# R6

**Respondent6:** Yep. Yep.

Interviewer: Good. I’ve got a series of questions, you are going to need to, so. The Twenty20 Insight Project wants to find out the most important values in respondents lives and how these values impact on their attitudes, preferences, 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. Partly that’s about validation and a partly that’s about extending the scope of the survey. You’re happy to be recorded, so...

**Respondent6:** Yeah

Interviewer: The first section of the survey... did you have any issues answering the questions in the demographics section of the survey? So that's covering here you can see the age. Gender, the educational attainment and the ethnic grouping.

**Respondent6:** No.

Interviewer: The next section the values in life section. did you have any issues answering this 16-part question in the values in life section?

**Respondent6:** That was fine. That bit was okay.

Interviewer: The next section was the values in IT products and apps. Can you tell me what you understand by the term IT products and apps?

**Respondent6:** I think I think of them as two different things and so that was a little bit confusing. I answered the questions as though I was talking about apps because that's the most relevant given it was about the COVID-19 app and I think of an app as being a program that I download to my mobile phone. Whereas an IT product more generally, I might think about Microsoft Office or Photoshop or something that has a much more kind of utilitarian purpose is an actual thing rather than on.. that lives on my computer rather than app.

Interviewer: Okay. Did you have any issues answering the questions in that section?

**Respondent6:** Was that this this bit where I had to choose the product and app on the values.

Interviewer: Yes, that’s part of it.

**Respondent6:** Yeah, so well there was the issue that I I made a call on which kind of program was talking about 'cause I feel very differently about software like Photoshop that I might need to download to use to do my job. So how I feel about apps like social media apps or the National Rail app and so I focused on apps but there was nowhere to specify that was what I was doing. I found it difficult that wasn't given the products or app type that I had to think which ones I wanted to talk about and then talk about values related to it. And I didn't quite understand the phrasing of the question because it said... Please give examples of how the IT product application is influenced by specific values and I answered the question as though how my choice to download or use that product was influenced by my values because I could have answered it how the design of the product is influenced by values, but I'd be speculating on why the designers are done certain things, so I have opinions about that. But the question kind of left it open. It wasn't very clear to me which way I was meant to answer it.

Interviewer: Were there any other issues with that section?

**Respondent6:** You couldn't see the values you had to scoot all the way back up to the top to look for the values that you wanted to list, like there was no kind of.

Interviewer: **UNCLEAR** ...list to help you choose it.

**Respondent6:** Yeah. An and yeah, I just thought it was very, very open. It was all very open and so I tried to give answers that made sense, but. It was unclear whether I was doing it right.

Interviewer: We’ll move onto the values in the NHS COVID-19 app. Did you have any issues answering any of the questions in that section?

**Respondent6:** I. I thought it was interesting that it made me consider which values. Relate to the app, but I felt like I wanted perhaps more space to... Or I felt like there was something missing. Because actually with a lot of my values and what the app is meant... to be for. I can see that I would be seen it as someone who would be likely to download it like for the social good or I am not downloading it for different reasons, and I don't know how well I was able to articulate that.

Interviewer: Ok. I will remind you of the questions as we move on.

**Respondent6:** Yeah. Yeah, that would be helpful.

Interviewer: The first one was about the concern about the risk of covid19 infection and its consequences.

**Respondent6:** Ok

Interviewer: Were there any issues with that?

**Respondent6: N**o.

Interviewer: The next one was the considering, each value listed and the 16 values that create the **UNCLEAR** and how important the NHS covid 19 app is in supporting those values?

**Respondent6:** Yeah, I think that's tricky. I think that's tricky to answer because. Because of the tensions because it's not so straightforward. Theres tensions in the ideals of what it should support and what it can actually be seen to be supporting.

Interviewer: Can you open that out a bit? Is that between? The operation, the kind of what is possible technically,

**Respondent6:** yes.

Interviewer: Against what is possible **UNCLEAR** of it

**Respondent6:** In terms of the context that we live in. Like the aims of it and the the contribution people can make by using, it is at odds with the actual context we live in and fears of misuse of data and security.

Interviewer: What do you mean by context?

**Respondent6:** I mean with a government that we can't trust.

Interviewer: okay So. Are there any of those values that were specifically very difficult to deal with or were the issues all because of that context issue

**Respondent6:** I think. I think some. I think some of the values mean can mean different things in different ways, so like freedom could be. Freedom that the app gives you a freedom to go out, and now we're hearing that actually in order to go out to different venues, it's possible that you might be asked to produce the app and have to have to have it on your phone to get into places. But there should also be freedom to not be tracked so. Yeah.

Interviewer: So, freedom itself is under tension.

**Respondent6:** Yeah. Freedom and security code security could mean being secure from becoming infected or infecting family members, but it could also mean in your own security of where that data is been logged and tracked and who has access to it, etc.

Interviewer: So. We then had questions on social influences and what may have helped you to make a decision to download the app. Were those questions straightforward. Family friends, social media reviews...

**Respondent6:** Yep.

Interviewer: Recommendation of the nhs, recommendation of the government

**Respondent6:** Yeah.

Interviewer: What other influences are important to you in determining to download the NHS covid-19 app? Was that okay to answer?

**Respondent6:** Yeah, but it was quite confusing. Whether something was negative or positive, because what I consider to be a positive, a positive thing, isn't necessarily. You know? In relation to have you downloaded the app? if the answer is no because of security, then it's positive for me that I am digitally literate enough to say actually there are serious issues with this. That's a positive, but actually I wasn't sure whether I should answer negative 'cause is it seen by the government or society in general isn't a negative to not have downloaded it.

Interviewer: So, the positive is the act of downloading. Then you would do that answering negative because that's not the... you’d be misrepresenting how you feel about your values.

**Respondent6:** Yeah

Interviewer: Issues of compatibility were the next thing. How important is the compatibility of the NHS COVID-19 app?

**Respondent6:** If I was gonna download it, that would be very important. 'cause I have a very low-end Android phone that can't hold many apps. And previously for a long time I didn't have a smartphone at all, so and I think there are issues of discrimination and accessibility around that.

Interviewer: Around the digital first agenda?

**Respondent6:** Yeah.

Interviewer: How? How useful are the functions and features of the NHS COVID-19 app in helping you avoid the risk of infection?

**Respondent6:** Well, I've not downloaded it, but I don't feel like I need to use it because I'm already extremely careful, incredibly limited social contact like obeying the rules so. And I'm not trying to go anywhere that isn’t necessary. I think if if that situation changed, like if for example was required to use it for work and I was going into onto University campus and um. It was needed then. That would have to override my concerns about downloading it, and I'd use it just for work.

Interviewer: When you answered that question. How did you answer it?

**Respondent6:** I can't remember.

Interviewer: I suppose the question was really not what you answered specifically, but what approach did you take to it? Did you just pretend? How useful are the functions and features of the NHS covid19 app? Were you able to look at that separately from the act of downloading?

**Respondent6:** Yeah. But I think they're important in different contexts for different people, and that depending on what your job or work situation or family situation is, could change how useful or important those features are.

Interviewer: I had a question about the security implications. I’m assuming that was relatively straightforward to answer,

**Respondent6:** Yeah.

Interviewer: Personal identity, location tracking.

**Respondent6:** Mm huh

You’ve already stated about the downloading whether you were considering downloading it. So, what kinds of factors in your own personal situation helped to shape your distinction as to whether or not to download the NHS covid19 app?

**Respondent6:** The personal situation of feeling like I said, we have limited contact with people and following the rules and only going to a supermarket once week and. Like doing everything that's possible to avoid it, so I'm not trying to go anywhere where it feels necessary to use it... if there had been a stronger argument, probably from the beginning about how all the data was going to be using about being safe and secure, and if we had a different government, then I might feel differently about downloading it. But with the government we have and the implications of the way they keep doing things so badly and making U-turns and you left with a sense you can't trust them at all with anything, so there's no way I want them to be able to have that tracking data on me.

Interviewer: So, which functions and features convinced you not to use it?

**Respondent6:** Who it had been made by. The fact it was a government app, if it had been a... you know, like my mum used one from earlier on that was a University based research one. I would have been much more likely to use that one if I'd been going out like my mum was and it felt like it was necessary to need it because I would have trusted the ethics procedures of universities to know, and the data security, knowing a bit about that through working in a University, I would have trusted that process a lot more than I trust our government.

Interviewer: Do you have any suggestions as to how it might have been improved to align more with your values?

**Respondent6:** Yeah, have it completely... do it through University. That would be the answer because it can't be 'cause even chunks of the NHS are being privatized. So you've got it. I wouldn't want any private company to be trusted with it. I remember when the boys were little the child benefit there was a leak and everybody's data was put out there in the world, like I just have no. Yeah, I have no confidence in the government's ability to keep things secure, but also in not selling off our data. Or giving it to their friends in private companies. So yeah, if that would be, what would change it for me?

Interviewer: If you had to convinced someone else to use the Cover 19 app what would you say to them?

**Respondent6:** I can't remember how I answered that. Was that one of the questions? What would I say to them? I don't. I wouldn't convince them to use it. I'd say run. Oh my gosh, if you wanted to get people to use it then you would appeal to their sense of community in the importance of doing it to save people's lives. And that's what makes me sometimes feel a little bit guilty like I'm doing something wrong in not using it like there's a real conflict in and especially with that study the other day saying more people should use it. Or saying that people using it it saved lives brought infection numbers down, so it would be that kind of appealing to the social good. Oh yeah, that's it.

Interviewer: I’ve covered all my questions is there anything else you wanted to say?

**Respondent6:** Nope.

Interviewer: Thank you very much.