# Respondent 1

Interviewer: I wish it would show me more clearly that it's doing that, but hey. Here we go. Now it's done it.

**Respondent1:** It's confirmed this end too.

Interviewer: Very good, thank you, right? So as I say my name is Andy, I'm a researcher on the Twenty20 Insight Project at Aston University? Yeah, the project wants to find out the most important values in respondents lives and how these values impact on their attitudes, their preferences, their decisions, towards technology and to IT products. And specifically the NHS COVID-19 app. So the questionnaire is one part of that, and we'd like to understand your views about undertaking the survey so we can improve it in any way we can. So part of it's about validating the survey and a part of it is about exploring a little bit beyond the survey to see what we've missed or where, where we might go.

**Respondent1:** Fair enough.

Interviewer: Yeah? OK, so. Let me just make sure I got control of the right bits here. Um, what I'm going to do is I'm going to run through the structure in the same way that the survey did. Uh, and we can pick up any issues that you experienced as we go, yeah?

**Respondent1:** Okay.

Interviewer: So if we let me just. It would be helpful now if I shared you into the... a version of the survey. Let me just make sure I can do that. There's the question as to whether I can get the right one. Rather, the joy of being the testbed.

**Respondent1:** Right no pressure.

Interviewer: I'm just having a little bit of trouble getting the. Right screen up for you.

**Respondent1:** OK.

Interviewer: That's fine. OK, there we go, sorry about that. Too many different screens up. OK, so. Scroll to the top there and begin on the demographics. So. So the first question is, did you have any issues answering any of the questions in the demographics section of the survey?

**Respondent1:** No Not at all.

Interviewer: OK, straight forward. That's what I like to hear. I'll move through that and start up here so. The. Were there any issues for you answering this 16 part question which is the in the values in life section? You can see the first part of it here.

**Respondent1:**Yeah, no. I was. I found that OK, yeah,

Interviewer: OK and did you have any issues with any of the values and how they were described and they were they all understandable to you and he's easy enough?

**Respondent1:** I can't recall any. If we roll down through them I’ll see if anything jumps up. But

Interviewer: Yeah,

**Respondent1:** All seemed fairly self explanatory. No, I yeah they all. I guess. Um? In my just general use of language Hedonism and its descriptor. I will. It feels like feels like too weighty a word to use.

Interviewer: Fair enough. I understand what you mean.

**Respondent1:** But the point was made and it is important. Yeah, so

Interviewer: yeah. Fair enough. so you didn't find any difficulties. But and they were, they were relatively clear to you apart from Hedonism being a little weighty, as you say, are there any values missing from the list presented?

**Respondent1:** erm. Just run it, run back up again,

Interviewer: yeah, no problem.

**Respondent1:** Is there anything in there, it’s probably covered, but to do with. I don’t know if it’s a value as such, but that kind of social contribution. Acting for the greater good type of stuff

Interviewer: you might put that within social order or responsibility, I suppose,

**Respondent1:** yeah.

Interviewer: But I take your point.

**Respondent1:** Yeah, I didn't read social order in that way. I read social order as complying. Rather than contributing, if you like, to a society.

Interviewer: Yeah.

**Respondent1:** Um but it’s only coming to me now 'cause you're asking the question, it hadn't occurred to me as a gap just in the reading of it.

Interviewer: OK. So, there's no yeah so we moved through those and there's nothing we are highlighting there as particularly missing.

**Respondent1:** No

Interviewer: social contribution was the.

**Respondent1:** For want of anything, I would probably think of different words given given long enough, but. Yeah.

Interviewer: OK. Um? So it will move through to the next, uh, next step. So this is in values in IT products and apps and. So we have the same set of values and we have between this slightly different context Now, so can you tell me what you understand by the terms ID, products and apps?

**Respondent1:** Yes, well I'm presuming that means stuff that I might decide to purchase or use or download or whatever to run my my desktop here or generally, except for the, you know my for the phone in terms of. User apps. So, whether it be a security app or a. Mapping and navigating app or or Cedar COVID-19 app type of stuff that is Discreet items that help. Or add value to the… To what I feel I need to do.

Interviewer: Excellent. Uh. Did you have any issues answering any of the questions in this section? I can roll through them quite quietly now.

**Respondent1:** No, not in terms of any particular answer. It was more having to remind myself. To reapply the. The point of the question and relating the value to the product or app rather than just value for its own right.

Interviewer: OK, I understand. Um? So that… the next question was did you find any difficulties in responding to any of the values listed? And actually that's what the issue is isn’t it, it’s the carrying that forward.

**Respondent1:** The difficulty was just I had to concentrate and think, OK, remind myself what the question is. And then you could end up with a different grade. For example, for the same value. Rather than just think about, you know, cut and paste the answers from above. It could be a very different grade judgment in relation to this particular question, then it was for the previous one.

Interviewer: Yeah. And. Did you have? And any specific IT products or apps in mind when you were answering these different questions?

**Respondent1:** Well, most of the stuff that I tend to use in terms of apps, for example, will be things like weather forecasting. Navigation. Sport statistics sharing type of training monitoring activity, related apps or. the social. Keeping in touch with the family WhatsApp type stuff. I'm not a big user of. I I see I I'm I use IT as a tool rather than as a pastime,

Interviewer: yeah?

**Respondent1:** It's not really the best way of putting it, but I'm not actually phobic in the slightest, but I don't. Seek new stuff. If something comes along that I think all that's going to add some value in a. I'll use it, but probably get rid of something else.

Interviewer: Yeah, they were given the list you gave me for the weather. The now from the sports and everything that looked like he was quite outdoorsy to me.

**Respondent1:** OK, well that's the stuff. Consequently those things have a have a resonance and an obvious use for me that rather than just in terms of, you know it's things like gaming and stuff. I just don't do,

Interviewer: yeah. Yeah, we've all got our different niches that we work with in it. OK, so moving on to the NHS covid 19 app. Did you have any issues with this? Uh, the questions in this section.

**Respondent1:** No, no, I was into the swing of it by then understood it was specifically about that. No, it was it was fine. The those were the ones where it was free text to fill in. I had to read the question a couple of times and make sure that I was. Understanding, if I filled in correctly, understanding what it was asking me.

Interviewer: Yeah. OK, so a little bit a little bit harder on the free text questions. Yeah,

**Respondent1:** yeah.

Interviewer: That would be let me think that was questions such as. That will be question 20 here the influences yeah

**Respondent1:** yes so yes, yeah and I may not have answered it as the question was asked, but what other influences are important to determine it? I can't recall what I my put down in those now, but. I think I filled in about half of it and then did none, none, none for the others thinking. I'm not quite sure. If I'm on the page for this,

Interviewer: no problem. What made you a little feel unsure about it? Can you can you recall?

**Respondent1:** Well even thinking about it now. I'm not entirely clear on what it's asking me, which might I know you’ve probably read hundreds of these, or involved in it, but what are the influences? I felt it was. Possibly repeating what I'd answered above, but this was the NHS Covid 19 app. Perhaps I’m just overthinking it.

Interviewer: OK, I you cut out a little bit there, but I mean it seemed, you seemed to be saying if I'm precising correctly that there may have been replication from the previous section.

**Respondent1:** Yeah,

Interviewer: but I think generally you felt as if I'm kind of trying to tease something out of you that you're not really ready to give really, because it's not, it doesn't seem to be that much of an issue, it's just a little bit of an issue.

**Respondent1:** No, Not at all, I put some stuff down in there that was recommendation of family and friends or whatever. Whatever it was, that were the influences. Functionality of various things in there but. Yeah, it's just, it's just. It's a different style of question when you when you've been taking some. Yes, no kind of multichoice type stuff. You gotta think on your feet and use your own things you are quite keen to not misconstrue the at the question 'cause it will be a wasted answer. Then

Interviewer: yeah, I understand. OK so. Within… if we kind of move past the questionnaire slightly now, unless it's unless there's anything at all you want to to highlight from it

**Respondent1:** not particularly no.

Interviewer: OK, so. A few more open questions just. Uh, just to kind of follow follow up really. So what kind of factors in your own personal situation helped to shape your decision as to whether or not to download the NHS COVID-19 app?

**Respondent1:** In my personal situation, value wise I guess. It it felt that. It was only going to have a particular value for Society if enough of society joined it to make it worthwhile. And so you can either decide it's not going to work. As a concept. And effectively. Perpetuate that, because if you don't join it is less likely to work or say, well, let's jump, download it and give it a go, but hopefully if enough people do the same, it will actually do what it's intended to do.

Interviewer: And was, sorry, was that, how does that, is that changed because of the you mean… your personal context is that, would that have shifted if you were working in a different setting or whether you a different family around you, or what, or any of those kind of spaces I suppose I'm thinking about,

**Respondent1:** yeah, I guess like it could have done but I I. No, I think I. I think I would have been relatively consistent on that. I I I I am minded to act for the greater good of society. If you should. I mean at a point of personal inconvenience, if that's if that's what's required,

Interviewer: yeah

**Respondent1:** And in this particular thing. The issue is so. Big and worldwide that it felt the right thing to do was to try and contribute in a way. I must have been influenced a little by the fact that. For other reasons. I've had to be shielding through this period. Which meant my I volunteered originally to do some stuff locally and I had to stop doing that because I was shielding, so there was there weren't very many opportunities to feel like you're having a contribution to the situation.

Interviewer: OK. That makes a lot of sense. So. You've done, you downloaded the app,

**Respondent1:** yeah?

Interviewer: Yeah, which functions and features of it do you use?

**Respondent1:** All I do. All I've done is downloaded, turn it on and it sat on since I downloaded it whenever that was months ago, so it is purely the well, as was the time the checking in and out of. You know if you went to a restaurant or whatever, checking in and out thing and. It's and its basic opportunity. I think of you being. Near somebody, if you're in a supermarket and I was heading there and they've been deemed to be a contact. So it's just that background stuff, really.

Interviewer: I'm just gonna stop sharing now 'cause I don't. We don't really need that page now. Forgot to turn it off, put my face back on. Hello again. So, um. Are there any functions or features that it doesn't have that you would have liked it to have?

**Respondent1:** I've hardly used any of its behind the scenes functions. I did initially try and a friend of mine said you could look up the the the data for your local area and through it, but I got I got lost in doing that a couple of times and just gave up. But, uh. Yeah, so it might do this already, but if it was able to say you know your your County is currently at this level of infections and you're. Your new cases, or your Ward or whatever. I think I think people. Act… the national numbers are so large they feel they feel big, but they also feel remote. So it would be useful to see what's going on in your. Post code.

Interviewer: I get you, I get you make it more local.

**Respondent1:** Yeah,

Interviewer: and I'm so.

**Respondent1:** It doesn't, particularly from this end, but you're not yet back on the screen, just so you know.

Interviewer: Sorry,

**Respondent1:** happy to carry on as is, but just just just so you know, is the trialing the use of the thing.

Interviewer: Thank you. See what's going on. So I'm not back on the screen. What is on the screen?

**Respondent1:** A circle with AD in it.

Interviewer: Oh, these are Oh my video simply turned off, turned my video off when I turned on the other thing.

**Respondent1:** There you go.

Interviewer: Thank you. And so the next kind of thing was was really about are there any improvements to make and nothing that kind of your you opened up with the getting lost in it a little bit and the you had the more local way of thinking about it that those are both kind of improvements on its current state, but as a further prompt you might consider very, you know things that are quite basic on a mundane level, or things that are probably out there on other kind of like what would be the perfect kind of app. With that, what would what would it do for you in a perfect world?

**Respondent1:** I'm not quite sure, I I don't think it needs to do that much more I'm, I think in terms of what it was. What I think it was for in the first place which was to aid the contact and tracing. You know, assuming it is doing that. I've only ever seen it as something that says to in to enable that to happen nationally, we need a lot of people to be on this app. So it's not something I feel like I'm driving. I've just signed up.

Interviewer: Yeah. Are you getting out and about much as you're shielding?

**Respondent1:** I am a shopping about once a week and I'm going on occasion well once every other day. I've got a local hill here and forestry that I can go walking in that I generally tend to share that walk with one of three or four local friends who've got dogs and you have a bit of a that’s my social

Interviewer: yeah

**Respondent1:** the rest of time. The rest of time is is no, I'm just. Doing do working well, volunteering and working from home for various committees and groups and stuff that keep me keep me busy and I'm furloughed as well.

Interviewer: So you can't work.

**Respondent1:** But I but I, I'm a trustee director for various things and voluntary so so they keep me busy.

Interviewer: Yeah, well I was thinking about where you were going really rather than your personal business. But

**Respondent1:** I understand that yeah, so I'm not really going anywhere. Yeah, Supermarket once a week.

Interviewer: You're much like me. I I go to the supermarket and I sit in the car while my partner goes there. That's it, that's my out. So, but what I'm I was just trying to explore what the opportunities were if they reduced back 'cause you're shielding. I suppose if the need for different functions and features of the app are reduced. If you're in the position where you're shielding or not.

**Respondent1:** Uh, they they might be. I just I've never seen it is something that I need to drive I I have I. I've tried. In the beginning I downloaded it with the idea that it was effectively a dormant tracker.

Interviewer: Yeah.

**Respondent1:** That would would. Jumping to life when it needed to by the. Yeah, so I've not felt it's it's something I use I just have.

Interviewer: Sure, I get it. When it boots into life. What does it want to do when it jumps into life?

**Respondent1:** So you you cut out of it, then I didn't quite get that.

Interviewer: OK, so you said when it jumps into life when you needed it? Yeah, the idea is that is dormant and it jumps into life when you need it

**Respondent1:** Oh I see what is it? It's it's if if when we were able to go out in groups of six or go and sit in a pub or whatever. I was understanding that it would. Log whether or detect whether there was somebody I was in contact with who had subsequently was judged as positive. But that was it really.

Interviewer: I just I was just wondering if they were. That's its life, that's what it does when it's when it's functioning well.

**Respondent1:** Yeah, yeah

Interviewer: And then that's enough for you. You are happy with that?

**Respondent1:** I haven’t had any higher expectations that it do in what I believe it was for primary function, which is to aid the test and tracing the trace and testing.

Interviewer: OK, I was kind of probing whether or not there might be any more personal kind of it. If it provides any more personal security for this in other contexts, but that's that's me, just exploring. That’s for me to have a think

**Respondent1:** yeah I. Other other than we know well other than because it's because it's. 'cause everything. Because most of the stuff on it. I think from or how it works is retrospective. It says you were in contact with someone rather than you are in contact with somebody. Because yeah, there their positive state is judged after the fact then looks then it backwards through their Contacts I’m not quite sure what else it could physically do.

Interviewer: Yeah, I suppose the question is if if people are out and about, even if they have covid and they have been tested, what might what might it do in that question? That's what it brought up in my mind. And I I I'm I'm I'm I'm not trying to put words into your mouth I was just it's just what it brought up for me.

**Respondent1:** Yeah. Fair enough

Interviewer: So. If you have to convince someone else to use the NHS COVID-19 app, what would you say to them?

**Respondent1:** I think. That would that the answer would have changed depending on what when when I was. When I when I was answering the question and obviously with the surveys, now if that just just for interesting, I suppose the when it was first coming out. My answer would have been. Come on. You know it by this situation, the code, whatever we're being told this is one of the ways of helping move it forward and make us forward. So join in. I think now I would really struggle because you just never hear much about. It's use. Uh, so I have no idea what the stats are for the people who downloaded in the country or download it, and I've got it on is still using it and you're virtually in my in my social circles I've never come across anybody who has says they have been tracked or traced.

Interviewer: OK,

**Respondent1:** we don't get any evidence of that reported in the news media, whatever. So it just feels like it's. I would now struggle to persuade somebody who had by now hadn't downloaded it. To join in.

Interviewer: OK. So, if I was to ask you if then having highlighted that problem. You were to recommend a feature or a function of it that would help solve that. How would you might? How would? How would you be minded to solve that problem?

**Respondent1:** I don't think it's to do with the app. I think it's to do with the reputation of the app and the promotion of the app or the promotion of the results of enough people having the app. It's it in itself. As I said, I think it will be hark back then to my understanding or use of it anyway. I don't expect anything out of it other than do other than to do the job of helping society understand where I was. So. That until that appears to have. About a merit. It's it's. It's not doing much.

Interviewer: Brilliant yeah, I understand, great, that's great and we have coming just about on half an hour.

**Respondent1:** Uh, we've got tradition.

Interviewer: I thank you very much and thank you. Being super helpful and really interesting conversation, I have much appreciated.

**Respondent1:** Thank you, I've enjoyed it. Nice to be part of something. As I say

Interviewer: yeah, to the greater good eh?.

**Respondent1:** Yeah yeah, It’s all little bits isn’t it?

Interviewer: It is, we do we do what we can all of us. alright. Well, thank you very much again and I'll obviously you wanted… Did you want some further information?

**Respondent1:** I ticked on boxes to be interested in sort of highlight results and and whatever, and I'll yeah I'll yeah it is. Yeah it is.

Interviewer: It may take awhile but I'll make sure I get you get it.

**Respondent1:** No, I'm in no rush. I'm going nowhere and yeah, it would be just interesting.

Interviewer: Alright? Well, thank you very much. Alright, take care.