Chapter 70
Games for Top Civil Servants:
An Integrated Approach

Hester Stubbé
TNO, The Netherlands

Josine G. M. van de Ven
TNO, The Netherlands

Micah Hrehovcsik
HKU University of Arts – Utrecht, The Netherlands

ABSTRACT

In designing De BurgemeesterGame—The Mayor Game—we aimed to develop a game that would be used and appreciated by a target population that was hardly used to being trained and had little affinity with applied gaming: mayors. To make sure that the (learning) goals, the context, the characteristics of the target population, and the creative design were all integrated into the game, we chose to work in a consortium with a focus group. We included engaging elements like simple gameplay based on actual processes, authentic scenarios presented in the way of dilemmas, time pressure, and collaboration. This resulted in a game that was accepted by the target population and has been played by more than half of all mayors in The Netherlands. Mayors feel the game challenges them to explore their decision making during crisis management and stimulates them to discuss this with other mayors.

BACKGROUND

Our consortium consisted of three main partners, covering the three main roles in game design: (1) Domain experts, (2) Educational experts and (3) Game design experts. (1) Domain experts have expertise in the domain for which the game is designed. They can have knowledge about and contacts in the domain (internal expert) or they can be working in the domain (external expert). In our consortium we used both. (2) Educational experts have expertise in defining competencies and in selecting the didactics needed in the game to achieve the learning goals. (3) Game design experts know how to make a game work and involve players. They also have technical knowledge and experience about possibilities to include certain elements into the game, and how.

Figure 1. Three main roles to develop a successful serious game
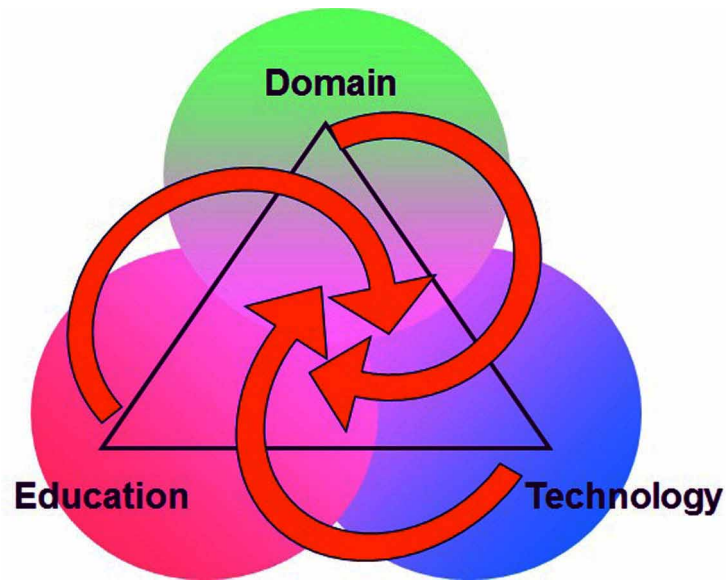
The three partners and the focus group together have the knowledge needed to develop a serious game that will be accepted in the domain, that will support participants to develop themselves in the competencies decided upon and that they like to work with. Collaboratively we went through the design process, each contributing on the basis of their own expertise.

The companies involved in our consortium were:

- *TNO* is an independent research organization whose expertise and research make an important contribution to the competitiveness of companies and organizations, to the economy and to the quality of society as a whole. TNO's unique position can be attributed to its versatility and capacity to integrate this knowledge. We develop knowledge not for its own sake but for practical application. To create new products that make life more pleasant and valuable and help companies innovate. To find creative

answers to the questions posed by society. TNO took the role of internal domain expert and educational expert.

- *HKU University of the Arts, Utrecht* is one of the largest schools of art in Europe. Students are offered preparatory courses, bachelor and master programs and research degrees in fine art, design, media, games and interaction, music, theatre and arts management. The HKU's Games and Interaction research group works on innovation in designing games and playful interaction. We ask how design can create more impact in both entertainment and the application in areas such as cultural heritage, learning & inspiration, healthcare & wellbeing, science, ecology and organizational change. The HKU took the role of game design expert.

- *T-Xchange and Thales* designs and develops serious games for public and private organizations. They have in-depth knowledge of using serious games and gaming as

Related Content

A Deep Learning-Based Microgrid Energy Management Method Under the Internet of Things Architecture
Wei Guo, Shengbo Sun, Peng Tao, Fei Li, Jianyong Dingand Hongbo Li (2024). *International Journal of Gaming and Computer-Mediated Simulations (pp. 1-19).*
www.irma-international.org/article/a-deep-learning-based-microgrid-energy-management-method-under-the-internet-of-things-architecture/336288

Employing Co-Design in the Video Game Design Process
Greg Walsh (2012). *Handbook of Research on Serious Games as Educational, Business and Research Tools (pp. 1048-1063).*
www.irma-international.org/chapter/employing-design-video-game-design/64299

Instructional Technology and the Nature of the Gifted and Talented
Jana Willis, Douglas J. Steeland Vanessa Dodo Seriki (2015). *Gamification: Concepts, Methodologies, Tools, and Applications (pp. 1040-1055).*
www.irma-international.org/chapter/instructional-technology-and-the-nature-of-the-gifted-and-talented/126103

Games in Higher Education: Opportunities, Expectations, Challenges, and Results in Medical Education
Cláudia Ribeiro, Micaela Monteiro, Sofia Corredoura, Fernanda Candeiasand João Pereira (2013). *New Pedagogical Approaches in Game Enhanced Learning: Curriculum Integration (pp. 228-247).*
www.irma-international.org/chapter/games-higher-education/75802

Towards a Role-Playing Game Procedural Dungeon Generation Strategy to Help Developing Working Skills
Esteban A. Durán-Yañez, Mario A. Rodríguez-Díazand César A. López-Luévano (2023). *Research Anthology on Game Design, Development, Usage, and Social Impact (pp. 944-965).*
www.irma-international.org/chapter/towards-a-role-playing-game-procedural-dungeon-generation-strategy-to-help-developing-working-skills/315523