

Dignity user survey questionnaire

Interviewer notes: in red and italics. Translation notes: highlighted in yellow

A. Technology access and use

1. Do you have access to a **computer** (laptop or desktop) in **any** location (home, work or any other place)?

Interviewer note: this question is specifically about laptops and desktop. Smartphones and tablets are covered later

- Yes
- No
- Don't know

- 2a. *Only ask if No to q1*

Have you ever used a **computer**?

- Yes
- No
- Don't know

2. *Only ask if Yes to q1 OR Yes to q2a (either has access to a computer or has ever used a computer)*

In the last 3 months, how often (on average) have you used a **computer**? Please include use in any location (home, work or any other place). *Interviewer: Ask participant to look at Showcard A*

- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

3. Do you have access to the **internet** in **any** location (by any device)? Please include access on a computer, tablet and smartphone.

- Yes
- No
- Don't know

- 4a. *Only ask if No to q3*

Have you ever used the internet?

- Yes
- No
- Don't know

4. *Only ask if Yes to q3 OR Yes to q4a (either has access to internet or has ever used the internet)*

In the last 3 months, how often (on average) have you used the **internet**? Please include use in any location (home, work or any other place), and on any device. *Interviewer: Ask participant to look at Showcard A*

- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

5. Do you own a **smartphone**? A smartphone is a mobile phone with a touchscreen that can access the Internet and run downloaded programmes (apps).

- Yes
- No
- Don't know

6. *Only ask if respondent owns a smartphone (Yes to q5)*

In this question, if you own more than one smartphone, please answer about the smartphone that you use the most.

What kind of smartphone do you own? You can check your phone to help answer this if you like.

If the participant does not know, ask: Is it OK if I have a look at your phone to help answer this question?

Interviewer then codes the answer if it is obvious from a quick look at the phone. Otherwise, choose "Don't know".

Translation note: The names of the operating systems may vary between countries

- iOS (e.g. iPhone)
- Android
- Windows
- Other
- Don't know

Roughly, how old is your smartphone? If you received the phone second-hand, please try to estimate how old you think it is overall.

- Less than 1 year
- 1-2 years
- 3-4 years
- More than 4 years
- Don't know

Is it OK if I measure the screen on your smartphone?

If yes, turn the screen on so you can see it clearly. Then measure the screen (NOT THE WHOLE PHONE) from one corner to the opposite corner (across the diagonal) with the ruler provided. The interviewee may have to do this themselves if social distancing is required. If so, please check that they are measuring just the screen.

Interviewer note: If you are conducting an in-home interview and the participant cannot find or access their smartphone, then code this under "Didn't have their smartphone with them"

- Length of diagonal (in cm) _____ cm
- Prefer not to answer
- Didn't have their smartphone with them

7a. *Only ask if No to q5 (participant does not own a smartphone)*

Have you ever used a smartphone?

- Yes
- No
- Don't know

7. *Only ask if Yes to q5 OR Yes to q7a (owns a smartphone or has ever used a smartphone)*

In the last 3 months, how often (on average) have you used a **smartphone**? *Interviewer: Ask participant to look at Showcard A*

- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

8. *Only ask if Yes to q5 OR Yes to q7a (owns a smartphone or has ever used a smartphone)*

AND participant has ever used a smartphone (i.e. in addition, exclude people who answer NEVER to q7)

In the last 3 months, how often (on average) have you used a **smartphone to access the internet**? Please include the use of apps that use the internet (e.g. Facebook, e-mail) as well as internet browsers.

Interviewer: Ask participant to look at Showcard A

- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

9a. Do you own a **mobile phone that is not a smartphone**?

- Yes
- No
- Don't know

Only ask if respondent has a mobile phone (Yes to q9a)

9. In the last 3 months, how often (on average) have you used a **mobile phone that is not a smartphone**?

Interviewer: Ask participant to look at Showcard A

- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

10. Do you have access to a **tablet device**? This is a small portable computer that uses a touchscreen but is not a smartphone. This includes ebook readers. This card shows some examples. *Show showcard B with photos of tablet devices*

- Yes
- No
- Don't know

11. *Only ask if respondent has access to a tablet (Yes to q10)*

What kind of tablet(s) do you have access to? You can choose more than one answer.

Translation note: the names of tablets may vary between countries

- iPad
- Android
- Windows
- Amazon tablet on which you can install and run apps (e.g. Amazon Fire)
- An eReader (A tablet device on which you can read ebooks but not install apps)
- Other. Please specify _____
- Don't know

12a. *Only ask if No to q10*

Have you ever used a tablet device?

- Yes
- No
- Don't know

12. *Only ask if Yes to q10 OR a12a (has access to a tablet OR ever used a tablet)*

In the last 3 months, how often (on average) have you used a **tablet device**? *Interviewer: Ask participant to look at Showcard A*

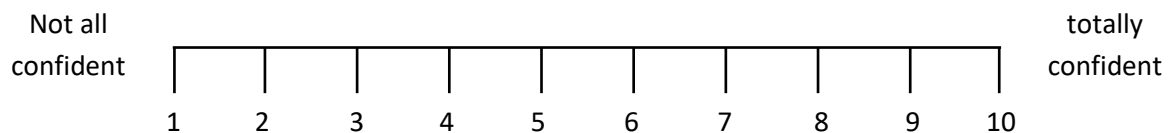
- Every day or almost every day
- At least once a week
- Less than once a week but at least once in the last 3 months
- I last did this more than 3 months ago
- I have never done this
- Don't know

B1. Technology for public transport

We would like to know how confident you are in doing certain activities. For the following questions, please rate how confident you are that you have the capability to do the tasks alone and unaided.

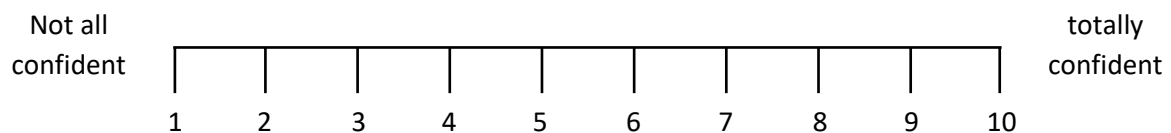
1. *Notes to interviewer: If participant does not normally have access to a computer, ask them to imagine that they have been presented with whatever computer they prefer to do the task alone and unaided. If the participant is only confident about using one particular computer or application then they should rate their confidence using that one.*

By using a computer, how confident are you that you can successfully plan an unfamiliar, local public transport journey? *Interviewer: Ask participant to look at Showcard C*



2. *Notes to interviewer: If participant does not normally have access to a smartphone, ask them to imagine that they have been presented with whatever type of smartphone they prefer to do the task alone and unaided. If the participant is only confident about using one particular smartphone or application then they should rate their confidence using that one*

By using the internet or application on your smartphone, how confident are you that you can successfully plan an unfamiliar, local public transport journey? *Interviewer: Ask participant to look at Showcard C*



We would now like to know about what you actually do in practice.

3. What do you use to find out information about your travel, e.g. schedules, routes, cancellations, congestion?

Translation note: Examples of services may vary between countries.

Select up to 3 responses

- I do not look up this information because I already know it and do not expect any additional issues
- I do not look up this information because I do not know where to find it
- Word-of-mouth
- My own paper copies of information such as timetables and route maps
- Information at a public transport stop or station
- The website or app of the transport operator or service
- The social networks (e.g. Twitter) of the transport operator or service
- Other users' social networks (e.g. Twitter) who are reporting incidents
- A search engine (e.g. Google)
- Navigation apps (e.g. Google maps, Citymapper)
- Other websites or apps (e.g. Moovit, National Rail Enquiries). Please specify _____
- Radio/TV
- Other: Please specify _____

4. How often do you use the following digital transport services?

Translation note: The examples of services may vary between countries

Interviewer: Ask participant to look at Showcard D for response options in each case

	Every day or almost every day	At least once a week	At least once a month	At least once in the last 3 months	More than 3 months ago	Never	Don't know
Car sharing (on-street car hire via the internet or an app) (e.g. Bluemove, Zipcar)							
Carpooling (sharing car journeys so that multiple people travel in the same vehicle) (e.g. BlaBlaCar, LiftShare)							
Taxi services that are booked digitally (e.g. Cabify, Uber)							
On-street bike hire (e.g. nextbike, Bicing)							
On-street scooter or motorbike hire (e.g. Yego, Lime)							
Using a mobile phone to pay at a parking meter							

5. Have you used any other digital transport services at least once in the last 3 months?

- Yes
- No

If yes, please specify: _____

For each service mentioned, ask:

How often do you use that service:

- Every day or almost every day
- At least once a week
- At least once a month
- At least once in the last 3 months

6. Thinking about your regular travel within this region: to what extent do you feel limited in your travel by the following aspects? In this question, we define "limited" as wanting to travel more but feeling unable to.

Interviewer: Ask participant to look at Showcard D2

	Not at all limited	Slightly limited	Very limited
The cost of the travel			
Limited availability of transport services (e.g. bus, trains or shared vehicles)			
Limited availability of infrastructure (e.g. bus stops or bike lanes)			
Concerns about the safety of the transport services			
Difficulty using the available transport due to special needs or disabilities			
Difficulty planning travel before a trip because digital skills are required to do so (e.g. to look up information or buy a ticket)			
Difficulty during trips because digital skills are needed to use the transport (e.g. to unlock a rented bike or show a digital ticket)			

Do you feel limited because of any other reasons? If so, please specify: _____

B2. General computer and mobile device activities

We would now like to know, more generally, about the kinds of activities you have carried out on computers and mobile devices.

Note to interviewer: If participant asks if doing these activities with assistance counts, then say Yes.

1. *Do not ask if (EITHER Never OR "More than 3 months ago" to A2 OR No/Don't know to A2a) (computer use) AND (EITHER Never OR "More than 3 months ago" to A7 OR No/Don't know to A7a) (smartphone use) AND (EITHER Never OR "More than 3 months ago" to A12 OR No/Don't know to A12a) (tablet use) Do ask if they have used one of these (e.g. tablet) even if they have not used the others*

Translation note: Examples of technology (e.g. Citymapper, Snapchat) may vary between countries.

However, Facebook, Twitter and Instagram stay in the same in all countries

In the last **3 months**, which of the following activities have you carried out for personal use? Please include doing them on any device (e.g. computer, tablet or smartphone). Tick all that apply.

- Sending and/or receiving emails
- Making video or voice calls over the internet (e.g. Skype, FaceTime)
- Using Facebook
- Using Twitter
- Using Instagram
- Other social networking (e.g. Snapchat, LinkedIn)
- Reading online news sites, newspapers or news magazines
- Searching for information on the internet
- Finding information about goods or services on the internet
- Buying or ordering goods or services on the internet (This could be via an internet browser or on an app)
- Internet banking
- Booking travel on the internet, e.g. tickets or accommodation
- Using a mapping application, e.g. Google maps, Citymapper
- Using other internet services related to travel
- None
- Don't know

2. *Do not ask if (EITHER Never to A2 OR No/Don't know to A2a) (computer use) AND (EITHER Never to A7 OR No/Don't know to A7a) (smartphone use) AND (EITHER Never to A12 OR No/Don't know to A12a) (tablet use) Do ask if they have used one of these (e.g. tablet) even if they have not used the others*

Thinking about the last **12 months** (note the longer time period), which of the following activities have you carried out? Include **both** personal and work use. Tick all that apply.

- Copying or moving a file or folder on a computer or mobile device
- Transferring files between computers and other devices such as a camera or smartphone
- Installing software or applications on a computer
- Installing an app on a **tablet** or **smartphone**
- Changing the settings of any software, including apps (e.g. changing the standard font size, or changing your home location on a mapping app)
- Using word-processing software (e.g. Microsoft Word)
- Using software to edit photos, videos or audio files
- Writing computer code using a programming language
- None
- Don't know

C1. Attitudes towards technology (part 1)

In the following set of questions, we will ask you about your interaction with technical systems. The term “technical systems” refers to apps and other software applications, as well as entire digital devices (e.g., smartphone, mobile phone, computer, TV, car navigation system).

Interviewer note: ask participant to look at Showcard E and answer using the appropriate letter code, i.e. "a / b / c / d / e / f", rather than 'completely disagree / completely agree' etc.

Please indicate the degree to which you agree/disagree with the following statements.	a. completely disagree	b. largely disagree	c. slightly disagree	d. slightly agree	e. largely agree	f. completely agree
1. I like to occupy myself in greater detail with technical systems.						
2. I like to try out the functions of new technical systems.						
3. I predominately deal with technical systems because I have to.						
4. When I have a new technical system in front of me, I try it out intensively.						
5. I enjoy spending time becoming acquainted with a new technical system.						
6. It is enough for me that a technical system works; I don't care how or why.						
7. I try to understand how a technical system exactly works.						
8. It is enough for me to know the basic functions of a technical system.						
9. I try to make full use of the capabilities of a technical system.						

D. Technology symbols and interfaces

I am going to show you some pictures of smartphones with different apps and webpages on them. I will ask you what you would do to achieve certain things on the phone. The things that I'm asking you to do might require a sequence of steps in order to complete fully, but here we are only interested in **the first thing** that you would do to try and achieve the goal. You can have a try even if you have not used a smartphone before, and it is also fine to say "I don't know".

Note to interviewer: In the following questions, DO NOT show the options to the participants. Instead, the participant indicates what they would do by pointing to parts of the showcard and describing out loud what they are doing. Please encourage them to do this unless they say they don't know. Try to see what they actually do on the card if possible, and code this in preference to what they say. If you can't see where they touch in sufficient detail, then use what they say to help you. Then code the response into the options given.

You can repeat the question if the respondent doesn't seem to understand.



Show showcard F. Here is a picture of a smartphone with a screen from a calendar app on it.

1. What would you do to search for a particular event in the calendar?

Please indicate on the picture the first thing that you would do to try and achieve this.

Please also describe out loud what you are doing as I may not be able to see it clearly.

Code response (DO NOT SHOW these options to the participant)


- Tapped on 
- Tapped on 
- Scrolled (placed finger on screen and moved it up/ down or left/right)
- Something else
- Said "I don't know"
- Prefer not to answer

2. What would you do to change the settings, such as the colours used in the calendar?

Please indicate on the picture the first thing that you would do to try and achieve this

Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)


- Tapped on 
- Something else
- Said "I don't know"
- Prefer not to answer

3. What would you do to create a new event in the calendar on the 6th July?

Please indicate on the picture the first thing that you would do to try and achieve this.

Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)

- Tapped on 
- Tapped (or press and hold) on 6th July
- Something else
- Said "I don't know"
- Prefer not to answer

Show *showcard G*. Here is a picture of a smartphone with a screen from a navigation app on it.

Translation note: The showcard is adjusted for each country to use a map location in that country.




4. What would you do to see a menu with more options?


Please indicate on the picture what you would do. Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)

Translation note: The text in the icons in the second response options are modified for each country.

- Tapped on 

- Tapped on one of the three icons in the bottom row   

- Tapped on layers icon 

- Something else

- Said "I don't know"


- Prefer not to answer

5. Imagine that you pressed something by mistake and the screen changed to the one shown in this picture (*show showcard H – you can keep showcard G in view for comparison but make it clear which one is the new one that you want them to indicate on*). What would you do to get back to the previous screen?

Please indicate on the picture the first thing that you would do to try and achieve this.

Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)

- Tapped back arrow 

- Touched the screen and then moved their finger back and forth on the screen

- Something else

- Said "I don't know"

- Prefer not to answer

Show *showcard I*. Here is a picture of a smartphone with a webpage from a travel company on it.

6. At the moment, this webpage shows a search for accommodation for 1 adult. What would you do to change the number of adults?

Please indicate on the picture the first thing that you would do to try and achieve this.

Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)

- Tapped box with "1 adult"

- Tapped on Search

- Something else

- Said "I don't know"

- Prefer not to answer

7. A smartphone does not have a physical keyboard. If you want to enter the location (*roughly indicate the word "Location" on the show card*), you need an onscreen keyboard to type it in.

What would you do to make this keyboard appear?

Please indicate on the picture the first thing that you would do to try and achieve this.

Please also describe out loud what you are doing.



Code response (DO NOT SHOW these options to the participant)

- Tapped in white rectangle labelled "Anywhere"
- Tapped on a different data entry field
- Something else
- Said "I don't know"
- Prefer not to answer

8. What would you do to set this webpage to be one of your bookmarks or favourites so that you can go to it easily later on?

Please indicate on the picture what you would do. Please also describe out loud what you are doing.

Code response (DO NOT SHOW these options to the participant)

- Tapped on 
- Tapped on 
- Something else
- Said "I don't know"
- Prefer not to answer

C2. Attitudes towards technology (part 2)

As before, here are some statements about your interaction with technical systems. Just to remind you, by “technical systems” we mean apps, software and digital devices. Please indicate the degree to which you agree or disagree with each statement.

Interviewer note: ask participant to look at Showcard J and answer using the appropriate letter code, i.e. "a / b / c / d / e / f", rather than 'completely disagree / completely agree' etc.

Please indicate the degree to which you agree/disagree with the following statements.	a. completely disagree	b. largely disagree	c. slightly disagree	d. slightly agree	e. largely agree	f. completely agree
1. When I'm not sure what to do next on a technical system, I try out different things until something works.						
2. I need to be shown how to use a technical system many times before I'm confident about using it.						
3. I am uneasy about tapping or clicking on things that I don't recognise in case something goes wrong.						
4. If I tap on the screen or press a button and something happens that wasn't what I expected, I can usually sort it out by myself.						
5. If my current technical system works fine for what I want to do, I have no interest in getting a new one.						

E. Capabilities

In this section, we will ask you about your capabilities, e.g. your vision, dexterity and memory. We're asking this because these affect how people interact with technology. The information can help designers to produce interfaces that are easier to see and use for a wider range of people. You can decline to answer any or all of these questions if you wish, without giving a reason.

1. To start with, we will consider your vision.

Interviewer to show participant showcard K (vision test chart)

We will use this vision chart. But this is not a proper eye test like you would get in an opticians and it does not give a proper measure of your vision.

Hand chart to participant

Please hold the chart at a distance that is comfortable for you, as if you were reading a book or browsing the Internet on your phone.

Now please read out the smallest row that you can read **comfortably**. Note that this is not like a normal eye test. We are **not** looking for the smallest possible row that you can read if you push yourself, but for the smallest one that you can read **comfortably**. By this, we mean **quickly and with certainty**. You can adjust the distance to be more comfortable if you like.

If participant appears to be struggling to read the row that they've chosen, ask them to try the row above:

Would you like to try the row above instead?

As they read out the row, check how many letters they get wrong. You can check against the following chart. Note that each row begins with a different letter (except lines 2 and 12). This can help you identify which row they are reading out.

Line 1: H U D F N P R K

Line 2: R F Z K N D U P

Line 3: N Z P R F V U E

Line 4: E D P V R H Z N

Line 5: D R U P F Z H V

Line 6: U R E K H P F V

Line 7: Z R V F E K D P

Line 8: P H R F V K N Z

Line 9: K U P E V N H D

Line 10: F R K E D U N Z

Line 11: V K U F R N P Z

Line 12: R K Z V N D P H

For these purposes, participants are considered to get the line correct if they make 0 or 1 error. They get it wrong if they make 2 or more errors.

- *If they got the line correct (0 or 1 errors), record the line below and move to the next question*
- *If they got the line wrong (2 or more errors), ask them to read out the row above: Thank you very much. Now I would like you to read out the row just above that one. Continue until they read a row correctly (0 or 1 errors) and record that row below.*

The smallest row read correctly (with 0 or 1 errors): _____

Prefer not to answer

Now there are a few questions about how difficult you would find some common tasks if you tried them today.

2. How easy or difficult would you find it to pick up a small object such as a safety pin?

Interviewer note: ask participant to answer using the appropriate letter code on Showcard L, i.e. "a / b / c / d", rather than 'very easy / very difficult' etc.

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- Impossible
- Prefer not to answer

Now there are a few questions about how much your capabilities affect your daily life. In these questions, we're interested in your real-life experience e.g. while using any glasses or other aids you normally use.

3. To what extent, if at all, are you limited in your daily activities because of

Interviewer note: ask participant to answer using the appropriate letter code on Showcard M, i.e. "a / b / c / d", rather than 'not at all limited / somewhat limited' etc.

	a) Not at all limited	b) Somewhat limited	c) Very limited	d) Prefer not to answer
a. your eyesight	4	3	2	1
b. your hearing	4	3	2	1
c. any problems with your hands	4	3	2	1
d. any problems with your mobility	4	3	2	1
e. any problems with reaching your arms above your head or out to the sides	4	3	2	1
f. any difficulties with your memory or concentration	4	3	2	1

F. Demographics

1. Please give your age (in years):

- It is: _____
- Prefer not to answer

2. What best describes your gender?

- Female
- Male
- Prefer to self-describe _____
- Prefer not to answer

3. A COUNTRY-SPECIFIC QUESTION ON SOCIAL GRADE OR INCOME

4. A COUNTRY-APPROPRIATE QUESTION EXAMINING EDUCATIONAL ATTAINMENT

5. How is your health in general?

Interviewer note: ask participant to answer using the appropriate letter code on Showcard P

- A. Very good
- B. Good
- C. Fair
- D. Poor
- E. Very poor
- F. Prefer not to answer

6. What type of area do you live in?

Translation note: The questionnaire in some countries ascertains type of area using postal code instead of multiple choice.

- Urban
- Rural

7. Do you have [INSERT RELEVANT COUNTRY] citizenship?

Translation note: There may be variations in the exact wording for this question and the next question between countries. Alternatives include: What is your current nationality (or nationalities)? What was your nationality/nationalities at birth?

- Yes
- No
- Prefer not to answer

8. *Only ask if Yes to previous question (F q7)*

Did you acquire [INSERT RELEVANT COUNTRY] citizenship at birth or at a later date?

- At birth
- At a later date
- Prefer not to answer