An Impact Assessment Model for Web-based Time Banks

A thought-experiment in the operationalization of social capital

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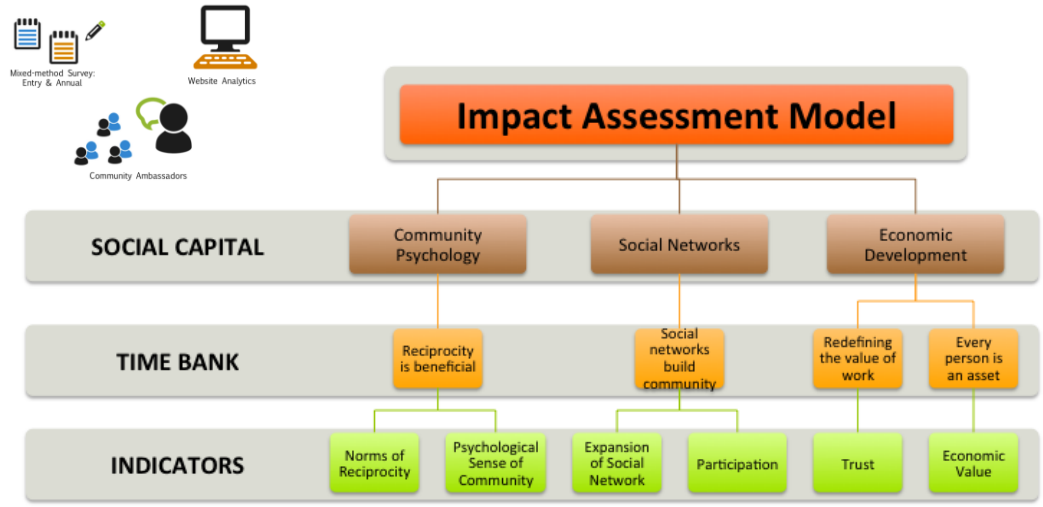
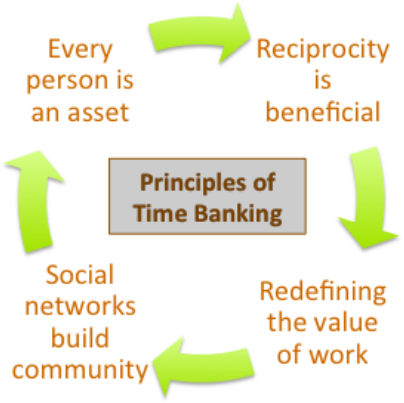
Data Collection Instruments



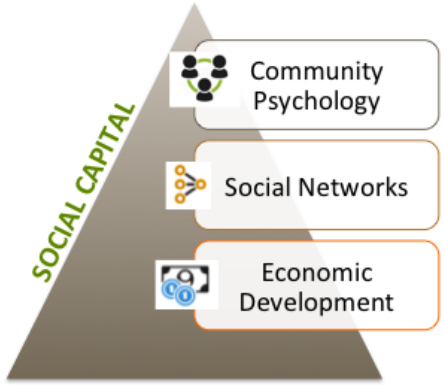
Cost Benefit Analysis Summary TIMEREPUBLIK 2014-2018	
COST	
Economic Risk	$45,000
BENEFIT	
Market Value Savings	$120,000
NET BENEFIT	
Total	**+$75,000**
Benefit to Cost Ratio	**2.67**

ECONOMIC VALUE: Market Value Savings & Economic Risk of Participation						
Service	Wage Rate	Hours Exchanged	Total Savings	Individual Risk	Total Risk	Net Benefit
Writer and Author	$15	27.50	$413	$4	$110	$303
Chef	$11	14.55	$160	$0	$0	$160
Social Network Expert	$15	203.55	$3,053	$4	$814	$2,239
Programmer/Web Designer	$20	71.30	$1,426	$9	$642	$784
Photographer	$14	49.05	$687	$3	$147	$540
Translator	$19	249.05	$4,732	$8	$1,992	$2740

Edgar Cahn's (2004) Theory of Co-Production



Social Capital = f(psych, soc, econ)



SAMPLE TABLE OF METRICS

Metric	Instrument	Answer Format/Formula of Analysis
PSYCHOLOGICAL SENSE OF COMMUNITY		
"Would you say that most of the time people try to be helpful or that they are mostly looking out for themselves?"/"Would you say that most people in TB try to be helpful or that they are mostly looking out for themselves?"	Survey	Multiple Choice
NORMS OF RECIPROCITY		
Account balance: Ratio of the total number of hours spent to the total number of hours earned within the network.	Website analytics	f(reciprocity)=H_spent/H_earned
EXPANSION OF SOCIAL NETWORK		
"In the past month, how many new people have you met?" /"What percentage of your TB contacts did you meet for the first time through TB?"	Survey	Multiple Choice
PARTICIPATION		
"I can improve the conditions of my neighborhood." /"Through TB I can improve the conditions of my neighborhood."	Survey	5-point Likert Scale
TRUST		
Percent of TB members that received an average reputation rating of 4 stars or more in all categories: "punctuality," "communication," and "quality."	Website analytics	f(reputation)= P_Reputation/P_Total
ECONOMIC VALUE		
Market Value of Service Exchange	Website analytics	Marginal: f(market value)=H(s_1) × w (s_1) = v(s_1) Aggregate: F(market value)=Σ[v(s_1), v(s_2)…v(s_20)]
Economic Risk of Service Exchange	Website analytics	Marginal: f(risk) = [w(s_1) - w(s_min)] × H(s_1) = r(s_1) Aggregate: F(risk)= [r(s_1), r(s_2), …r(s_20)]