## Contents

**Introduction**
The start of an unfolding picture 9

**Part One Activation**
Activation of citizens: vague policies and disparate philosophies 21

**Part Two This thesis**
Practices matter 33
Doing the research 47

**Part Three Activation practitioners’ first and second doing**

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>What activation practitioners do: accomplishing the task of activating citizens</th>
<th>73</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 2</td>
<td>What activation practitioners do: accomplishing the orderliness of practiced activation</td>
<td>105</td>
</tr>
</tbody>
</table>

**Conclusion and discussion**
A picture of activation as it is accomplished in practice 141

**References** 159

**Glossary** 167

**Summary** 173

**Nederlandse samenvatting (Summary in Dutch)** 177

**Acknowledgements** 181