# Respondent3

Interviewer: I've pressed the right button. Yeah we can. Alright, so I'll jump up. To let me just, I'll share a screen with you as well. So that you can be reminded of the questions in the project. Where’ve I gone. Just a bit of screen swapping here, one second. There we go.

**Respondent3:** Yeah, I cannot see your screen yet.

Interviewer: I’ve just I just shared it so you should be able to see it in a moment. And just make it so that I can see everything.

**Respondent3:** Yeah, now it's okay again.

Interviewer: OK, so why want you to be able to see I want you to just be able to see the demographics, bit OK, should you can you see the demographics section of the survey?

**Respondent3:** Yeah yeah, yeah.

Interviewer: Great. OK, so did you have any issues answering the questions in the demographic section of the survey? And as a quick reminder that's covering the age that you can see the gender, the highest level of education and the ethnic grouping

**Respondent3:** no like you always. When I do this kind of service or this kind of thing, there's no my ethnic group in so I have to check other ethnic group and I need to add that. But this is OK. Saying now there is no known, there was no problem with that. So.

Interviewer: Very good, I'll move through to the next section and I'll stop there for a second right? So, the next section is values in life and did you have any issues answering the 16-part question in which is the only question in this values in life section.

**Respondent3:** No. I think that it was really clear for like my values in life how to relate with wealth, accomplishment and all the points that you are ask, are asking. So yeah, it was perfectly clear.

Interviewer: Excellent,

**Respondent3:** yeah,

Interviewer: did you find any difficulties in responding into any of the of the listed values? Are the values clear? Did you find any of them ambiguous?

**Respondent3:** No, I think it was clear for this one. For the values for my values.

Interviewer: But yeah, I understand where we'll catch the next ones,

**Respondent3:** yeah?

Interviewer: Uh, did you feel that was anything missing from that list presented to you? That's important. Any values missing from that list? I can just slide through if you want, so wealth accomplishment.

**Respondent3:** Yeah, nothing I was about to say the social part, but the address is something related to the social order.

Interviewer: OK,

**Respondent3:** everything is. It's OK,

Interviewer: OK, I'll move on to the next section.

**Respondent3:** OK.

Interviewer: So can you. Before we start this one, can you tell me what you understand by the terms IT products and apps?

**Respondent3:** Well, everything related to technology but. And yeah, all the. I don't know. The services that are. They are there that I can use for my daily life related to technology. Yeah, so that's how I I get it. I don't know if that was the question

Interviewer: That, well, yeah. I need to understand how you understand it? Yeah, but there’s no right or wrong answer.

**Respondent3:** Yeah well, the IT services for me is like yeah, my off my computer and everything that is on my computer on my phone that I can use for like for pleasure or for work. That's what I get for IT products and apps.

Interviewer: Great, so did you have any issues answering the questions in the values in IT products and apps section of the survey? And if we start with the... we’ll start with the question 7. Please consider each value. Listed below that one you can see on the screen.

**Respondent3:** Yes, you like it. For me it was a bit. Where how to translate? But my values into how I see IT product so it was kind of hard for me to. To relate one thing with another. So, like I understand the purpose of the of the survey, but it was kind of hard for me to answer your questions. So, for example, what my computer will mean with a broad-mindedness, for example, errI think I don't know. Maybe, maybe I will. I like, I would have like to have more like an an explanation in the question to say OK these are your by the previous questions was ready with your values in life. Now how can you relate that to IT products or something like that? I. I don't know I I felt that I there was something missing in the question and like in the explanation what do you need to do in the next one to make it easier or how to connect the the value the wealth, the accomplishment. Etc with the IT products that for me was kind of hard to find the connection. But yeah, maybe it was just my perception.

Interviewer: OK, well that's that's an... It's an interesting issue and I think it's it isn't easy and not, and I'm not going to pretend it is. I'm not seeing the questions beautifully written the the But the what it does stop me will when you looking at safer the wealth one. How did you answer that one? How do you think about it? When you did that?

**Respondent3:** Yes, err, what are you? I thought was again was how the IT products help me to get wealth, to be rich, for example, how can I produce money with ITproducts? That's how it related to that,

Interviewer: OK and were there other ways you might have framed that that you decided not to think? Think about.

**Respondent3:** Sorry,

Interviewer: were there other ways you might have framed the idea of wealth that you that you decided not to focus on?

**Respondent3:** Hey, I don't. I don't get your question. What do you mean sorry?

Interviewer: Well, if you've you've you described the way that wealth is being used there. Yeah, in the way you use use wealth in your in the way you wanted it. Did you discount any other versions of thinking? Thinking bout how wealth might be used then with IT products?

**Respondent3:** Well, I thought about the if the if the products were expensive or how how many I Should I spend on IT products they and that will be? Is something that will affect my wealth if I spend money on something? But then there's I I answer in the other way around and well in the in the in the way that I told you that,

Interviewer: OK, that's OK. How do I probably will help me with what? OK, I understand 'cause there's lots of mean. Obviously there's lots of different ways you can take the statement and and the and the value in itself, and you're choosing to do quite a lot of interpretation as you move through them and that. Each one is difficult because of that. Could you try and navigate that each time? But I was just interested to see to to look at whether you how you are navigating that space. Did you? Find any difficulties with specific values in this list.

**Respondent3:** For this specific,

Interviewer: for this values, IT products and apps question. Yeah

**Respondent3:** yeah yeah, can you Scroll down?

Interviewer: Of course

**Respondent3:** They would, yeah, maybe honesty. I I couldn't. Like associate honesty with the IT products, I don't know. Maybe that one but the other ones. If I took it in that way, yes, I took the first question. I think they could relate it, but after thinking of it.

Interviewer: OK, yeah, that's fine, um? Were there any values that you would have liked to seen listed in this section that weren't there?

**Respondent3:** No, no, I think he was clear. Yeah, well, that was different.

Interviewer: And did you have any specific IT? Books or apps in mind when answering this question.

**Respondent3:** Yeah, like yeah. For example, the email. The email apps there. And also the day we were talking about the NHS one. The tracking thing about the security and privacy and that... so I was thinking about that. Kind of products more apps than.

Interviewer: OK, I'm going to move down to the next question. I'll just slowly scroll through these and if you want to stop me if there's anything you want to say about any of these questions, yeah. So, I'm looking at #8 now. Can you see that clearly?

**Respondent3:** Yeah. Then you send. Yeah, I think it is clear. Yeah. Yeah, that's what I meant for. Yeah that’s clear.That's OK, too.

Interviewer: OK, that's the end of that section,

**Respondent3:** yeah?

Interviewer: OK, we're OK with that.

**Respondent3:** Yes,

Interviewer: OK. So, into the values in a in the NHS COVID-19 app. Did you have any issues answering the questions in the values in in the NHS code 19 app section of the survey. And kick off with 17?

**Respondent3:** Yeah, maybe they they they think was a bit more difficult to answer because there are so like there's not all, like I couldn't relate with all the values there, so that the NHS app by itself. So, for example, the I know that in the world you can say OK, it's free, but in as I. A. As I tried to focus that he was like this this app with this product helped me to increase my wealth. It was how do you how would you answer this, so that that was a bit hard to answer? But yeah, but yeah, I did it.

Interviewer: So, did you just go with not, because of the wealth in in, in answering the wealth? When did you just say not at all important?

**Respondent3:** I just said he was important, but because he was free in there but. Well yeah no.

Interviewer: OK, so this is an interesting kind of thing there, because you could say it doesn't impact on my desire to be rich or have lots of money and expensive things. Therefore, it's not at all important, but you, but you chose to say doesn't cost me a lot.

**Respondent3:** Yeah, well

Interviewer: therefore. it is not impacting on my wealth negatively on my wealth.

**Respondent3:** Yeah, actually, yeah, you’re right I should, I should have answered not at all important if I was focusing in even taking the same approach. Very yeah, that's why

Interviewer: it's OK. I'm just trying to understand how how you've done it and what that tells us. Um? So, I'll just slide down there, and if there's anything that any any of these you want to kind of highlight as being particularly an issue, do so yeah,

**Respondent3:** the security. They honesty, there's possibility that that's something that all the people were talking about, right? The privacy of the apps that it tracks your everything. Yeah.

Interviewer: OK. And I'll just. I'll continue down through this, the next sections. And if you can highlight anything that you had any issues with.

**Respondent3:** Yeah, I think this is being useful.

Interviewer: OK, and that takes us to the end of that section. OK, I'm going to come out of the screen sharing now so I can see here again. Or you can see me again.

**Respondent3:** Yep.

Interviewer: Have I returned?

**Respondent3:** Not yet.

Interviewer: OK, so we've been through the survey, uh, almost on a question by question basis. The... you didn't seem to have any problems other than in the values in IT products and apps and the large that under large 16 part question there and on the 16 part question within the COVID-19 app one.

**Respondent3:** Yeah

Interviewer: yeah and those were to do with being unsure about how how to apply the value to the subject of the question

**Respondent3:** exactly? Yeah

Interviewer: yeah. Lovely, I just wanted to get that clear in my head. So, I'm gonna open out and just talk about some other factors now. So, what kind of factors in your personal situation helped to shape your decision, decision sorry, as to whether or not to download the NHS COVID-19 app.

**Respondent3:** Well at the beginning, like if you didn't have the well I don't know. Right now we're in self isolation quarantine, but at the beginning if you didn't have the the app, you were not allowed to enter places to get into laces it right? So like that's why I did it from the beginning. That's why I download it to be able to go to restaurants well, so whatever. Yeah that yeah. After that a well I'm going to just one thing I knew I was thinking about something, but. Eh, Yeah, I think there are some things that could be more useful that yeah, basically just do to understand what were the rules in my area and also to be able to get into places. That was my my main motivation for downloading the app.

Interviewer: You said some things could be more useful. You said some things could be more useful. What might, what things were? They would have been more useful.

**Respondent3:** So, for example, the where could I get the test nearby? Now that we are going to start the vaccination things. Also, I tested positive like got carded a month ago and yeah, I will have more information and more able to. Be more able to. I don't know to talk to someone like the NHS is where when I was with covid they called me every two days maybe or three days, which was nice, but also would have been a positive if you have an emergency to have the the chance to do something with through the app. So yeah, I think

Interviewer: What might you have done through the app?

**Respondent3:** So, for example, the way if I was suffering about any of the the symptoms, to call someone, or to contact the doctor or to contact emergency.

Interviewer: OK,

**Respondent3:** yeah, that's good. UNCLEAR

Interviewer: So. Firstly, I'm sorry you got Covid, I didn’t acknowledge that. Um. You're actually the first person I've met who is who's had it? I've been so closed down I haven't seen anyone who's got it. So, I'm I'm glad you're looking healthy anyway.

**Respondent3:** Yeah, even right at the beginning, but I I suffer all the symptoms. The smell the taste everything the first 2 days I was with high temperature my body hurt. But yeah the day after that. Yeah I just improved. And yeah I'm OK now. but yeah

Interviewer: good to hear so. So which functions and features of the NHS new COVID-19 app do you use? Well, have you used it?

**Respondent3:** First a the. The restrictions because in the NHS app you can see which tier are we now, we are a national lockdown. Also, the check in that was the purpose when I downloaded the app. That and now I I had to enter the test result. When I got the positive, positive one, I had to to submit the results of my tests with a code, and then after that when I submitted the result there was like a countdown of the days of self isolation that I had to. Hey yeah that and those are the functions I've been using.

Interviewer: Did that cover everything that you wanted it to cover?

**Respondent3:** Hey, other than the emergency things that I thought you know like, yeah, yeah yeah I know and the that what we like what I'm told you also that will be helpful to have which is your nearest a place for a test and how do you do a test? Because yeah now in the University we can do it, but it was through the University not through the NHS.

Interviewer: Okay

**Respondent3:** So yeah, I, I'm guessing for other people that is not related to University you it will be. It will have been. It will be useful if the app has that feature?

Interviewer: So Yep, so just let me think, I think. So I think we've covered any specific functions or features that it doesn't have that you would like it to have. Do you have any suggestions as to how the COVID-19 app might be improved to align more with your personal values?

**Respondent3:** Maybe more information about the security, the data security, how is it being used and how is it gonna be used after, well after in the in the following years, how are they going to study my yeah, my results for example or or Yeah no. The NHS knows now that I had Covid and then I had to do the the trace of the people that I been in contact with so what is going to happen with that? I think it's more about the security and privacy of the data that I don't know if yeah, you there is not much more about information where there is a, uh section that is about your data. But yeah, it is well it according to this it is gonna be around. They're just taking the the places that you have been, but then after you submitted the tests, what is going to happen with that data? I, maybe that.

Interviewer: OK so I'm gonna skip the next question 'cause that UNCLEAR

**Respondent3:** Sorry the connection is not.

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

**Respondent3:** If I have to convince someone to get the NHS app,

Interviewer: yeah.

**Respondent3:** Well, first that you need that to get into a place to get the restaurants and also that a it is helpful for, if so, if for the same thing if you check in into our place and then you submit a positive test, then they all the people that have been in that same place at the same time there when you were there they could be notified or something that they should be aware and take notice if any symptom. Yeah, yeah, I think that will be the way that I try to convince someone, that it is useful for taking care of other people more than yourself, because the other it is if you are going to do a restaurants after you are there, they tell you that that there was someone with covid here.

Interviewer: Yeah,

**Respondent3:** yeah.

Interviewer: OK, well I think we've covered everything that I wanted to cover. Is there anything that you wanted to say? Beyond that, that, uh, about any aspect of the uh, of the apps or the kind of ideas of how apps and values interconnect, or the survey itself.

**Respondent3:** What would be the your expected outcomes from this?

Interviewer rambles on – no further comment from R3