main body of a comment. Some comments that included more than one idea were broken into separate entries that are connected by the context field. Text is displayed in the language it was provided.

PLEASE NOTE: Some comments are quite lengthy and may exceed the cell display limit in some programs such as Excel 2003. If this occurs, the entire text can usually be viewed in the formula bar which can be expanded by clicking and dragging.

Comment, Question or Idea Translation if available

In accordance with the official languages statement, when the comment was summarized by an employee of the Government of Canada it was translated. When the comment was provided directly by a participant in their own words, it was not.

Votes

Some ideas generated online have “votes”. Where the result is a number, it indicates the number of votes the idea received. Where there is no entry, there are no votes associated with that comment.

Quotable

This field was used to identify comments that were deemed to be representative and used as a base for illustrative purposes.

Theme

The top level theme assigned to the comment based on analysts' review.
See the coding guide below for more details.

Sub-theme

The sub- theme assigned to the comment based on analysts' review.
See the coding guide below for more details.

Working Commitment

As the draft plan commitments took shape, comments were assigned to commitments for review by the relevant teams. These commitment names may not match those in the draft plan as they continue to evolve.

The remainder of the fields in this dataset provide the detailed analysis that was rolled up into the themes, sub-themes and working commitments. For details that will help with interpretation please see the coding guide at the end of this document.

A1R1-A6R1

These fields represent the manual coding for relevance 1 as described in the coding guide below.

R1_Rank1

This is the relevance 1 rank that was assigned by a machine learning algorithm to some comments as a test.

R1_Score1 (%)

This is the probability score assigned to R1_Rank1 by the machine learning algorithm.

R1 Final

This is the final relevance 1 code assigned to the comment.

A1R2-A7R2

These fields represent the manual coding for relevance 2 as described in the coding guide below.

R2_Rank1

This is the relevance 2 rank that was assigned by a machine learning algorithm to some comments as a test.

R2_Score1 (%)

This is the probability score assigned to R2_Rank1 by the machine learning algorithm.

R2 Final

This is the final relevance 2 code assigned to the comment.

RF (Relevance Final)

This is the final overall relevance score assigned to the comment.

Theme Mode and Sub-theme Mode

These were calculated values using the Mode.SNGL formula in Microsoft Excel to calculate the most common value assigned by the analysts. Formula replaced by values in the dataset.

A1 Theme – A6 Theme

Numerical values for themes assigned by analysts reviewing the comments.

Theme Count

This is a count of the number analysts who reviewed the comment and assigned a theme.

Theme_Rank1

This is the Theme rank that was assigned by a machine learning algorithm to some comments as a test.

Theme_Score1 (%)

This is the probability score assigned to Theme_Rank1 by the machine learning algorithm.

A1 Sub-theme - A6 sub-theme

Numerical values for sub-themes assigned by analysts reviewing the comments.

Sub-theme Count

This is a count of the number analysts who reviewed the comment and assigned a sub-theme.

Language

Some comments have language tags.

Open Government Consultation Data: 2017-18 Event Table

This dataset provides details on the 56 events that made up the engagement activities that provided the comments in the Engagement Compilation dataset.

Field Descriptions:

Event Long Name

This is the full title of the event. For in-person events it begins with the city and may include a partner name and data range.

Date

This is a single date generally representing the beginning of the event, formatted as Day/Month/Year.

Event Short Name

Short name for the event. Used in the Compilation dataset.

Audience

The intended audience for the event could be public or invited.

Type

The type of event. Includes: Conference, Meeting, Online, Workshop, Pop-up, Teleconference, Webinar and Workshop. Pop-up is a short in-person engagement that took place as part of a larger event.

Get involved

This is the total number of participants in the online questionnaire.

Online

Total number of participants in the online event.

In-Person

Total number of participants in the in-person event.

Open Government Consultation Data: 2017-18

Individual Feedback

All comment data collected from Individual Worksheets that participants completed as part of the in-person sessions. This dataset also includes feedback on webinar engagement sessions. This data is presented in the language in which it was provided by participants.

Field Descriptions:

ID

This is a random number generated by an excel formula and then pasted in manually as a value, displayed as a number with 10 decimal points. Used to establish a unique key for each record.

Event

Represents the event at which the Individual Feedback was collected.

Source

Identifies the source of the comment:

- Facilitator Notes
- Indv Comment
- Slido Feedback – a numerical score
- Slido Feedback text – Text answer to a prompt regarding the session (see context)
- Slido Poll – answer to a structured prompt
- Slido Questions – un-prompted questions from participants during an event
- Slido Text – text answers to a prompt relating to participant’s interest in open government

Context/Prompt

Provides additional detail on the source of the comment or the specific prompt being responded to.

3 words

Three words that describe why the participant was attending the event

OG is important because

Participant’s answer to the question: “Open Government is important to me because:”

What did you like most?

Participant’s answer to the question: “What did you like most about the session?”

Dislike?

Participant's answer to the question: "What did you dislike most about the session?"

Improvements?

Participant's answer to the question: "How can we improve the Open Government consultation experience?"

Would you recommend?

Participant's answer to the question: "Overall, would you recommend a colleague to participate in this consultation session" 1 = Not at all, 10 = definitely. In the case of Slido the score is on a scale of 1-5.

Other Comments

Participant's general comments

Sector

The sector the participant self-identified with:

- Academia
- Business
- Media
- Non-profit
- FedGov
- PTGov
- MunGov
- Individual
- Student
- Other
- NA

Subscribe?

If yes, the participant provided an email address and requested to be added to the open government mailing list.

Coding guide

Purpose:

The purpose of this document is to provide guidance for human and computer analysis of comments received as part of engagement supporting the development of Canada's plan on open government.

The Open Government Data Management Plan and the OG Data Management Protocols describe the complete process. This document describes the classification of comments as a series of passes through the data. During each pass we are adding classifications or tags to the comments to help us understand and share what we are hearing.

Summary of classification process:

This section provides an overview of the classification process. The following section provides details for each pass and classification item as well as actions that may be taken.

First pass:

The objective of the first pass is to triage the comments and identify a subset for further analysis and sharing with commitment partners. The criteria for this pass are:

Relevance 1:

Is the comment related to transparency, accountability, citizen participation, service improvement, or is it a general comment on government?

Relevance 2:

Is the comment useful for action plan development?

Does it relate to an existing item or is it a new item with strong linkages to key words?

Does it provide useful direction?

(is it a concern or specific idea - the government can, must, doesn't, should.... or express a principle)

Second Pass

The objective of the second pass on relevant comments is to identify the relationship of the comments to thematic or commitment areas.

Thematic Classification:

What existing or emerging theme does the comment relate to?

Sub-theme Classification:

Is there an existing or emerging sub-theme that the comment belongs to?

Third Pass

These additional codes may be applied at any time in the classification process.

Quotable?

Does the comment contain a strong phrase that could be used to illustrate the What We Heard report?

Well written representative comment?

Working Commitment Classification:

Is there an existing or emerging commitment that the comment belongs to?

Classification Codes

This section describes the codes used to classify comments. It provides a reference for analysts classifying comments in the excel spreadsheet. These lists will evolve as new classifications emerge from the data.

Relevance 1 (R1):

Description	Short code used in the spreadsheet
Is the comment related to transparency, accountability, citizen participation, service improvement, or is it a general comment on government?	
Do not understand the comment – further review required	blank
No, the comment does not appear to be related to the above	0
Yes, the comment appears relevant to the plan	1
The comment is not relevant to the plan but is a general comment on government that should be shared with another department or program.	2

Relevance 2 (R2):

Description	Short code used in the spreadsheet
Is the comment useful for action plan development? Does it relate to an existing item or is it a new item with strong linkages to key words? Does it provide useful direction? (is it a concern or specific idea - the government can, must, doesn't, should.... or express a principle)	
Do not understand the comment – further review required	blank
No, the comment does not appear to be related to the above	0
Yes, the comment appears to be useful for action plan development	1
The comment is long and contains multiple concepts or ideas and needs to be further parsed into discrete concepts – further review required	2
The comment relates specifically to the consultation process or public engagement – in practice this means it is probably theme 1 and commitment 47	3

Relevance Final (RF)

Description	Short code used in the spreadsheet
This is a calculated field based on R1 and R2	
If R1 or R2 =1 then the comment is potentially relevant and should be coded	1
If both R1 and R1 = 1 then the comment is relevant	2
If both are zero then comment is not relevant	0
If R1 is 2 then comment should probably be provided to another government dept or program (OGD)	OGD
If R2 is 2 then manual review and parsing is required	Parse
If R2 is 3 then it should be moved to participation and feedback data	Fbck

Action:

Description	Short code used in the spreadsheet
Flag the record for action or because it is particularly good. There will not be many of these.	
Yes, the comment unique in some way and should be highlighted for an analyst?	1
The comment has not been flagged for action.	Blank

Theme:

This is a short list of possible themes intended to create the “big buckets” of comments. Analysis of comments may reveal new themes.

Theme	Key words associated with theme	Short code used in the spreadsheet
Open Dialogue	Open Policy Making, public participation, listening, feedback, involvement, promotion, trust, co-creation, co-development, consultation, engagement, citizen engagement, crowdsourcing, voter turnout, collaboration, consultation process, inclusion, marginalized groups, feedback, listen, relationship, involved, conversation, civil society, CSO, two-way communication, participation,	1
Open Data	Open Data, prioritization, data quality, data release, standards, geospatial, specific data request	2
Open Information	Access to information, ATI, information, long term access, preservation, FOI, GCdocs, ATIA, ATIP, IM, Information Management, privacy, recordkeeping, crown copyright,	3
Open Science	Open access journals, research, science	4
Financial Transparency	Financial, procurement, mandatory reporting, proactive disclosure, money, budget, open corporations, open contracting, beneficial ownership, extractives, IATI, Aid Transparency, ESTMA	5
Reconciliation & Data Sovereignty	Aboriginal, indigenous, band, treaty, reconciliation, Truth and Reconciliation, TRC, First Nations,	6
Social Innovation	Social innovation, impact bonds,	7
Education (Both for the public and employees)	Civic Literacy, literacy, Open data education, digital divide, enable awareness, educate, better communications, promotion, advertise, promote, demonstrate, public relations, marketing, training, communicate success stories, understand	8

Theme	Key words associated with theme	Short code used in the spreadsheet
Governance & Resourcing	Legislation, responsibility, Open Government Licence, resources, funding, FPT Collaboration, multilateral collaboration,	9
Culture of Openness	Openness, risk, fear, culture change, Culture, agile, open source,	10
Service	improving government services	11
Other	Does not fit into one of the other themes. Subject to further analysis	12
User-Centric Thinking	User-centric web design or content, user experience	13
Blank		14
NA	Not applicable	15

Sub-themes:

This is a list of existing and emerging themes. It may be quite long and specific. This classification allows use to direct the comments to a specific analysis or program. This first version originated in 2016 and was updated in 2018. Not all codes are used.

Description	Short Text	Code
Enhance Access to Information, ATI	ATI	1
Streamline Requests for Personal Information	Personal Info	2
Expand and Improve Open Data	Open Data	3
Provide and Preserve Access to Open Information	Provide and Preserve Access	4
Define Approach for Measuring Open Government Performance	OG Performance	5
Develop Open Government Skills across the Federal Public Service	Open Government Skills	6
Embed Transparency Requirements in Federal Services Strategy	Service Strategy	7
Enhance Access to Culture & Heritage Collection	Open Heritage	8
Enhance Openness of Information on Government Spending & Procurement	Open Spending & Procurement	9
Increase Transparency of Budget Data and Economic and Fiscal Analysis	Open Budget & Analysis	10
Increase Transparency of Grants & Contributions Funding	Grants & Contribution	11
Improve Public Information on Canadian Corporations	Open Corporates	12
Increase the Availability and Usability of Geospatial Data	Geospatial Data	13
Increase Openness of Federal Science Activities	Open Science	14
Stimulate Innovation through Canada's Open Data Exchange (ODX)	ODX	15
Align Open Data across Canada (Open Data Canada)	Open Data Canada	16
Implement the Extractives Sector Transparency Measures Act	Extractives	17
Support Openness and Transparency Initiatives around the World	Support Global Transparency	18
Engage Civil Society	Civil Society	19
Enable Open Dialogue and Policy Making	Open Dialogue & Policy	20
Promote Open Government Globally	Promote OG Globally	21
Engage Canadians to Improve Key CRA Services	CRA Services	22

Description	Short Text	Code
General Comment	General Comment	23
Other - Postal Codes	Other - Postal Codes	24
Other - Open Parliament	Other - Open Parliament	25
Other – Whistleblower	Other - Whistleblower	26
Other - Data and Civic Literacy	Other - Data & Civic Literacy	27
Other - Open Source	Other - Open Source	28
Other - Co-creation	Other - Co-creation	29
Other - Open Culture	Other - Open Culture	30
Other - Provide more resources	Other - Resources	31
Other - Related to design thinking, readability, or usability	Other - User Centric	32
Other- Multilateral Collaboration	Other - Multilateral Collaboration	33
Alternate - Issues where collaboration can have the most impact	Alt - Collaboration Issues	34
Alternate – Communication	Alt - Communication	35
Alternate - Waiver of Crown copyright	Alt - Copyright Waiver	36
Alternate - Related to indigenous	Alt - Indigenous	37
Alternate - Official Languages	Alt - Official Languages	38
Alternate – Prioritization	Alt - Prioritization	39
Alternate - Process and tools	Alt - Process & Tools	40
Alternate - Quality and Standards	Alt - Quality & Standards	41
Alternate - Community development or participation - grassroots	Alt - Community	42
Alternate - Governance and licence	Alt - Governance & Licence	43
Alternate - Specific Data Request	Alt - Specific Data	44
Alternate - youth related	Alt - Youth	45
Not Applicable	NA	46
Feedback on OG Engagement	Engagement feedback	47
Accountability or ethical behaviour	Accountability	48
Digital Service	Digital service	49
Feminist Open Government	Feminist OG	50
Environment and Climate Change	Environment	51
Inclusion	Inclusion	52
Education	Education	53
Artificial Intelligence or Algorithmic transparency	AI	54
Thematic Engagement	Thematic engagement	55
Improvement of GC services	Services	56

Description	Short Text	Code
Other- Excessive Secrecy	Other- Excessive Secrecy	57
Open Government Portal comment or suggestions	OG Portal	58

Quotable:

Description	Short code used in the spreadsheet
Yes, the comment contains a strong phrase that could be used to illustrate the what we heard report.	1
The comment does not stand out as particularly representative	Blank