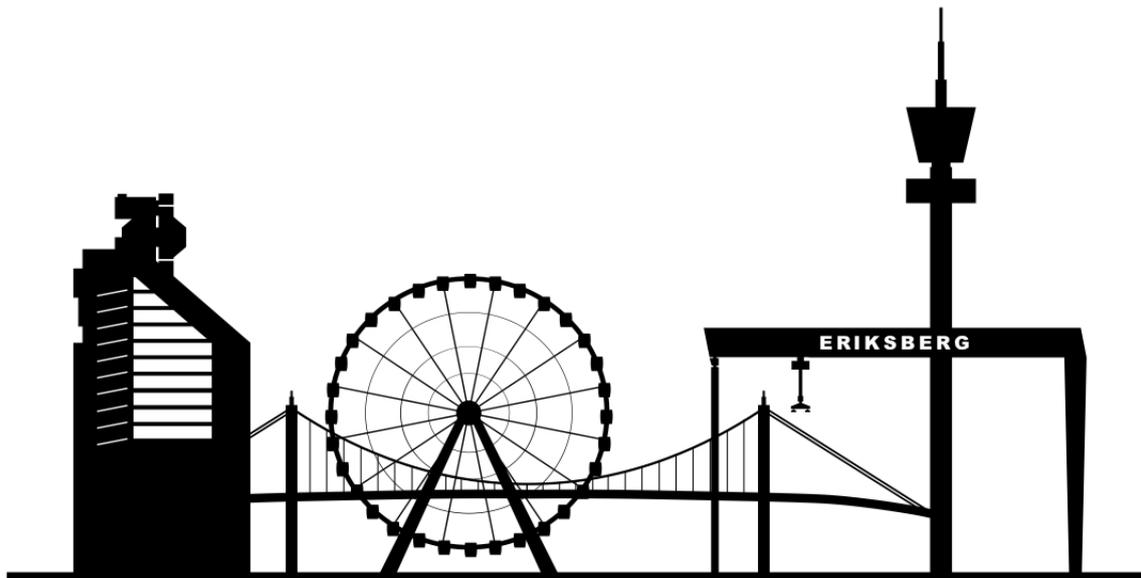




CHALMERS
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Dimensions of Social Sustainability in Urban Development

Challenges in the City of Gothenburg

Master's Thesis in the Master Program Design and Construction Project Management

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MASTER'S THESIS ACEX30-19-67

Dimensions of Social Sustainability in Urban Development

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Department of Architecture and Civil Engineering
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CHALMERS UNIVERSITY OF TECHNOLOGY
Gothenburg, Sweden 2019

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Abstract

Since the population is continuously increasing and urbanization is a steady fact, the challenges of building a socially sustainable city are more current than ever. Given how Gothenburg as a city is developing at the moment, it is relevant to highlight and advocate a strong sustainability focus before it is too late. Social sustainability is harder to define compared to environmental and economical sustainability because of its width and multidimensionality. This master thesis, therefore, investigates the complexity in social sustainability and sustainable urban development in the context of a part of the construction sector in Gothenburg. The report examines the different dimensions that social sustainability includes and whether their perceptions are shared within the industry. The thesis also look into which tools and concepts that are needed to create a socially sustainable city and what challenges there are to establish a transition. Furthermore, various working methods for social sustainability are also investigated as well as the collaboration between different actors within the construction industry.

The study is performed in collaboration with Göteborgs Stad and more specifically, Stadsbyggnadskontoret. The thesis has a qualitative approach where eight interviews have been carried out, both with people from Stadsbyggnadskontoret but also with representatives from private companies in the construction industry. Material from Göteborgs Stad regarding tools for working with social sustainability has also been analyzed.

The identified challenges in the study resulted in signs of collaboration difficulties between the actors working with social sustainability. The research also shows similarities in how the construction business perceives social sustainability, but differences in what the dimensions of it actually means. The gathered result, both the literature and the interviews, implies that the meaning of social sustainability needs a more precise structure. A transition to social sustainability work requires the areas culture, practice, and structure, and for a complete transition to take place, all three aspects must be fulfilled. Our contribution with this thesis is to encourage the work with sustainability in general, and with social sustainability in particular.

Keywords: Social sustainability, construction industry, urban development, SKA, challenges, cooperation.

Aspekter av social hållbarhet i stadsutveckling
- Utmaningar i Göteborg

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Sammanfattning

Eftersom befolkningen ständigt ökar och att urbaniseringen är ett faktum så är problemen med att bygga en socialt hållbar stad mer aktuella än någonsin. Sett till hur Göteborg som stad utvecklas för tillfället är det relevant att framhäva och förespråka ett starkt hållbarhetsfokus innan det är för sent. Social hållbarhet är svårare att definiera jämfört med ekologisk och ekonomisk hållbarhet på grund av dess bredd. Detta examensarbete undersöker därför komplexiteten i social hållbarhet och hållbar stadsutveckling inom delar av byggsektorn i Göteborg. Rapporten undersöker de olika dimensionerna som social hållbarhet innefattar och huruvida uppfattningarna av dimensionerna delas av hela branschen. Arbetet undersöker också vilka verktyg och koncept som behövs för att skapa en socialt hållbar stad och vilka utmaningar det finns för att få igenom en övergång. Vidare så undersöks olika arbetsmetoder för social hållbarhet samt samarbetet inom dessa frågor mellan olika aktörer inom byggbranschen.

Studien är utförd i samarbete med Göteborgs Stad och närmare bestämt Stadsbyggnadskontoret. Examensarbetet har ett kvalitativt tillvägagångssätt där åtta intervjuer har genomförts, både med personer från Stadsbyggnadskontoret men även med representanter från privata företag inom byggbranschen. Material från Göteborgs Stad om verktyg inom social hållbarhet har också analyserats.

De identifierade utmaningarna i studien resulterade i indikationer på samarbetssvårigheter mellan aktörerna som arbetar med social hållbarhet. Studien visar likheter i hur social hållbarhet uppfattas av byggbranschen, men skillnader i de olika aspekternas betydelse. Detta tyder på att social hållbarhet behöver en tydligare struktur. En övergång till socialt hållbarhetsarbete kräver delarna kultur, praktik och struktur. För att en fullständig övergång ska ske måste alla dessa tre aspekter uppfyllas. Vårt bidrag med detta examensarbete är att uppmuntra arbetet med hållbarhet i allmänhet och med social hållbarhet i synnerhet.

Nyckelord: Social hållbarhet, byggbranschen, stadsutveckling, SKA, utmaningar, samarbete.

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Throughout the process, several people have helped and supported us and contributed with ideas, which we now would like to thank. First, we would like to extend a big thanks to our supervisor and examiner Martine Buser for rewarding supervisor meetings and excellent guidance throughout the thesis work. Your feedback has been valuable. We would also like to thank all the interviewees involved in the thesis for devoting their time to talk to us and for the pleasant meetings and interesting discussions. An extra big thanks also to Göteborgs Stad and more specifically Stadsbyggnadskontoret who, with a high commitment and interest, allowed us to get a great insight into their work on social sustainability.

With this master thesis, our studies at Chalmers University of Technology are complete. The work has provided us with an understanding of the complexity of the issues regarding social sustainability. We hope and believe that we will benefit from the knowledge of this work in our future professions.

Linnea Alm & Evelina Pihl, Gothenburg, June 2019

Abbreviations/Translations

ÖP - Översiktsplan (Municipal comprehensive plan)
Göteborgs Stad - Municipality of the city of Gothenburg
Stadsbyggnadskontoret - City planning authority
Social konsekvensanalys - Social impact analysis
Indikatorer för stadskvalitet - Indicators for city quality
Utbyggnadsstrategin - Construction development strategy
Trafikstrategi - Traffic strategy
Grönstrategi - Green strategy
Miljöbalken - The Swedish Environmental Code

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1

Introduction

This chapter describes the background to the report. The section opens with an introduction to explain why there is an interest in studying social sustainability in urban development and why the City of Gothenburg is interesting. The aim and objective of the study will also be clarified, followed by a brief method description and a statement of the limitations made.

1.1 Background

The complexities of building a long-lived and sustainable city may be one of our times biggest challenges and contains many variables. Since the population is constantly increasing and urbanization is a steady fact, the issues of building a compact and socially sustainable city are more current than ever. The vision is a sustainable city with a high quality of life in terms of amenities and green spaces, a city where residents have their rights respected and have influence. To achieve the vision may be easier said than done since the requirements and the challenges are many.

Social sustainability is one of the three pillars that conclude the term sustainability (Urban Utveckling & Samhällsplanering AB, 2018). Social sustainability is harder to define than the other two components, the environmental pillar, and the economic pillar, because of its width and multidimensionality. The complexity of it is also based on the lack of measurability and hard values. Although, an overall aspect is that the social pillar contains sustainability for the humanities, cultures, and communities to achieve a certain level of quality of life. Social sustainability is also about democracy, gender equality, health care, and education. (Urban Utveckling & Samhällsplanering AB, 2018) The focus on social sustainability in urban development includes aspects of how a city can develop and grow in a way that suits and attracts the inhabitants. It is about finding sustainable solutions to create a dense, mixed, and modern environment to live in. An equation including green areas, services, transportation, health care, safety, housing, and more aspects that needs to be solved to achieve in building socially sustainable and liveable cities that are required for the future (Mistra Urban Futures, 2013).

For Stadsbyggnadskontoret in Gothenburg, these questions and challenges are one of the main focuses because of Gothenburg's rapid development and increasing population and demand persistent time, research, and development. Although there is a lot of work and research put into the area, there is still much more to develop and

not least for Gothenburg, which is a city that is growing fast. Today, the different departments in Göteborgs Stad is working, partly together and partly divided from each other, with tools with a social perspective developed by themselves and mainly used internal by themselves. Still, challenges on how the tools can be used more effectively in collaboration with the construction industry and implemented in the sector in general still need a lot of work and development. These challenges of how the work with urban social sustainability can be executed and also create an impact in the construction sector in the city of Gothenburg is the main reason why this master thesis will be conducted.

1.2 Aim

This master thesis aims to investigate the complexity in social sustainability and sustainable urban development in the context of the construction sector in Gothenburg. Given how Gothenburg as a city is developing at the moment, it is relevant to highlight and advocate a strong sustainability focus before it is too late. An investigation on how the existing tools from Göteborgs Stad are implemented with the construction business will also be analyzed. That as a way to facilitate and realize the development of a more socially sustainable environment in the City of Gothenburg.

1.3 Objective

The focus for the master thesis will be on how the city of Gothenburg is developing tools and concepts for a socially sustainable way of working, with the demands and challenges of today's society. In collaboration with Stadsbyggnadskontoret, an analysis of their tools for social sustainability will be conducted, as well as an evaluation of its strengths and weaknesses to see if there exists some potential for development. The objective is also to investigate how parts of the construction business are working with social sustainability in urban development to see if there are some similarities and synergy or if there is a gap that is creating challenges for cooperation to create a socially sustainable Gothenburg. The following questions will act as the main focus and foundation for the thesis:

- *What are the main dimensions of social sustainability in urban development? Are there similarities between the dimensions mentioned in the international literature and the dimensions used in Göteborgs Stad's tools as well as what is indicated by the construction sector?*
- *What are the main challenges to establish a social sustainability transition?*
- *How does Göteborgs Stad work with social sustainability? Is that something that is shared with the industry?*

1.4 Method

This master thesis is a qualitative study conducted in collaboration with Stadsbyggnadskontoret. Social sustainability has been investigated through a literature study to get a deeper understanding of the subject. Three interviews were performed with employees from Stadsbyggnadskontoret, as well as five interviews from private organizations within the construction industry. The literature study, in combination with the empirical data collected, has given a broader understanding of the subject. An analysis has been performed, consisting of empirical material discussed compared to the literature study. Based on the analysis, a conclusion will be drawn, which in turn responds to the research questions that this master thesis comprises. The method is presented in more detail in the methodology chapter.

1.5 Limitations

Social sustainability is in itself is a huge concept with many different definitions that also include many different dimensions. However, the study is not limited to one definition of social sustainability, but rather to several definitions that are considered relevant to the research. The main focus of this study will thus be social sustainability, economic and ecological sustainability will not be discussed. Economical aspects related to social sustainability will however be mentioned. The part of social sustainability that primarily will be in focus is social sustainability in urban development.

Furthermore, the study is limited to the area around Gothenburg and does not cover Sweden as a whole. The study includes only a few representatives from private actors in the construction industry. That implies that no general conclusions can be drawn about the entire construction industry's work with social sustainability.

2

Social Sustainability Context

This chapter outlines the essential theoretical information needed to increase the understanding of the report and to answer the aim and objective. The section clarifies a social sustainability context and all fragments and complexity surrounding it. Social sustainability is described both in the general perspective as well as what it means more concretely for Gothenburg as a city in urban development.

2.1 Sustainable development

In 1987, the report *Our Common Future*, also known as *The Brundtland Report*, was released by the World Commission on Environment and Development of United Nations. The aim for the commission and the report was to formulate “A global agenda for change” with focus on the long-term environmental strategies (United Nations, 1987). During the process with the report, the width of the problems and its complexity were realized, and a broader perspective had to be studied. The expression “sustainable development” was the main focus, and the commission worked out a definition of it. At this time, the environmental issues were not as well known by people as they are today, and the commission used this fact as the foundation for the development of the definition of sustainable development. The definition is stated as: “*development that meets the needs of the present without compromising the ability of future generations to meet their own needs*” (United Nations, 1987:p.37).

In close relation to this definition is the three dimensions of sustainable development which were discussed during The United Nations Conference on Environment and Development in Rio 1992 (Purvis, Mao, and Robinson, 2018). It consists of the three pillars of environmental, economic, and social aspects with a strong link to each other but also conflicts of interests. In figure 2.1, a model of the relations is presented to clarify the connection but also the priority conflict that appears when it comes to decision-making.

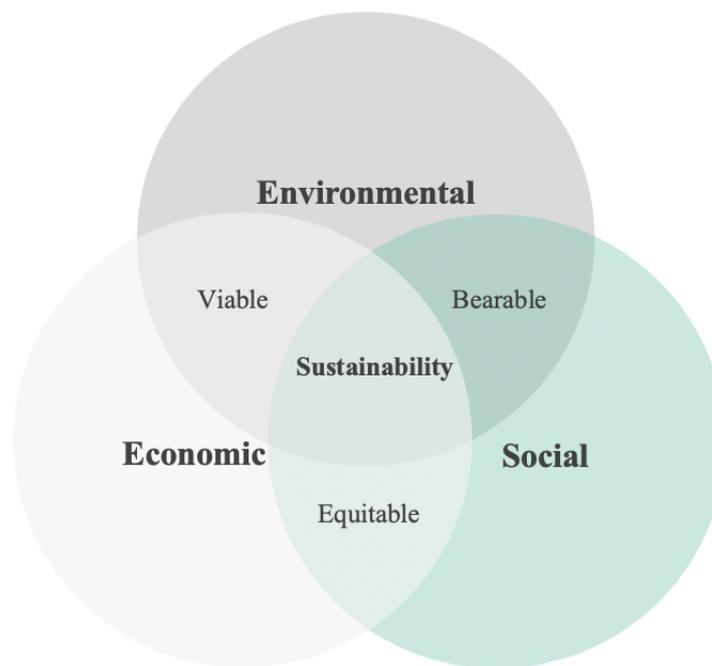


Figure 2.1: The Three Pillars of Sustainability

2.1.1 The Environmental Pillar

The environmental pillar is connected to the aspects regarding climate impact. On this level, the focus is to prevent to drain the nature on its natural resources and protect and care for it in terms of avoiding hazardous emissions and keep the biological diversity. It is also a question of development for sustainable and effective use of the resources. (ACCIONA, 2018; Urban Utveckling & Samhällsplanering AB, 2018).

2.1.2 The Economic Pillar

The focus for this pillar is balanced economic growth that includes wealth for all in a way that will not damage the environment (ACCIONA, 2018). Even if this pillar aims to create profit, it is not at any cost because profit cannot outdo the other pillars. The objective is to create a sustainable economy in terms of long-term goals.(Urban Utveckling & Samhällsplanering AB, 2018).

2.1.3 The Social Pillar

The social aspect has been discussed because of the lack of a straight and general description of it. It is harder to define what the exact output of it is and has come a bit aside from the other pillars. Although, it aims to include the sustainability for the humanities, communities, and cultures to achieve a certain level of quality of life. It also covers democracy, healthcare, gender equality, and education. (ACCIONA, 2018; Urban Utveckling & Samhällsplanering AB, 2018)

There are several conflicts of interests related to this framework of sustainability. E.g., a conflict between social justice and economic growth, a clash between economic growth and protection of the nature and struggle between social justice and the protection of nature (Campbell, 1996). The dimensions of the framework and the interpretation of it make it complicated.

2.2 Social sustainability

Bramley and Power (2009) believe that the consideration of sustainability has now gone from focusing only on the environment to also including the social and economic factors. For a long time, companies have been able to gain market share by, for example, having a good environmental reputation. It is not until recently that social and ethical reputation has had a major impact. Social sustainability starts to get more attention, and integrated models have become more common, so the social aspect has also gained more space in contexts where the main focus may be the environment or the economy. (McKenzie, 2004)

Social sustainability as a concept is difficult to define in one simple way (Bramley and Power, 2009). Not to limit the study, several definitions and aspects will be presented to show the width of the subject. Dempsey et al. (2011) states that it is a wide-ranging concept and something that will constantly change over time. Social sustainability can also be expressed as a process of meeting the needs of society and people today in a way that makes it possible to meet the needs of future generations. (Interfaith Center on Corporate Responsibility, 2011). However, McKenzie (2004) points out the positive with all scattered definitions and indicators. If there had only been one definition that would suit everything, it would have been too general to be able to give effect to a specific situation. McKenzie (2004) argues that definitions of sustainability have the best effect when developed at more local levels.

Although the social aspect is mentioned together with economic and ecological factors when considering sustainability, social sustainability rarely gets as much attention as the other two (Ajmal et al., 2018). Despite how important social sustainability is, the economic and environmental factors are prioritized (Woodcraft et al., 2011). The reasons why social sustainability is not prioritized seem to be many. Social sustainability is, for example, much more difficult to measure compared to factors related to the economy or the environment. (McKenzie, 2004) Omann and Spangenberg (2002) also believe that social sustainability still does not have a broad recognition among decision makers and even researchers. Ajmal et al. (2018) state that at present, most initiatives in sustainable development include economic and environmental aspects while the social dimension is overlooked.

To investigate more closely what social sustainability includes, Barron and Gauntlet (2002) have identified five principles of social sustainability as a way to define the concept, which are equity, diversity, quality of life, interconnectedness, and democracy and governance. Equity means that society must provide fair opportunities for everyone, especially the most vulnerable. Barron and Gauntlet (2002) express it as

a fundamental and vital component. With diversity, Barron and Gauntlet (2002) refer to the degree to which society provide and encourages diversity. Quality of life stands for ensuring that the basic needs are met, which should support a good quality of life at the community level for all members. Interconnectedness includes society that creates structures and systems that promote connections within and outside the community. With democracy and governance, Barron and Gauntlet (2002) mean the democratic processes and the responsible and open governance structures.

2.2.1 Measurability in social sustainability

There has generally been a strong focus on trying to define and measure social sustainability with different types of indicators (McKenzie, 2004). The literature on how social sustainability can be implemented in concrete terms is lacking. Instead, much research focuses on defining and measuring social sustainability. Ajmal et al. (2018) means that social sustainability can not be measured as for example cost-benefit analyses or gas emissions and there is a lack of evaluation systems. Although, as McKenzie (2004) puts it, it can be useful with definitions and indications, but it can also cause problems. McKenzie (2004) believes that it is almost impossible to define social sustainability without mentioning any characteristics. That, McKenzie (2004) means, might lead to that some critical dimensions become excluded since they were not considered as a characteristic in the definition. There is thus a risk that social sustainability is measured based on predetermined definitions with different indications and features. Since, as mentioned by (Dempsey et al., 2011), social sustainability can be defined in many various ways, it is, therefore, challenging to create a framework that can evaluate the implementation of social sustainability and through that measure it.

2.2.2 Tools for social sustainability

In former tools that have been used to assess sustainability, social issues have mostly been lacking. However, there has been a development in the area, and a few methods and tools have emerged to assess social sustainability aspects. (Weingaertner and Moberg, 2014) The developed tools and support can generally be described as a question bank that easily and in a more structured way creates discussion between different people with different professions on social sustainability issues (RISE, 2019). Social impact assessments are a type of tool that consists of a variety of knowledge, methods, and values (Vanclay, 2003). A definition of that type of tool is *“Social Impact Assessment includes the processes of analysis, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.”* (Vanclay, 2003:p.5). Social Konsekvensanalys from Göteborg Stad and other versions of consequence analysis from different companies are examples of Social impacts assessments.

2.2.3 Certifications

There are several different certifications within the area of sustainability, which, for example, can evaluate a buildings performance or certifications that consider entire neighborhoods. The certifications aim to stimulate development towards increased sustainability. In this paragraph, a selection of different certifications will be presented based on those that have some focus on social sustainability and those that are most comprehensive and used worldwide. (Sweden Green Building Council, 2019b)

The BRE Environmental Assessment Method (BREEAM) is a UK environmental certification system and is one of the oldest and most widely used of the international practices. Since 2013, there is a Swedish version called BREEAM-SE, which makes it possible for buildings to be certified according to Swedish rules and standards. A BREEAM-SE certification is assessed based on several different factors, including, for example, the building's energy use, water management, and indoor climate. (Sweden Green Building Council, 2019c) LEED is considered to be the most internationally known environmental certification system. Depending on which part of the world you are in, there are regional adjustments to parts of the system. To obtain a LEED certification, the building needs to achieve some criteria within each area of the certification system. (Sweden Green Building Council, 2019a).

Considering what Atanda and Öztürk (2018) present in their report, it shows that both BREEAM and LEED contain notably few social aspects. Likewise, Sharifi and Murayama (2013) presents that several certification systems have shortcomings and a lacking focus on assessing social sustainability and instead more focus on, among other things, environmental dimensions. These certifications demonstrably do not know how to translate social sustainability. Both BREEAM and LEED are presenting their indicators for social aspects and the only one they have in common is "Indoor Environmental Quality". Besides that, LEED also takes "Sustainable site & Accessibility" into account and BREEAM takes "Education, Health & Safety". (Atanda and Öztürk, 2018). It is, therefore, not much help to get from the certification when working with social sustainability.

2.2.4 Rules and regulations

In Agenda 2030, which was adopted by the world's heads of state and government in 2015, the 11th goal of the 17 global goals for sustainable development focuses on the roles of cities and societies contributing to sustainable development (FN, 2019). The 11th goal is linked to several indications and target areas are related to social sustainability in urban development, that should be taken into consideration (UNDP, 2019). On a national level, some goals are also relevant for community planning in several areas, for example the 3rd goal "Ensure healthy lives and promote well-being for all at all ages". The Swedish legislation states that regions and municipalities are responsible for ensuring social sustainability in community planning (Ström, Molnar, and Isemo, 2017). In Miljöbalken (The Swedish Envi-

ronmental Code) and its planning and building law paragraphs, it says that social sustainability must also be secured during land use and planning (Ström, Molnar, and Isemo, 2017). Summarized, the regulations in Sweden is light and there is a need for more recommendations and guidelines. Despite that there is political goals and international conventions, there are no demands, no regulation, and no incent for socialives sustainability in Sweden.

2.3 Social Sustainability in Urban Development

The urban population in cities around the world are constantly growing, and in 2008, half the worlds' population was stated as urban inhabitants (Dempsey et al., 2011). These numbers are additionally predicted to reach 5 billion in the year 2030 (Martine, 2007). Due to this fact, the concept of sustainable cities has become more relevant and not least, the social aspect of it. This urbanization is demanding a more sustainable way of developing and densifying cities. Functional integration and social approach necessary when creating a sustainable and mixed city. When the urbanization is increasing, it is not sustainable to spread out the city over large arable areas, where the residents need transportation for every matter. The goal is instead to build cities in a way that creates a liveable ambiance. (Mistra Urban Futures, 2013). To build a sustainable city takes time, and it is a process that demands patience (Veau, 2012). It is not only about a lot of buildings and housing, but it is also about creating sustainable habitat in all aspects. An interaction between urban functions and their qualities need to be taken into concern when planning the city. It has to be a balance between green areas, ecosystems, housing, offices, culture, stores, meeting places, and squares (Mistra Urban Futures, 2013). The need for more tools and knowledge among politicians, authorities, the business sector, and the civil society is also essential when it comes to understanding the important work and development of social urban sustainability (Mistra Urban Futures, 2016). According to Socialdepartementet (2014), it is important for the city planning departments of the municipalities to obtain a strategic role regarding sustainability and have a holistic approach which includes an organization of different actors that are involved in the process. It is also important to know the municipality's role regarding early decisions, where they have mandate to plan for the city's future hence they are the ones who control and develop the overview plan for Gothenburg (Fredriksson, Lundström, and Witzell, 2013:p.61-62). Today, it is generally known that sustainability is not something that can be achieved by a company alone, but requires cooperation from all actors (Pero et al., 2017).

Something mentioned as vital for achieving social sustainability in urban development is early engagement and involvement of different actors, which Göteborg Stad is trying by e.g. workshops in early stages in large projects. Weingaertner and Moberg (2014) believe that early involvement is essential to be able to identify and define priorities. (Kolltveit and Grønhaug, 2004) consider that the decisions made in the early stages are more productive than in later stages. However, that phase has the most significant uncertainty, which leads to that the value it produces then depends entirely on how that phase is carried out. Patel and Fortune (2006) express

that both theory and practice point at the need for early participation by the actors concerned.

2.3.1 Features in the urban context

As told in chapter 2.2, the definition and meaning of the social pillar of sustainability are hard to define or explain, and the dimensions and ideas of it are many. To find indicators and measurable features for social sustainability in urban areas, which can be measured in the same way as, for example, carbon dioxide emissions are not that easy. Although, there are different themes and concepts developed to navigate and chart the questions and problems about the social pillar (Gustavsson and Elander, 2013). The literature shows some consensus about the subject and agrees in the importance of cohesion and continuity in the local community and legal aspect in the urban areas (Gustavsson and Elander, 2013). Weingaertner and Moberg (2014) presents a table of shared aspects from various literature that characterize the discussion in the urban context. Although the authors have different angles for the issue, for example some are referring to education when talking about equal opportunities and some are referring to access to benefits, resources and information, the primary objectives are the same (Weingaertner and Moberg, 2014). Dempsey et al. (2011) presents a more detailed view of social sustainability in the urban context and therefore, Weingaertner and Moberg (2014) list of aspects will be complemented with some relevant aspects from Dempsey et al. (2011). The following list is presenting the aspects identified by Weingaertner and Moberg (2014) and Dempsey et al. (2011) in the review of different urban sustainability literature:

- Accessibility (e.g., access to employment, open spaces, local services, resources, facilities, green spaces)
- Urbanity
- Social capital and networks
- Decent housing
- Sustainable urban design
- Neighbourhood
- Health and well-being
- Social cohesion and inclusion (between and among different groups)
- Safety and security (real and perceived)
- Fair distribution of income, employment
- Local democracy, participation, and empowerment (community consultation)
- Cultural heritage (e.g., local heritage and listed buildings)
- Education and training
- Equal opportunities and equity
- Housing and community stability
- Connectivity and movement (e.g., pedestrian-friendly, good transport links)
- Social justice (inter-generational and intra-generational)
- Sense of place and belonging
- Mixed use and tenure
- Attractive public realm

- Local environmental quality and amenity

All these objectives can contribute to the level of social sustainability in the urban context, although the ability to measure them differs a lot and can be hard to present. Gustavsson and Elander (2013) means that all aspects are not relevant to all projects. Instead, it is more relevant to study the gradation of the concept of social sustainability that the project has chosen to focus on. Further, Gustavsson and Elander (2013) has researched different city planning projects, and together with literature in the field, they have reached three important values that can be used when developing social sustainability in urban areas. They are: *social inclusion, participation and place-identity*. All of them are broad definitions and includes many angles.

Social inclusion imply to be included and involved in society through work, political rights, social networking, and lifestyle. It is also about empowerment of the individual, by having a purpose and to get resources, and gains access to knowledge that contributes to the opportunity to be involved in society by finding intuitions suitable for the individual. Another important aspect for this is life quality as the safety of a home, leisure, and meeting places. (Gustavsson and Elander, 2013). That is in close relation to the next value: participation. Gustavsson and Elander (2013) means that inhabitants' ability to be involved and to participate in city planning projects and urban area development has a positive impact on their health and well-being. Also, if the political control system of society is open for the inhabitants' views, the relation between them is growing, and the trust for the political system is increasing. The politicians and municipality needs to invite the citizens in an early stage to get use of their opinions and experiences. The last value is place-identity, and it is about how the inhabitants identify themselves with the part of the city they are living in. It is partly about connecting and strengthening the social relationship between the citizens and a neighborhood and ease equal prerequisites, and partly about creating a positive and independent image of the neighborhood, particularly in especially exposed areas. Natural meeting spots and squares are important. (Gustavsson and Elander, 2013)

Dempsey et al. (2011) mean that it is important the understanding of positively versus negativity in the concepts of urban social sustainability. While a few people would agree on that a grey, unsafe and dirty neighborhood is better than a clean, safe and green area, it can be a problem if social sustainability is interpreted as only being possible for implementation in "high" environmental quality neighborhoods (Dempsey et al., 2011). Therefore, it is essential to be aware of the complexity of the system and know what can be seen as negative and problematic, and vice versa. Even if the relation and complexity in this matter is hard to define and is lacking a general agreement, Dempsey et al. (2011) stated that *"it is widely assumed in theory and policy that such concepts, social cohesion, capital, and inclusion as well as high quality living environments, are positive and desirable social goods"*.

2.4 Social Sustainability in Gothenburg

Gothenburg is currently growing rapidly and is expected to have 150,000 more inhabitants in 2035. Today, Gothenburg is a segregated city in several respects. (Göteborgs Stad, 2014b) There are tendencies for increasing social divisions and risks of polarization. (Stadsbyggnadskontoret Göteborgs Stad, 2009) Gothenburg's different districts differ greatly, and there are indications that both social and economic differences between residents are increasing (Göteborgs Stad, 2014b). Housing segregation is highlighted as one of the most important issues for achieving social sustainability in Gothenburg (Stadsbyggnadskontoret Göteborgs Stad, 2009). Social sustainability has been identified as a focus area within the Gothenburg Region's Local Government Association's (GR) business orientation (Ström, Molnar, and Isemo, 2017). GR is the initiator of the project and the final report "*Social hållbarhet ur ett samhällsplaneringsperspektiv*", which aims to create a knowledge overview of the concept of social sustainability concerning community planning, to both help researcher to get an better understanding of the practical challenges and to help practitioners get a broader theoretical reference framework. In the report, several strategies and approaches have been presented on how social aspects in community planning can be managed. The aspects aim to guide how to work with social sustainability and encourage reflection. This report can be seen as a helping tool and there is a focus on four themes which are a comprehensive view, access and accessibility, mixing and variation as well as collaboration and participation. (Ström, Molnar, and Isemo, 2017)

2.4.1 Divisions in Göteborgs Stad

The municipality for Gothenburg is segregated in several divisions and administrations. These administrations are covering different matters for the entire city. Additionally, every city-part has its district administration. (Göteborgs Stad, 2019). All these division are, to some extent, involved in working with social sustainability. The ones that are connected to city planning are listed in table 2.1.

Table 2.1: Divisions in Göteborgs Stad

Division
Fastighetskontoret
Kretslopp och Vatten
Kulturförvaltningen
Lokalförvaltningen
Mijöförvaltningen
Park- och Naturförvaltningen
Stadsbyggnadskontoret
Stadsledningskontoret
Trafikkontoret

2.4.2 Actors in the construction business

The construction business is a web consisting of several different actors. It includes, for example, local authorities, building industry, real estate owners, architects, technical consultants, and the building material industry, presented in 2.2 (Hughes and Murdoch, 2001). In the case of Gothenburg, the municipality is divided into multiple divisions (see section 2.4.1) which creates an even more complex structure for the construction business. The municipality has the most significant impact regarding decision-making in the urban development process and also a responsibility when it comes to evaluation and follow-ups, while the industry is mainly focusing on growth and execution (Lindahl and Rydehell, 2014). All actors have an important role in the business, but the contractors' purpose will be presented more to get a deeper understanding of their role to get a better comprehension in the coming chapters. The rest of the study will also only focus on the municipality's, contractors' and consultants' work and collaboration. The reason is their relevance to the development of social sustainability due to their crucial positions and their force to influence the entire business. An overall perspective would, of course, have been interesting, but due to the size of the study, it was not prioritized.

Table 2.2: *Actors in the construction business*

Actors
Local authorities
Contractors
Real estate owners
Architects
Technical consultants
Building material industry

The contractors face some issues and challenges when working with social sustainability. According to Buser and Koch (2014), one challenge is to weight the business approach to the possible benefit approach and try to bridge that gap. That to find a sustainable solution for the long-term perspective and not only gain economic profit. Another challenge is to see beyond the building and take an entire area into account and see the big picture, not only the building itself, to tie together blocks and the entire city. It is also a challenge for the contractors regarding working in projects only for a limited time. This type of project-based work is standard for the construction business but also limits the work with social sustainability goals, which requires a large time span. If the contractors merged with longer-term partnerships, as a private-public partnership, the duration in the project would extend, and the work with social sustainability would develop and last much longer. All the challenges include seeing beyond only the economic part to create a more sustainable and integrated society. (Buser and Koch, 2014)

2.5 Transition

One of the major challenges in the 21st century is sustainability transitions (KSI, 2010). According to both researchers and politicians, a fundamental transformation needs to take place, and in sustainable development, it will require a series of profound structural changes in modern societies. These change processes take a great deal of time and are referred to as transitions. (KSI, 2010) Grin, Rotmans, and Schot (2010) define a sustainability transition as “*radical transformation towards a sustainable society, as a response to a number of persistent problems confronting contemporary modern societies*” (Grin, Rotmans, and Schot, 2010:p.1). Transitions are something that involves a wide range of different actors and takes place over a long period (Markard, Raven, and Truffer, 2012). During a transition, for example, new business models or services/products arise and also new organizations that can partially supplement or replace existing ones. Technical and institutional structures can also change. (Markard, Raven, and Truffer, 2012)

It requires several changes to achieve urban sustainability, and it is wise to look at the broader goal of it (Ernst et al., 2016). Hamann and April (2013) describe it as “*purposive, systemic, long-term and vision-led change in the incumbent complex of practices, technologies, infrastructures, markets, and institutions that determine patterns of production and consumption of resources*”. It also requires a major change in the entire system of the business, which includes the culture, structure, and practices (Ernst et al., 2016). The culture aspect includes norms, values, ethics, and the collaborative actions and integration of different solutions and approaches. It also contains interactive relationships between industries, governments and universities and the integration of knowledge and viewpoints between them. It can also contain engagement of communities, co-creation, and collaboration with interest groups and stakeholders. The aspects regarding the structure include laws, standardized routines, and rules. It aims to empower and enable the role of local authorities and establish new contractual forms, property rights, and sustainability-oriented building standards. It will also include developing transition-oriented planning schemes. The practice aspect is focusing on the development of new building technologies and sustainable building materials. It also includes the development of new business models and to create an area where a flexible way of working with urban planning and design is being encouraged, and the work with natural resources and social capital is done in a sustainable and responsible way. (Ernst et al., 2016). For a transition to take place, it must include fundamental changes within both the culture, structure, and practices (Loorbach, 2007). The focus of this study will be on the municipality of Gothenburg, contractors, and technical consultants. Considering what has been mentioned above, the local authorities and the industry is a part of the transition.

Geels (2011) emphasizes that private actors have limited incentives to address sustainability transitions and argues that public authorities are crucial for a sustainability transition, especially in the area of changing economic conditions and supporting sustainable niches. Furthermore, Geels (2011) also explains that sustainability transitions are unique, as many of the “sustainable” solutions do not give apparent

benefits, because it can concern something that will benefit everyone in an overall way. That means that the benefits are often valued lower in performance or price dimensions. Geels (2011), therefore, believes that changes need to be made from the politics within the economic framework conditions, with, for example, taxes, rules, or subsidies.

3

Methodology

This chapter describes the methods used and how the work was constructed. The section also touches upon validity and reliability, since there may be aspects that can affect the results of the interviews. Ethical issues are also considered. The work is primarily qualitative.

3.1 Research design

The topic of this thesis project was developed in consultation with the interest of Stadsbyggnadskontoret and the authors. Two supervisors from the Stadsbyggnadskontoret served as support throughout the process with some meetings. To fulfill the purpose of the report, a qualitative approach has been used. The advantage of the qualitative research process is, as mentioned by Backman (2016) that it is not standardized to a great extent, but more flexible compared to other research processes. That is needed as several different steps often take place with strong interaction (Backman, 2016).

Qualitative research aims to give an increased understanding of an area (Justesen and Mik-Meyer, 2012). This type of research is performed using methods that are suitable for describing different phenomena in their context to then present an interpretation. Qualitative data can be collected through several different approaches, for example, through interviews and observations. (Justesen and Mik-Meyer, 2012) Since the report contains research questions based on *how*, semi-structured interviews have been used for this study. This because Justesen and Mik-Meyer (2012) states that reports based on *how-questions* are best answered with an exploitative approach, such as interviews with a lower degree of structure.

3.2 Data collection

The planning and structure of the report have been developed in line with the appropriate tools and theory. The result has been compiled using the following methods:

- Literature review
- Document study
- Interviews
- Analysis of material

The data collection is divided into two parts, primary data, and secondary data, according to Justesen and Mik-Meyer (2012). The primary data is the collected data that will be used in the actual study, which is mainly the interviews. The secondary data includes the literature study and the theoretical framework with scientific literature, published reports, and academic journal articles. That data has been collected critically to secure the reliability of it.

To find material for the theoretical framework, the database Summon, provided by Chalmers Library, has mainly been used. The main content that has been focused on is scientific reports and studies made in the field. The focus has been on both international and national literature to broaden the spectrum and the understanding of the main subject. The keywords have been used to facilitate the search for relevant information. In the literature study regarding Gothenburg, published reports and studies has been collected from Göteborgs Stads database with public access.

3.2.1 Literature review

The theoretical framework has been made from an extensive literature review. According to Bryman (2016), the aim with a theoretical framework is to collect and understand the foundation and extent of the subject. It is also about finding out in what area most research has been done and what research methods and research strategies have been employed. Therefore, it is important to include several, independent sources to present an objective and third party perspective of the material. (Bryman, 2016)

The focus of the literature review was to sort out the understanding of social sustainability in urban development. To achieve that understanding, it is necessary to complete some more profound research, including an investigation of sustainable development and social sustainability. Published reports, academic journal articles, and other studies in the field are the primary sources for the framework. In consideration that this is an area of continual changes in a short time, the year of the publications has been taken into account when choosing sources.

3.2.2 Document study

A document study was made regarding social sustainability in Gothenburg. The study is based on Göteborgs Stad's material on the issue. The collected research material is solely gathered from Göteborgs Stads database, which has public access. With inputs from three employees at Stadsbyggnadskontoret, the most relevant material could be collected and reviewed. An extensive amount of material has been analyzed, but a large part of it ended up outside the research purpose and has instead acted as a basis for understanding the bigger picture. A primary focus has been on the tools they are frequently working with, especially the tool Social Konsekvensanalys (Social Impact Analysis). However, in the analysis, the tools ended up a bit aside because of the many other aspects of social sustainability that were more attentive.

3.2.3 Interviews

Interviews were made to create a broader and deeper understanding of the studied topic. The aim of the interviews was also to find various perspectives from different parts of the industry. Semi-structured interviews were chosen, to achieve an optimal result as possible. It is a suitable method because of the importance of the individual respondent's answers and the ability for a combination of structure but yet flexibility, to get the most content possible (Adams, 2015).

Eighth semi-structured interviews with respondents were conducted between March and April 2019. The interviews lasted for approximately one hour. Three of the interviews was made with employees at Stadsbyggnadskontoret, with different work positions. They all took place in private rooms at their office. The other five interviews were done with employees in the construction business. Two people from Skanska were interviewed and one person respectively from Rambøll, Wästbygg and Akademiska Hus. The interviews were conducted over the phone. The documentation from the meetings was discussed, compiled, and analyzed to establish any links and conclusions. For this stage, post-it notes were used. The total outcome was then collected and reviewed to be used as a basis for the analysis and result. The interview questions differed depending on the respondents. The employees at Stadsbyggnadskontoret got the same questions, with some exceptions because of their position and relation to the area. The other respondents, connected to the construction sector, were asked additional questions than Stadsbyggnadskontoret, more relevant to their work and knowledge. However, some of the questions were similar to all interviewees. The questions were organized in a way that provided a broad picture of the subject and reflected the respondents' opinions and knowledge in the field. Analyzing the empirical material resulted in six different focus areas in the result.

An essential part of this process was to find the most suitable respondents. It is of the highest importance for the interviews to yield as relevant information as possible, but also to deliver a fair result. The first two interviews were performed with employees at Stadsbyggnadskontoret. They have also worked as support during the entire report process and were, therefore, a natural choice. The following respondents were found by *snowball sampling*. It is a technique where the first respondents proposed other suitable respondents of their knowledge (Bryman, 2016). In this case, the snowball sampling led to both contacts in Göteborgs Stad and further also to the construction industry. It was of the highest priority to interview respondents who are involved in the topic and are experienced in the field. Therefore it only resulted in eight interviews. Due to anonymity, the respondents' work title is not presented. However, all respondents work with social sustainability as one of the main topics in their daily work. An overview of the respondents is presented in 3.1.

Table 3.1: *Interviews*

Company
Stadsbyggnadskontoret
Stadsbyggnadskontoret
Stadsbyggnadskontoret
Wästbygg
Rambøll
Skanska
Skanska
Akademiska Hus

3.3 Analysis of material

The purpose of the analysis section Backman (2016) argues is to create an overall picture and to clarify underlying causes. During the analysis process of qualitative data, there is always a recurring interaction between the collection, interpretation, and analysis of the material (Bryman, 2016). In this study, this has been reflected in the way that the three different parts have taken place in parallel, primarily to create a good overview of the material.

All interviews conducted were recorded and then transcribed carefully. To handle the interview material in a useful and proper way, the transcriptions have been read through several times where vital details have been highlighted and then written on post-its. After a review of the post-its based on the interview material, some patterns could be distinguished. It was at this stage that the six separate themes took shape. The results have thus been formed based on thorough analyses, discussions, and compiled data.

3.4 Ethical aspects

According to Bryman (2016), the basic ethical aspects for the people who are directly involved in the research are; volunteerism, integrity, anonymity, and confidentiality. All interviewees who have participated in the study have been briefed with the purpose of the study. The interviewees have also been informed that participation is voluntary and that there are possibilities of anonymity if desired. It has also been stated that the information collected from the interviews will only be used for the research.

3.5 Reliability and validity

As Bryman (2016) explains reliability, it can be referred to like the consistency of a measure. Reliability is thus about whether the results of a study are repeatable. Since the analysis in the report is based on the interviewees' subjective perceptions

within the subject for this report, a replication of the study would probably not lead to the same results. Bryman (2016) explains validity as the integrity of the conclusions generated by research. Internal validity is about how credible the results are. Since the study is based on the respondents' interview responses, the interpretation of the data collected is of great importance for the study's results. External validity is if the results could be applicable in other contexts. It can, therefore, be difficult to draw general conclusions from the report since the study is not sufficiently comprehensive and only based on a few companies. (Bryman, 2016)

3.6 Discussion of research design

It is important to raise and be aware of the factors that may have influenced the report's results. In the study, eight respondents were interviewed from Stadsbyggnadskontoret, Skanska, Rambøll, Wästbygg, and Akademiska Hus. Since the study is relatively limited and only performed on a few companies, it is not possible to draw any strong general conclusions from the study. What is stated is linked to the conditions of the companies that have been included in the study. If additional respondents from different companies had been interviewed, similarities and differences could have been further substantiated. However, differences and similarities between the companies' working methods regarding social sustainability have been compared, which can thus give a certain strength and width to the study's results.

The interviews with Stadsbyggnadskontoret were conducted at their office during working hours, and the rest of the interviews were arranged over the phone, also during working hours. All interviewees had previously been informed about the purpose of the discussions. Since the interviews took place in an environment where the respondents are active in their everyday work, the hope was that they felt comfortable, secure, and dared to express their genuine opinions and knowledge. For the interviewees not to feel pressured, all respondents were only interviewed by one person, while the other author of the report took notes. The questions varied somewhat between the different interviews depending on the company and varied experiences and roles. Something that can be further questioned is whether the interview questions have been formulated sufficiently well to be able to fulfill the purpose that the study intends to answer.

The different interviewees have different experiences and backgrounds in different companies, which can be contributing to why they may have perceived the questions somewhat differently and therefore, given different answers in some cases. The interview questions may also have been unclear, which may have led to misunderstandings for the interviewees. That can also be a reason for differences in their responses. One common source of error that may occur during interviews is that the respondents do not provide correct information without knowing it (Bryman, 2016). With that, Bryman (2016) means that the interviewees can remember incorrectly or that the interviewer records or processes the answers in a wrong way. That could be a risk although the interviews were recorded.

All interview questions could not be used in the analysis process. That is because some of the respondents were not sufficiently familiar with parts of the topic to provide an honest answer. All questions were not relevant either to answer the purpose of the report. In the analysis, therefore, only the subject areas and issues that are most relevant for fulfilling the purpose are taken into consideration.

The report is written by two people, which creates different views and impressions of the interviews and the literary material. One strength with having several people questioning and interpreting the collected data is that different perspectives can be lifted, which an individual writer might not have reflected on, or even could have missed out on. Another strength of writing in pairs is that both the writers have contributed with criticism and feedback throughout the report writing, which the authors consider has contributed to the proper development of ideas and reflections.

4

Empirical Results

This chapter exhibits the results that emerged from the analyzed literary material received from Göteborgs Stad and the empirical findings from the interviews. The results of the interviews are presented under six different headings, which in turn include six different themes. The responses in the interview section are under each subsection divided into separate parts for the private actors and respectively, the public actors to make it easier to compare the different viewpoints.

4.1 Göteborgs Stad - Material for social sustainability

Göteborgs Stad is continuously working and developing material and guidelines for sustainability in the region. Through different organs and in collaboration between departments, reports, and documents are produced to guide and clarify the questions and issues addressed to the city planning. The material is a combination of information, case studies, propositions for development, and actual tools. The tools are mainly developed within the municipality and also aims to be primarily internal tools. In the following part, the content and tools will be presented. The focus is mainly on the tools, especially Social Konsekvensanalys, because of its concreteness and its easy configuration. Further, this information will be connected to interviews with employees at Göteborgs Stad to create depth in the issue.

4.1.1 Dimensions of Social Sustainability

The new Översiktsplan (further referred to as ÖP) is presenting ideas and plans for the coming years for the city of Gothenburg (Göteborgs Stad, 2018c). The document is also processing the social aspect of the development and is explaining the importance of connections and understanding between different progress aspects. The ÖP serves as a vision of how the municipality's land and water should be used in the long term (Göteborgs Stad, 2018c), which involves social sustainability. Figure 4.1 presents a brief network of the development of the city. Göteborgs Stads other publications and studies are all linked to the ÖP.

4. Empirical Results

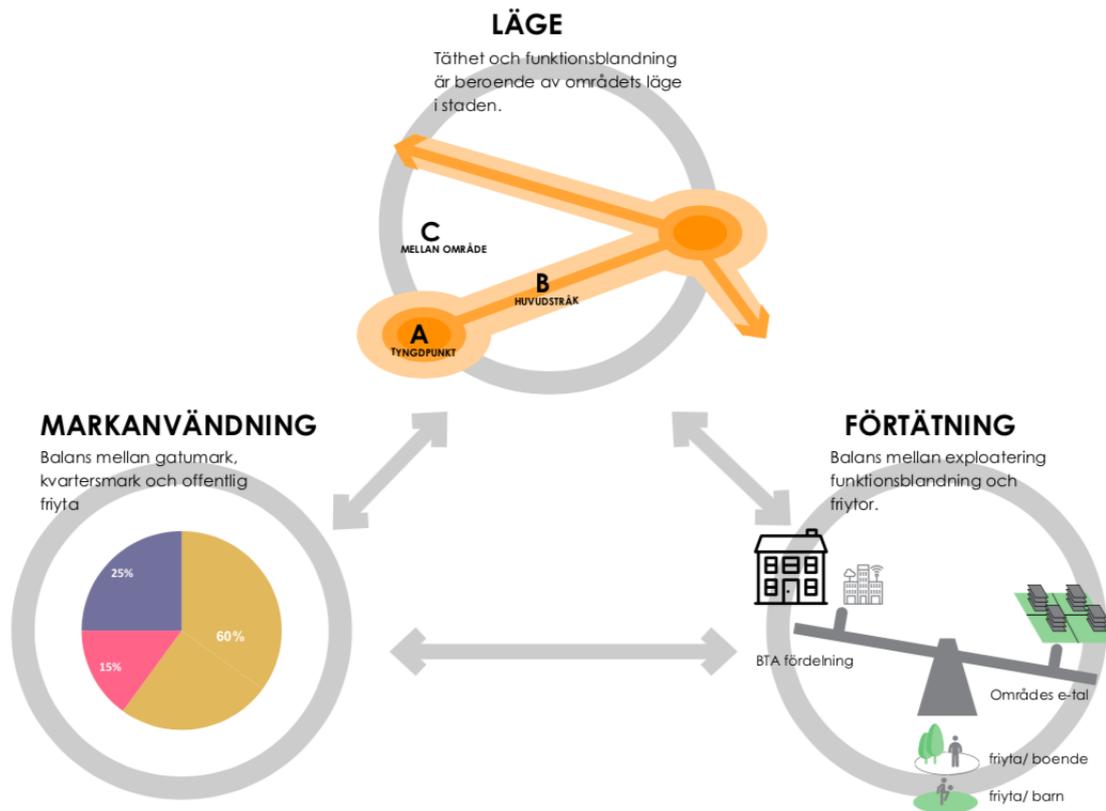


Figure 4.1: Links between densification, land use and location in Gothenburg (Göteborgs Stad, 2018d:p.55).

Common denominators in Göteborgs Stads publications in the social sustainability urban context are the focus on participation, safety, a mixed city, green areas, and availability (Göteborgs Stad, 2018b; Legeby, Berghauser Pont, and Marcus, 2015). In the report *Göteborgs Stads program för en jämlik stad 2018–2026* (Göteborgs Stad, 2018b), factors and actions regarding equality are presented. Examples of actions include giving each child a good start in life and continued stable conditions through the school years, creating conditions for work, and creating health-promoting and sustainable habitats. The inhabitants' involvement in city planning is highlighted as an essential factor to increase cohesion and trust when developing parts of the city. To increase the identity and safety in the city the report states that it is vital to give all areas equal focus and to build a linked city without barriers. The green spaces must be evenly spread, and the resources in terms of workplaces, culture, services, and health care must be more equally available. (Göteborgs Stad, 2018b; Legeby, Berghauser Pont, and Marcus, 2015) These equality factors are complemented with a focus on architecture. In the *Arkitekturpolicyn* (The Architecture Policy), Göteborgs Stad is presenting the importance of the city's architecture, both new and existing Göteborgs Stad (2018a). The aim is to add more weight to design that creates value, solidarity, and sustainability. A diverse and enjoyable urban environment is an essential aspect of social sustainability, and this will be highlighted in the new ÖP. *Arkitekturpolicyn* shall contribute with this by presenting a common approach to the architecture so that the Göteborgs stad works together for a good living environment and sustainable development Göte-

borgs Stad (2018a).

4.1.2 Göteborgs Stad - Tools

Göteborgs Stad is presenting two types of tools they are using in the development of social sustainability. The first one, *Social Konsekvensanalys*, is an analytic model and process support to help map and understand inhabitants life situation when a physical change is about to be implemented (Göteborgs Stad, 2018c). The tool is designed to be used for collaboration between the divisions in Göteborgs Stad but also to invite other actors from the private sector to cooperate through, for example, joint workshops. Social Konsekvensanalys seeks to provide a common language and a platform for collaboration. (Göteborgs Stad, 2018c) The other tool, *Indikatorer för Stadskvalitet*, is more concrete with absolute values and measurements to help and ease the planning and construction of new or existing areas (Stadsbyggnadskontoret Göteborgs Stad and SPACESCAPE, 2017).

Social Konsekvensanalys (Social Impact Analysis)

Social Konsekvensanalys (further referred to as SKA) is an analytic tool that is used to strengthen the work on social aspects in social planning and to highlight the critical human elements (Stadsbyggnadskontoret Göteborgs Stad, 2016). It aims to identify significant social issues for the municipalities plan architects who work within, for example, the planning process. The significant social issues need to be taken care of in the planning work and create an increased knowledge of the site (Göteborgs Stad, 2018c). The SKA can help to highlight shortcomings, assets, and needs within the social dimension (Stadsbyggnadskontoret Göteborgs Stad, 2011) The tool is also used to develop measures and various proposals for change (Göteborgs Stad, 2018c), and describe the effects of each proposed action (Stadsbyggnadskontoret Göteborgs Stad, 2011).

The analysis tool consists of four social dimensions and five analysis levels (Stadsbyggnadskontoret Göteborgs Stad, 2016). The four social dimensions are a cohesive city, interactions, everyday life, and identity. The different analysis levels are buildings and places, neighborhood, district, city, and region. (Stadsbyggnadskontoret Göteborgs Stad, 2011). A model of the tool is presented in figure 4.2.

Cohesive city

The social aspect *cohesive city* originates from the fact that Gothenburg, at present, is a segregated city (Stadsbyggnadskontoret Göteborgs Stad, 2016). The dimension illustrates how the city can be made more coherent by the fact that barriers are bridged and connections are strengthened. Dimensions mentioned together with this aspect are social and spatial contexts, connections and paths, coherent variation and mixing, continuity, localization of public functions, and health and safety. Based on physical planning, with intersecting paths and interweaving of different parts, it may be possible to create a mixture and counteract segregation. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

Interactions

The social aspect *interactions* emphasizes that meetings and interactions are important in the city, this to strengthen citizens' confidence in each other and also the social capital (Stadsbyggnadskontoret Göteborgs Stad, 2011). A populated urban environment that has clear places and gathering paths creates a secure environment. Features that belong to this aspect are interaction integration, meetings, and interactions, participation, a common neutral arena, private and public environments, as well as orientation and security. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

Everyday life

The social aspect of *everyday life* means that the starting point for planning is people's everyday activities and routines (Stadsbyggnadskontoret Göteborgs Stad, 2016). Since all people have similar but also different needs, planning should be based on how the physical structure creates the conditions for practical everyday life. That related to how the social structure affects the use of the city. The dimensions that the aspect includes are use, localization, different needs, and life situations, supply, and variety, service and activities, accessibility, reach and proximity as well as health and safety. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

Identity

The social aspect *identity* represents the sense of belonging that can be experienced for an area. That feeling is associated with the physical nature of the area. (Stadsbyggnadskontoret Göteborgs Stad, 2011) Everyone identifies themselves to the city in its way, the identification the residents and visitors experience is thus naturally subjective and emotional. The dimensions mentioned in the aspect are character and identity, valuation and interpretation, historical depth and stories, experiences and memories, belonging and participation as well as attractiveness. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

The five different geographical analysis levels aim to bring to mind that the impact on the social aspects is handled in the planning work on several levels (Stadsbyggnadskontoret Göteborgs Stad, 2016). Each site should contribute to a positive development in the area as well as to the city as a whole. In the analysis, more or fewer levels than those stated can be used. However, it should appear why any analysis level is added or removed. Needs are identified based on each specific area. With the geographical analysis levels as help, knowledge of life within the area in question is described, as well as the role of the area and interaction with the environment. The social aspects are affected to varying degrees by the proposals for change, from an urban and regional level to location and neighborhood level. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

The analysis level *Building and places* means the design and content of the buildings and what is happening right outside the door in stairwells (Stadsbyggnadskontoret Göteborgs Stad, 2016). The second analysis level is *Neighborhood*, which includes what is happening in the immediate neighborhood, that is, on the street, the courtyard, and in the block outside. The analysis level *District* represents what happens

in the near functional area around the neighborhood. It includes, for example, green areas, streets, interconnected roads, room formations, and streets. The fourth analysis level is called *City* and is about the role that the area has for the social aspects of the city as a whole. It also includes how the area and the other parts of the city affect each other. The last analysis level is *Region*, which considers whether the local has any influence on social conditions in the region or a larger surrounding area. That analysis level aims to capture the broad perspective and can thus be more relevant for certain projects and less for others. (Stadsbyggnadskontoret Göteborgs Stad, 2016)

Complexity levels

Göteborgs Stad also works with support from four levels of complexity (Göteborgs Stad, 2017). These complexity levels aim to guide the scope of the SKA for different plans. The level of complexity determines how extensive work with the social impact assessment will be.

The social complexity level 1 means that the plan or plan area contains minor community functions and only a few homes, not more than ten, or no housing. There should also not be any goal conflicts. Community functions are referred to as public places and activities such as infrastructure, schools, workplaces, and more. Within the social complexity level 2, the plan or plan area contains some community functions and/or a small number of accommodations, below 100. This level of complexity might include some goal conflicts. The social complexity level 3 means that the plan or plan area includes a large number of homes, over 100 homes and/or community functions, as well as it also could contain clear target conflicts. Within the social complexity level 4, the plan or plan area contains significant community functions and/or a large number of homes. It can also contain clear target conflicts and be of great importance for the entire city and region. Göteborgs Stad (2017)

4. Empirical Results

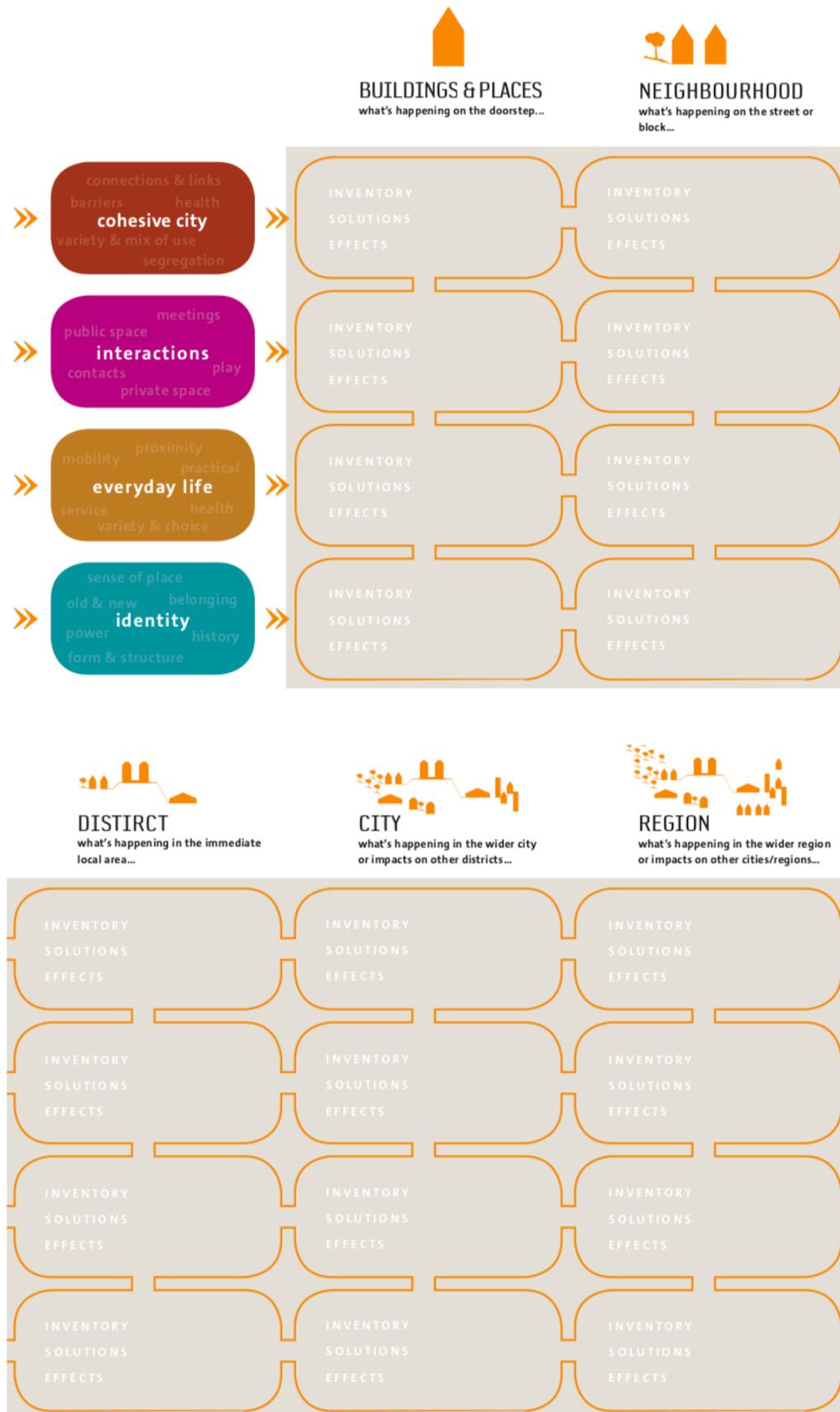


Figure 4.2: Social konsekvensanalys (Stadsbyggnadskontoret Göteborgs Stad, 2011)

Indikatorer för Stadskvalitet

The study *Indikatorer för Stadskvalitet* has been made because of the huge city planning challenges that Gothenburg is facing. It is a lot of goals and demands regarding housing, construction, health, and sustainable solutions for transportation. To reach these targets and be able to execute plans in a high-quality way, Stadsbyggnadskontoret is developing a framework with plan-indicators and limits based on science but with a user-friendly approach (Stadsbyggnadskontoret Göteborgs Stad and SPACESCAPE, 2017). The study aims to suggest and explain indicators and limits connected to city planning. It should act as a map with guidelines when developing existing areas or constructing new ones. It is based on international research in the field, but also on Göteborgs Stads own studies such as the new ÖP (Göteborgs Stad, 2018c), Utbyggnadsstrategin (Göteborgs Stad, 2014b), Trafikstrategin (Trafikkontoret, 2014) and Grönstrategin (Göteborgs Stad, 2014a). In the report by Stadsbyggnadskontoret Göteborgs Stad and SPACESCAPE (2017), it is explained that the development of public city-areas are of highest importance when creating value for the citizens and are connected to the social impact. Further, the indicators can help when developing the public rooms and connect them to the infrastructure, the constructions and the inhabitants to create a liveable and socially sustainable city.

In the study, 16 indicators are presented and complemented with a type of measuring method and recommended levels. The values are presented in 4.1.

Table 4.1: *Indicators, Measurements and Recommendations*

Indicator	Measurement	Recommendation
Part of public space	Percentage of public space	> 15% park and square- areas
Closeness green area	Walk distance to green area	Max 200 m to park- or nature area >02, HA
Closeness playground	Walk distance to playground	Max 500 m to playground > 01,HA
Closeness park	Walk distance to park	Max 1 km to park > 2 HA
Part green areas	Percent green area	>50% vegetation coverage in the area
Crossing frequency	Crossing distance	50-150 m between crossings
Traffic safety	Percent low speed street	>50% street speed under 30km/h
Street space	Percent car area in the section	Max 50% car area
Room integration	Room integration	Overlapping room integration
Settlement density	Plot ratio	>1.0 area or >2.0 block within 500 m from track station
Mix of functions	Part of housing of BTA	30-70% facility surface in the area
Property size	Property surface	<2000 kvm
Entrance frequency	Entrance frequency	<15 m between entrances along facade
Part street facilities	Facilities on ground floor along main string	>75% on ground floor along main string
Size of courtyard	Courtyard surface	>1500 kvm

The indicators are divided into three categories: public place, street areas, and block areas (Stadsbyggnadskontoret Göteborgs Stad and SPACESCAPE, 2017). The first five are included in a public place, the next four are street areas, and the last five are connected to block areas to ease the understanding of different divisions. Göteborgs Stad is presenting this study as a guide for the central parts of Gothenburg but means that it can be adapted for the other parts of the city as well, complemented with some adjustments. The tool can be used today, but a preparation of a step-by-step handbook is recommended to secure a real understanding of the process (Stadsbyggnadskontoret Göteborgs Stad and SPACESCAPE, 2017). It should also be mentioned that *Indikatorer för Stadskvalitet* is a relatively new tool and is not fully developed yet. The purpose is that it should be a complement to SKA. This document, just like SKA, is intended to be used for urban planning internally in the municipality.

4.2 Interviews

In this section, the results of all the interviews will be presented. The purpose with the interviews is to see how both actors from the public and the private sector is working with social sustainability. It is also about the collaboration between the actors and where problems and shortcomings can be found. Each subheading is divided into two parts to distinguish and clarify the viewpoints and opinions on social sustainability between the public sector and the private sector. The private actors' viewpoints are presented first.

4.2.1 Dimensions of Social Sustainability

All of the respondents share a collective picture of the understanding of social sustainability. They all include aspects as transportation, safety, closeness, green areas, health and well-being, culture, society services, identity, meeting spots, and solidarity. Respondent 5 says that social sustainability is about having the human in the center. He also adds that the actions and changes they are doing, always have to add something to the social environment. Respondent 4 means that social sustainability aims to create an easy way to live and to ease everyday life. Further, respondent 4 adds that it is also essential to always know whom you are building for and what particular needs they have. Further, respondent 6 says that social sustainability includes both social benefit and business value and is a lot about cooperation between different actors and departments. Respondent 7 expressed that *“You have to see it as a unit. Sustainable urban development is nevertheless about a development that is better for everyone”*. The respondent from Akademiska Hus states that the questions about the social perspectives get equal attention as questions about harder values.

The respondents all agreed that there is a complexity regarding social sustainability questions. Additionally, the matter is often presented as vague, and a bit undetermined, which can establish a misleading view from the very beginning. Respondent 8 believes that it is hard to know what will work in this area. It can fail if you do not do the right research, but sometimes it fails even when you do.

All of the social sustainability values and aspects are well-connected to each other, says respondent 2, but they also overlap each other, which can confuse a clear definition of them. Two of the respondents from Stadsbyggnadskontoret agrees that the most significant challenges are the complexity of social sustainability and the width of the concept. It is also hard to see the direct results of the analysis tool and to find explicit descriptions of what social sustainability means. The first respondent from Stadsbyggnadskontoret continues with the importance of finding the lowest common denominator within social sustainability and the fact that in the end, the political control everything.

4.2.2 Organization and cooperation

Both the respondents from the municipality and the construction industry all agreed that there are several problems with how the city of Gothenburg is working with social sustainability demands today. Respondent 7 argued that Stadsbyggnadskontoret demands too many and too high requirements regarding sustainability. They lack understanding of realization for the demands. She also experiences it as the municipality is working very divided from each other, and that is a problem. She enquires for only one office with only one management group to reach an entirety and understanding. Respondent 5 has the same perception and considers that the organization of the municipality does not support cooperation. Whether it is because of the size or the culture or something else, is still uncertain. Respondent 5 also says that he sees the complex work for the municipality when it comes to the plan, to create a balance between decisions in real time and to stay flexible for whatever the future will bring. Respondent 4 means that there is a paradox in the demands from the municipality, you should build for everyone, but at the same time, high demands are made on sustainability and design. According to respondent 6, pressure from the municipality is made with high demands, and construction companies make it a great focus. Still, the demands are not followed up regularly, which forms a feeling of waste of time. The respondent also says that it is important with distinct models and structures because of the blurriness of the subject. Respondent 5 also highlights the importance of working together, and to use all the competence that is reachable. The respondent explains that the reports made by the municipalities present all the problems, but the remaining issues are the solutions. A suggestion from respondent 7 is to create and work in teams during every single project. It contributes to creating a “we-feeling”, heading for the same goal and let people from different departments stay involved during the entire process. It can also open up for collaboration in the same project area during the production phase. The respondent from Wästbygg asks for a common arena, where the analysis underlying demands and decisions can be presented and explained, which does not exist at present.

One of the respondents from Stadsbyggnadskontoret means that there are challenges in the collaboration between the departments in Göteborg Stad and also in the national economy in general. There is no joint board for these questions regarding the society, and she explains that “*The biggest challenge today is actually how we are organized in Göteborgs Stad*”. Respondent 2 claims that it is difficult to collaborate with all the other actors that are involved, both internal and external actors. Everyone has their interest and goals, which make it problematic. The respondent also adds that a lot depends on politics, how they prioritize this in relation to other questions. Respondent 1 argues that one goal is to find an overall collaboration between the city and other actors by looking at broader perspectives regarding these questions. The report *Jämlik Stad* contains useful guidelines for the municipality to work together, and they are working on an implementation of this.

4.2.3 Market pricing

One aspect mentioned by the majority of respondents is the economic aspects linked to the work with social sustainability. Respondent 8 expresses the importance of knowing who will pay for the social dimensions of a project. Respondent 6 further argues that “*someone must be willing to pay for the effort*”. In respondent 6’s opinion, there should be a question about who gets the greatest value out of the social dimensions and along with that contribute financially. The respondent believes that if they all are to work together to create great solutions and social value for the city, everyone must be prepared to contribute financially if all parties benefit from the social aspects. Respondent 6 summarizes these difficulties by explaining that if no one wants to pay for the social investments, then the planned actions will be removed. Respondent 7 raises another perspective of the economic aspects and thinks that special additional efforts with social sustainability cannot be made everywhere in every project. Big projects with large investments in social focus involve much money, which respondent 7 is wondering if it provides something significantly better. In respondent 7’s opinion, it is about assessing the relevance of various issues and prioritizing what is most relevant and trough that be financially efficient. Furthermore, respondent 5 states that it is important to try to find financial values to calculate with when it comes to social sustainability. The respondent believes that there is no shortage of money or resources and stated that “*It is not the lack of money and resources that is the problem but how we use our resources. If we use our resources right then, we will reach extremely far*”.

Respondent 3 emphasizes that the economic values can have too much impact if, for example, there is not enough expertise on how important it is to develop a mixed city. The respondent explains that from an economic point of view, it is sometimes difficult to prioritize preschools/schools instead of apartments since all projects cannot hold a financial loss. However, economic issues were otherwise not something that was significantly highlighted by the respondents from Stadsbyggnadskontoret.

4.2.4 Social Konsekvensanalys (SKA) and other tools

The respondents’ responses show that they have different working methods regarding how the companies work with social sustainability in urban development. All different interviewed companies have their way of working on these issues. Each of the interviewed companies from the construction industry works with various tools, as mentioned previously. Respondent 8 explains that they work with something that they term as “campus plans” which the respondent experience has, since they started with this, reduced things falling away during the project. What respondent 8 perceives as problematic about working with issues regarding social sustainability in urban development explains the respondent as “*Generally people are happy to talk about things in visionary terms, but it is the actions that matter*”.

Respondent 7 explains that they have an internal tool similar to the SKA model, which has been described in more detail earlier in the report, but which has a few more parameters. Furthermore, respondent 6 mentions that they are developing

a mini-SKA that should be simpler and not quite as complicated. Respondent 4 explains that their company has a concept with requirements that they use when working on these issues, which also is followed up within the company. For example, they work with a concept that aims to build sustainable housing areas by "pushing" those who live in the houses to make good everyday choices - both ecologically, economically and socially.

It is slightly different how much the industry otherwise knew about Göteborgs stad's tool SKA. Skanska and Rambøll knew about it while the other actors were not particularly familiar with it. Respondent 6, who works at Skanska, believes that SKA is good if used correctly. The respondent further considers that the tool creates a broader perspective that everyone may not think of otherwise. Respondent 7 questions whether SKA is performed just because it is obligatory and if it depends on that if it ends up as a socially sustainable area or not.

Göteborgs stad mainly uses SKA. Respondent 2 believes that the SKA tool itself is not enough, but something that works as support when working on these issues. That the tool provides a reasonable basis with sufficiently weighing these issues and creating a right balance with all other interests that is to be satisfied. Respondent 3 comments on the SKA tool's performance by saying *"I do not think it is the tool itself that makes the difference, but with the support of the tool, a discussion and reflection is started and that creates a consensus. That can help and be as important as the tool itself and what the workshops contribute to"*. Respondent 1 considers that SKA is about creating a common language when talking about a cohesive city. Something that is also mentioned by respondent 1 is that the SKA tool is still relatively new and that the projects are usually very long. Therefore there are no precise results of the tool's performance.

As another tool for social sustainability within Göteborgs stad, the previously mentioned tool *Indikatorer för stadskvalitet* is also discussed during the interviews with the three respondents at Stadsbyggnadskontoret. Respondent 2 emphasizes the tool as something that would be useful though it is somewhat unclear how strict the indications should be applied, since it is new and still developing. The respondent believes that it can create a better understanding of the area. However, according to respondent 2, the tool cannot determine whether all urban criteria are met. Respondent 3 believes that the indicators should go hand in hand with the SKA tool and this to ensure that all bits are included. Respondent 2 explains that many other actors sometimes perform SKA at Stadsbyggnadskontoret, which the respondent believes should give a spread of the tool outside the public sector.

4.2.5 The importance of a unique project

Another important aspect that was mentioned by all of the respondents was the importance of the location. Respondent 7 said that every unique place and project is important to evaluate and to find its values. Are there values that should be retained, values that should be changed, and is there values that should be created?

The physical environment plays a significant role, according to respondent 5. To gather different perspectives, a collaboration between the police, property owners, and different administrations are needed. It is not only the project that is unique, but it is also the people that are working with it and how they are working. Respondent 8 means that there has to be many people involved and contributing to a project in order to not select the answer that you want to hear. Respondent 8 also argues that one plan is never like another and respondent 6 says that there are no solutions that will work every time and “*there is no such thing as a copy-paste model*”.

Respondent 2 also highlights the importance of places’ values. He adds that it is vital not to be too constrained in its subjective assessment. The first respondent from Stadsbyggnadskontoret highlights the positive qualities the tool SKA has when it comes to inventory of the environment of a project. It can highlight values and shortcomings, and it is essential that it follows through during the entire project. Respondent 3 discusses the weight of avoiding and bridge barriers in a district and between different parts of the city. She also talks about the importance to find the identity of an area and to keep that. The last thing she highlights is the safety and to create a balance between city-life and everyday-life. The mix of this is vital to generate a feeling of security and bring life to an area. According to respondent 1, a lot of the actions depends on the initiative and engagement from the key worker in a project. Different people operate differently.

4.2.6 Key factors and challenges during the social sustainability work process

During the interviews, several factors and challenges that the interviewees encountered when working with social sustainability in urban planning have been mentioned. The respondents’ comments and viewpoints considering challenges during the work process are presented in the following paragraphs.

Early involvement

Almost all interviewees indicate the importance of early involvement regarding social sustainability questions. Respondent 4 stresses that it is imperative to involve the residents. Respondent 7 emphasizes how important it is to plan at an early stage to deal with sustainability issues. Further, respondent 7 also highlights the importance of talking to the citizens, but the respondent argues that Stadsbyggnadskontoret should talk to the citizens earlier than they do today. According to respondent 7, the municipality waits with considering opinions until they have a complete picture of the project. Respondent 7 explains that, in their company, as soon as a project has started, the residents are involved. What respondent 7 consider is most beneficial is to get citizens’ opinions first, as a very early dialogue. Respondents 4 and 5 also believe that it is essential that social issues come in at an early stage. Respondent 5 says that “*it is important to insinuate a way of thinking where much is included early*”. That respondent 5 means is crucial to be able to take responsibility for the entirety and be able to evaluate.

Respondent 2 believes that it is essential to talk to those who are affected, to investigate how they perceive the area. Furthermore, respondent 2 also expresses that when it comes to social sustainability issues, it is possible to pay attention to and highlight it very early in the process. Respondent 3 emphasizes that it is vital to continue the development of having the developer involved in early planning. According to respondent 3, it is something that happens more frequently, but it is still nothing permanent for every project. Furthermore, respondent 3 stresses that if the developer is involved early on, then the developer is included and participates in establishing the framework for the project which then also provides an understanding of the questions for the developer.

Minimizing the information-gap during a project

Some of the interviewees mention that they experience an information “gap” during the process of these types of projects that sometimes leads to social ambitions, not reaching all the way to implementation. It regards both “gaps” in knowledge and in continuity of social sustainability in a project. Respondent 7 points out various reasons why the “gap” exists. Among other things, it might be because the projects always have a very long duration. Furthermore, respondent 7 also mentions the fact that people are replaced continuously and that it is generally flat organizations but also that it can depend on the human factor. To solve the problem with the “gap”, respondent 7 thinks the only solution is to create a team with people from different actors who are involved and responsible throughout the whole project.

Respondent 2 explains that there is always a risk that things will fall away in the case of handovers and that there should be routines for that. Respondent 3 also confirms this by expressing that they have not reached all the way when it comes to the implementation stage. According to the respondent, how to keep and manage social ambitions all the way remains a challenge. Furthermore, respondent 3 also mentions that there is a discussion regarding whether there should possibly be a role that accompanies into the building phase. That would be to reduce the risk of a “gap”. To have a person there all the way and through that really ensure that ideas and ambitions are implemented.

Evaluation of performances

Following up social efforts is something that is mentioned by many interviewees. Respondent 6 explains that that is something the respondent considers is missing, that there would be requirements from the client that describes what social benefits they wanted to create. Within their company, Skanska, they evaluate their own efforts, but respondent 7 explains that there is no follow-up of the requirements set from the beginning from the client. The respondent, however, states that they within the company with their impetus consider it important to implement the social aspects, but it is not always possible to prioritize it. Respondent 2 states that they need to be much better at evaluating.

Measurability

Another difficulty mentioned together with social sustainability in urban develop-

ment is measurability. Respondent 5 stresses that it is complicated to measure social issues and to see the effect directly. The respondent perceives that as a problem since most people are used to being able to determine and measure efforts. Respondent 5, therefore, means that people must work differently to show results.

Respondent 1 also highlights that it is not possible to measure everything within social sustainability and state “if we are going to start measuring everything, perhaps what cannot be measured will be perceived as less important”. Furthermore, respondent 1 believes that since it is difficult to measure social values, they must be described better and more precise, and then they can be supplemented with indications.

5

Analysis

The chapter consists of an analysis of the theory referring to the social sustainability context and the empirical material. The analysis is based on the same six themes that were used in the result chapter.

5.1 Dimensions of Social Sustainability

As mentioned in earlier chapters, social sustainability is difficult to define, and it includes many aspects and areas (Bramley and Power, 2009). All the respondents from the interviews indicated elements and values that can be found in the list from Weingaertner and Moberg (2014) and Dempsey et al. (2011) and shows that the basic perception of social sustainability is established. In table 5.1, the aspects that were mentioned in theory are presented next to the aspects from the interviews. This table gives a clear vision about what the perception of social sustainability is for the construction business and where the focus is.

Table 5.1: *Aspects of social sustainability in the urban context*

Theory	Interviews
Accessibility (e.g. access to employment, open spaces, local services, resources)	Meeting spots, closeness
Urbanity	
Accessibility (e.g. to local services and facilities/employment/-green space)	Society services, green areas
Social capital and networks	
Decent housing	Resonable living space
Sustainable urban design	Green areas
Neighbourhood	Identity, culture
Health and well-being	Health and well-being
Social cohesion and inclusion (between and among different groups)	Solidarity, identity, culture
Safety and security (real and perceived)	Safety
Fair distribution of income, employment	Segregation
Local democracy, participation and empowerment (community consultation)	Solidarity
Cultural heritage (e.g. local heritage and listed buildings)	Culture
Education and training	Preschools and schools
Equal opportunities and equity	Solidarity
Housing and community stability	
Connectivity and movement (e.g. pedestrian friendly, good transport links)	Transportation
Social justice (inter-generational and intra-generational)	
Sense of place and belonging	Identity
Mixed use and tenure	Mixed city
Attractive public realm	Meeting spots
Local environmental quality and amenity	

The respondents mentioned transportation, safety, green areas, closeness, and health as some of the answers on what social sustainability is. Although, the meaning of every angle and aspect differ from every single person and everyone has their idea of what it includes and means. Further, many of the elements from the interviews are linked to more the one aspect from the literature. Weingaertner and Moberg (2014)

present aspects from several different authors and says that even if they present different angles, they have the same primary objectives. The rest of the literature also confirms that, as stated in chapter 2, every author has their focus area and angles. The answers from the interview show the same pattern, the general perception of the subject contains the same ideas, but the focus and definitions of the individual aspects are divided. The respondents from the municipally are having more focus on green areas, meeting point, and closeness, while the other respondents highlight transportation and safety. If this is due to personal interests, the companies' attention and focus or if it is a question regarding interpretation are hard to say. However, the individual human understanding and enthusiasm of this subject have a significant impact on what the definitions of the aspects and focus will include.

So even if the knowledge of social sustainability is quite widespread, there is still complexity regarding it and its definitions. Considering table 5.1, it is visual that most aspects correlate, which shows that the interpretation of what dimensions that social sustainability includes are similar. However, the dimensions have been expressed in different ways by the respondents and words that indicate the same general ideas is perceived in different ways, which makes it more difficult. The respondents' views of the lack of clarity of each aspect agree with the theory that it is hard to define what the aspects of social sustainability actually consists of (Bramley and Power, 2009). Respondent 6 states that specifics facts often is missed out, and respondent 1 and 2 mean that the width of the subject is a problem.

5.2 Market pricing

An economic viewpoint on social sustainability was something that all respondents in one way or another mentioned. Both McKenzie (2004), Woodcraft et al. (2011) and Ajmal et al. (2018) state that the economic factors take over the social factors. It is in line with how many of the respondents experience the situation. It seems that it hinders social dimensions in such a way that focus falls on who of the actors that should pay for the efforts. In turn, that is an ambiguity in itself, for example, respondent 6 states that the actor who gets the most significant value from the social efforts should pay the most substantial part.

What both McKenzie (2004) and Ajmal et al. (2018) express with the fact that economic factors are highest prioritized also exposes through other economic viewpoints. Respondent 7 strongly emphasizes that the significant costs that it entails in creating social contributions in various projects. The respondent considers that it is economically not possible to make additional investments everywhere. In contrast to this, respondent 3 focuses instead on emphasizing that the economic factors have too much influence and can contribute to that wrong priorities are made for society. That because the financial gain instead is prioritized. Here, two different perspectives become visible, the private and the public sector. Just as Geels (2011) emphasizes, private actors seem to have limited incentives when it comes to financial priorities within social sustainability. Perhaps it is political changes regarding economic framework conditions, in the form of what Geels (2011) presents, such as

taxes, rules, or subsidies, which can promote and facilitate social sustainability.

5.3 Social Konsekvensanalys (SKA) and other tools

Considering the different tools that the respondents and their company use, it can be concluded that all respondents use some tool for their work with social sustainability. Although all respondents have various tools, based on the respondents' answers, the tools seem to have many similarities. RISE (2019) describes that tools in this area generally function as a question bank and a more structured and straightforward way of creating discussions between different people with different professions. What RISE (2019) explains is perceived to be in line with many of the respondents' views of the tools they use. *Indikatorer för stadskvalitet* is another sort of tool that the Göteborgs stad has developed, which was introduced earlier in the report. This type of tool may be more similar to different kinds of certifications. For example, BREEAM and LEED similarly make use of the fulfillment of different criteria or factors (Sweden Green Building Council, 2019a; Sweden Green Building Council, 2019c). They all include more accurate measurements, compared to SKA and other similar tools.

Respondent 3 emphasizes, for example, that it is not the tool itself that makes the difference, but with the aid of the tool, discussions, and reflections are started, which creates unity. Respondent 1 also points out the importance of the tool, contributing to creating a universal language. According to respondent 6, the tool SKA creates, for example, a broader perspective which the respondent may not have thought of otherwise. Much of what the tools provide to work with social sustainability seems to be in creating discussions and coherence. Considering how big the concept of social sustainability is, which Dempsey et al. (2011) strongly emphasizes, it is no wonder that these factors are essential for a tool within this area. Thus, it seems clear that there is a perceived value in the tools, especially in the discussions that arise.

The interviewees clearly highlighted positive things regarding different social sustainability tools. However, it is still questioned by several respondents if the tools certainly are enough to create a socially sustainable society. Respondent 2 believes that, for example, the SKA tool used by Göteborgs Stad is not enough; it primarily creates a good base and a right balance between different aspects. How the discussions and measures that the tools promote in the end will be implemented, according to the majority of the respondents still seems to be a part of the game. Respondent 8 expresses that generally when it comes to issues concerning social sustainability, it is more talked about in visionary terms, although it is the measures that ultimately play a role. According to respondent 6, the jargon around social sustainability is very fluffy and visionary, which could be one of the reasons why it is challenging to get measures explicitly implemented with that type of tool. Another factor that is worth raising is how different knowledge it is among the respondents regarding Göteborgs Stads tools SKA. What can be concluded from the interviews is that the larger actors were more aware and familiar with SKA than the smaller actors in the

construction industry.

5.4 The importance of a unique project

One of the main opinions among the respondents was the importance of the location and the individual project. That can relate to both a specific project, a city, or an area. In Gothenburg's case, the city is segregated in many aspects, and the different regions ask for various development and perspectives (Göteborgs Stad, 2014b). Respondent 3 highlights this by stating the importance of avoiding barriers between different parts of the city, and by finding the identity of a specific area. Respondent 2 and 7 raise the meaning of values and to identify them for each part. McKenzie (2004) says that social sustainability has the best effect when developed at local levels, and if there is only one definition that will suit everything, it will be too general to affect a particular situation. That is connected to the definition of social sustainability brought up in chapter 5.1. The different aspects that define social sustainability are not relevant to all projects. Gustavsson and Elander (2013) means that it is more pertinent to study the degree of social sustainability a project wants to focus on, and in that way, be able to create the best prerequisites for that specific project. Respondent 7 agrees that sometimes, the scope of the social focus is too big and irrelevant for a particular project, and it is better to prioritize the work on the aspects and issues that are relevant. That insinuates that it is crucial to find a few core pillars to use in every project and then develop the other elements in line with the specific project's prerequisites.

Many of the respondents also agree that it is not only the location that has a unique value; it is also the people that are working with it. The social focus and the outcome much depend on the workers and the responsibility for the project. It is about personal interest and demands from the managers that form the project's focus. That is in line with the theory where Mistra Urban Futures (2016) highlights the importance of knowledge about the subject to understand the work of social sustainability correctly and the full width of it. That can be a result of the lack of clear guidelines and a foundation to stand on when handling these questions.

5.5 Organizational issues

This chapter includes all organization related topics. Since these problems are a large part of the empirical material for this master thesis, the analysis of the organizational issues has been divided into different levels; inside Gothenburg city, project, and stakeholders. The first section concerns the internal organizational problems within the municipality. Part two concerns all the organizational issues in the projects where different actors meet and collaborate. The last section of the chapter concerns the stakeholders in addition to those previously mentioned, such as involvement of citizens.

5.5.1 Inside Göteborgs stad

One topic that brought attention in the interviews was the organization of the municipality in Gothenburg, Göteborgs Stad. Several of the respondents have the opinion that the organization of the municipality has a divided structure and lacks the collaboration that is needed. As explained in theory, Göteborgs Stad is divided into different divisions that are handling separate parts of the city planning questions, and according to the interviews, this causes problematic cooperation with the entire organization. The organization requires for an improved tactic, and according to what Socialdepartementet (2014) said in theory, it is important for the municipality to adopt a more strategic and holistic approach to achieve the social sustainability-work they are aiming for.

The respondents from Göteborgs Stad all agree on that it is challenges in the municipality's organization, and it lacks a common board regarding the city planning issues. One of them even means that this is the biggest problem to achieve changes right now. Nevertheless, it is also a question of interest and goals where all actors have their own, which makes the collaboration difficult. According to respondent 1, one goal for the municipality is to find an overall collaboration and a holistic approach for these questions, and they are working on it. To achieve this very much needed a holistic approach, maybe they have to loosen some threads, and tighten some other.

5.5.2 Project

According to Fredriksson, Lundström, and Witzell (2013), the municipalities role is crucial, hence they are in control of many decisions regarding the planning of the city. Some of the respondents from the private sector means that the municipality requires too high demands on sustainability when they at the same time do not follow up these demands or even know how to fulfill them. This lack of models and set structures creates a conflict between the different actors and oppose the work with social sustainability in urban development. As respondent 7 said, they need to work in smaller teams in every project, where people stay during the entire process and only work with demands and requirements suitable for just that project. If structures and a more holistic approach were adopted, the whole construction business could be more involved in the social sustainability-work and work with a purpose towards a common goal, like respondent 4 asked for during the interviews.

Minimizing the information-gap during a project

The fact that there are knowledge- and information "gaps" between the different actors during projects that involve social sustainability seems to be something all respondents agree about, just as they also agree that it is a problem. Considering how the industry is structured, it is understandable that during a project, it will be some handovers (Hughes and Murdoch, 2001). Additionally, all the divisions that Gothenburg city consists of also create many intermediaries (Göteborgs Stad, 2019). Both from the municipality's side, but also from the industry's side, it is mentioned that a possible solution to this problem may be to assign at least one person from

each actor to follow and be responsible for the project throughout the entire project period. That was suggested by both respondent 7 but also respondent 3. Several of the other respondents considered that, for example, a joint forum for these issues would have been great, where experiences and more can be shared. However, this was mainly something that smaller actors requested, perhaps because they were not so familiar with the work of Göteborgs Stad. The more minor actors may not have the same resources to work very prominent on their own with social sustainability, which means that perhaps a joint forum would have been appreciated more. Respondent 7, on the other hand, stated that a shared forum is nothing to have but considered that the only solution to cover the “gap” is to put together a team of people from different actors who will be involved throughout the project.

This gap could also be related to the challenges for the contractor when working on social sustainability issues. The problems are, among other things, about bridging the gap between business benefits and social benefits (Buser and Koch, 2014). Also, the fact that the contractors only work a project for a limited time, which limits their chances to work on social sustainability goals. Another challenge is to see the overall picture surrounding the building. For the entrepreneur, it is, therefore, about looking beyond just the financial part to create a more sustainable and integrated society. (Buser and Koch, 2014) Perhaps these challenges are some of the underlying reasons why the “gap” exists.

Evaluation of performances

Evaluation of the social sustainability work is something that seems to be more or less poor from all actors. At least there is clearly room for improvements. Concerning Göteborgs Stad, it is mentioned, especially by respondent 2, that assessment is something that they must improve quite significantly. The literature is also highlighting this importance of evaluation by public organizations (Lindahl and Rydehell, 2014). It can also be concluded from the industry’s point of view and for example respondent 7, that the social requirements that the client establishes at the beginning are not controlled if they are actually implemented in the end. That might create a wrong and unfortunate impression that the social actions may not be that important after all. However, several of the respondents from the industry explain that they within the companies mostly evaluate the requirements that they set for their projects. So, even if the client establishes many demands, it does not matter if there is no evaluation since the importance of the requirements then disappears.

Measurability

Something that several respondents mentioned as a difficulty is measurability of social sustainability in urban development. In conclusion, the respondents express challenges in measuring social issues and visualize results. It revolves around the fact that it is critical to see the outcomes directly and that it in itself is something that most people are used to see. Dempsey et al. (2011) states that social sustainability is challenging to measure because it can be defined in so many different ways. Respondent 1 expresses, likewise the theory, that it is not possible to measure everything within social sustainability and that it is also essential that it remains so. The

respondent believes that if everything should start to be measured, then perhaps what indeed cannot be measured might not be considered as crucial then. McKenzie (2004) emphasizes that there is a risk that social sustainability is measured from predefined definitions with different indications and characteristics, as this can lead to much exclusion of social values. Accordingly, it can be clearly stated that it is not possible to measure everything. However, it is a perceived problem among the respondents. Respondent 5 declares that it is vital to succeeding in showing results in other ways that not only involve measuring values. That is crucial, according to respondent 5, since decisions must be able to weigh equally heavily against factors that are easier to measure.

5.5.3 Stakeholders

All respondents are convinced that it is of great importance with early involvement, both in terms of talking to citizens but also involving different actors. That is also entirely in line with what the theory states. Both Kolltveit and Grønhaug (2004), Weingaertner and Moberg (2014) and Patel and Fortune (2006) emphasize the importance of early involvement. What distinguishes the respondents is, instead, how early, for example, citizens should be involved in projects. As it seems, the private sector is more anxious to directly receive opinions from for example citizens, while the public sector is a more eager for all the conditions to be prepared first. Respondent 8 believes that citizens should be included as soon as possible and believes that the municipality takes in the citizens' opinions far too late. What could be highlighted, however, is that just because early involvement is used, it is no guarantee that actions will be implemented in the end. That is in line with what Kolltveit and Grønhaug (2004) explain in stating that the value created depends entirely on how the early phase of involvement is implemented.

5.6 Social sustainability transition

As explained in theory, to develop and change the social sustainability actions, transitions are needed. It is a required solution to make the entire foundations change and to involve all actors to transform to a sustainable society. According to Ernst et al. (2016), three branches need to be taken into concern: culture, structure, and practice. Further, it must include fundamental changes in all three of them, for a transition to take place.

The culture aspect includes norm, ethics, values, integration, collaborations, and relationships between actors in the business (Ernst et al., 2016). That is in line with the work Göteborgs Stad is currently trying to achieve. The tool SKA is an example of an attempt for collaboration and norms of how they want to handle these issues. As said in chapter 4: *“The tool is designed to be used for cooperation between the divisions in Göteborgs Stad but also to invite other actors from the private sector to cooperate”* (Göteborgs Stad, 2018c). One of the respondents even mentions that the tools itself may not make a big difference, but it will help to arrange reflections and discussions started about the subject. Another example of the cultural aspects is

the involvement of inhabitants when planning the city. The report *Göteborgs Stads program för en jämlik stad 2018–2026* (Göteborgs Stad, 2018b), highlights the importance of citizens participation and opinions when developing new areas in the city. There seems to exist a culture where the social sustainability issues are something that all actors work with in some way, and the understanding and perception of it seems to be similar. Considering all the dimensions of social sustainability that were mentioned by the respondents in the interviews, there were many consensuses. That can conclude that the values of social sustainability are shared among the different actors, which is stated by Ernst et al. (2016) as a cultural aspect. However, different actors are still developing their own tools and work quite differently. As explained in theory, social sustainability has more recently gained more and more focus and considering what the respondents described in their interviews their experience is that the context and culture of social sustainability is in place.

The next branch needed to achieve a transition is structure. It includes laws, rules, and standardizes routines. As stated in theory: “*It aims to empower and enable the role of local authorities and establish new contractual forms, property rights and sustainability-oriented building standards*” (Ernst et al., 2016). That is one of the things that are missing in the work of Göteborgs Stad today. From the respondents of the interviews, a shared view is that the organization of Göteborgs Stad lacks clear structures, straight decisions, and collaboration between the divisions in the organization. It is missing a shared board for these questions which create a climate where the feeling of a continuous process is missing. Without the structure aspect with its legal foundation, the decisions and demands from the municipality will lose its power and can easily be questioned by the other actors. If a structure were made with a legal foundation with regulations and rules that affected the entire construction business, the social sustainability work would probably become more evident and more effective. This model of guidelines and planning is still missing and will be needed for a successful transition.

The last aspect, according to Ernst et al. (2016), is the practice aspect. The practice aspect concerns, for example establishing new business models or new building techniques. The work with urban planning must also be done flexibly, and social capital should be used in a sustainable and responsible manner. (Ernst et al., 2016). As for Göteborgs Stad, they work with sustainability and have worked with it for a long time. They are doing studies and developing new reports that are including these aspects constantly. Although, new innovative techniques and models are still not there. The tool SKA can be seen as a model or working method, but it is not outspread and common. It is also a question about priorities when planning and deciding what is best and most sustainable. One respondent mentioned that it is problematic because everyone has their interest and goals. This statement makes the practice aspect well connected to the structural aspects. If there were more regulations and guidelines, the practice would also be easier. Still, the flexibility and the knowing of that every project is unique must be kept in mind, so the regulations do not get to stiff. It is an act of balance to control yet fulfill the needs that are necessary for a successful transition.

There is still work that is missing to implement a transition, but knowing who should take the responsibility is not an easy question. In theory, Geels (2011) mean that private actors have limited incentives to implement a transition, and it is instead the public authorities that are essential for a sustainability transition. However, it is not easy for Göteborgs Stad to make this change themselves, nor when you think of its complex organizational structure. Geels (2011) believes that the changes must be made in politics and then the real transformations can be made. That is something that can be applied to Gothenburg.

6

Conclusion

This chapter holds the final remarks and aims to reflect upon what has emerged in the analysis. The conclusion seeks to answer the research questions.

Social sustainability is a complex pillar in the field of sustainability, not least when it comes to urban development. Although sustainability has been on the map for the last 40 years, the expansion of the social branch is still slow. However, there is proof in this thesis that the development is moving forward and, not least, the work in Gothenburg is proceeding. The ambitions are there, many reports have been developed, new work titles and managers in the field are added. However, the complexity of the subject and the lack of actual values and fast results still slow down the processes.

There are many dimensions and aspects of social sustainability in the urban context. When comparing the literature to inputs from both private and public actors in Gothenburg, there is a lot of similarities and the overall impression of what social sustainability is are alike. However, the perception of what these aspects and values actually *means* differs. Everyone has their interpretation of what is essential and what the different dimensions include. That understanding depends on many things like interest and knowledge within the area, type of project, and involvement in the project. The human factor thus seems to have a significant influence on this. This situation asks for a more direct and detailed specification of the subject in general, to erase misunderstandings.

A few tools have been developed to ease the work with social sustainability. SKA by Göteborgs Stad is one of them, and that tool received the most focus in this study. It is a useful method to highlight the work with social sustainability and to get people more involved and to spread knowledge about social issues. The bigger perspective that it considers is positive in one way but can also make the use of it irrelevant. It could instead be complemented with a tool with a smaller focus for each project to not lose its value. It is essential to know where the focus should be and to perform the process for a project in a suitable way for that individual project. Possibly it is better to lower the demands for one part and focus on the others to achieve the best result possible, instead of ending up with bad results and high costs. Another question is if this tool should be complemented with other tools such as Indikatorer for Stads kvalitét or certifications as BREEAM or LEED. The combination of harder, numeric values, and softer values could be advantageous because of its clearer outcomes. That is also connected to the practice part of the

transition where new business models should be established.

The collaboration between the public and the private sector varies. Some companies are having close cooperation with the municipality in some of their projects, and other companies are not involved with the municipality's work at all. It is clear that this differs depending on the size of the company, but the general impression is that closer collaboration is needed to improve the development and outcome of the social sustainability work. Today, the evaluation of social sustainability work is missing and the demands from the municipality, therefore, lacks its credibility. That is connected to the structural part of the transition where a legal foundation and guidelines are at present missing. A legal foundation and guidelines would make it easier for both the municipality to make demands and for the companies to fulfill them. To improve both the collaboration and the result, a different work structure should also be implemented. Specific teams and people should be working with the same project from the very beginning to the end (if it is possible). In this way, people who are usually working in the last part of a project will be involved in the start and be able to see *why* particular demands and decisions are made. Professionals, who are usually working in the beginning, will observe the end of a project and then realize why some decisions cannot be made in the start. It is crucial that more people are working with social sustainability to see its importance even if the values are hard to measure, and it is challenging to show fast and precise results of it. Follow-up during a project can avoid that social values become unseen in favor of other harder values such as economic or ecological. That also refers to Göteborgs Stads internal organization where it seems to be difficulties with the collaboration between the divisions. It is an extensive administration and divisions are of course needed, but a composite board for these kinds of questions is desirable if the goals for social sustainability are to be achieved.

As for the transition, all three aspects culture, practice, and structure need to be met for a transition to take place. Today, none of them are fulfilled. However, the culture and the practice aspect is developing in the right way due to the quest for more collaboration and increasing development of working methods such as SKA. However, the structure aspect is still missing, which means that it is not possible to reach a transition in social sustainability. Due to, for instance, the soft values, laws, and regulations are needed to gain more weight in the decisions on social sustainability. It can be difficult for the industry to accept demands and changes that are not as measurable as, e.g., economic values. There is clearly an interest in social sustainability, but not as widespread within the construction sector as needed, and because of the difficulties in measuring, it does not get as much focus as desirable. Given how much Gothenburg as a city is currently developing with massive ongoing projects, it is of very high relevance that these issues get high priority. If these values are not prioritized now, it will not be able to give effect and results to everything that develops in Gothenburg within the coming years.

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