# Respondent8

**Respondent8:** OK, I can see it says demographics. It says recording has started.

Interviewer: Yep, and we're good to start then. OK um. So if we look at that demographics page just it just to help remind you of the questions, did you have any issues answering the questions in the demographics section of the survey?

**Respondent8:** No, no problems aren't windows at all.

Interviewer: Lovely, I'll. Move quickly through and then to the next section. Values in life. Do you have any issues answering the 16 part question in the values in life section of the survey?

**Respondent8:** Give me a second while I just refresh myself on this,

Interviewer: yeah.

**Respondent8:** No, I didn't have any problems with that, and when I did it, I put up each question at a time rather than looking at the grid.

Interviewer: Yeah, did that make...

**Respondent8:** I found it easier to do it that way doing one question at a time rather than looking at the grid and taking each one as I went down.

Interviewer: Brilliant it's good when the software helps you, right? Okay And then to the next section. Alright, before I move sorry before I move on, did you find any difficulties in responding to any of the values that were listed it? Or are the values clear? Or did you find any ambiguous?

**Respondent8:** The values were were fairly clear. Yeah yeah, I don't think I. I had to sort of keep going back each time and really sort of thinking through it an. Yeah, it wasn't too difficult.

Interviewer: OK, were there any value that were missing from the list that was printed for you?

**Respondent8:** Not not that I can think of. No, not offhand. I can think of.

Interviewer: So, the next section we’ll start with that. I've lost it. Values... We were at the top of it there, so can you tell me what you understand by the terms IT products and apps?

**Respondent8:** Well, so just the IT products and apps I was thinking of were more, the sort of the ones I use are things like Messenger and Facebook. I don't use the covid the NHS covid, but I did use a Zoe, a covid app. I don't tend to have a lot of apps put on my phone or my tablet. I'm not a big app person.

Interviewer: Fair enough, and did you have any issues answering the questions in this section in the values in IT products and App section? Do you want me to kind of go slowly through that through them.

**Respondent8:** Let me just go through them

Interviewer: So that's the first question. So, the first question was the repeat of the of the values question, but with looking at the importance of IT products and apps in supporting your values.

**Respondent8:** Hey, did it wasn't easy. It wasn't easy linking my values to the apps. Are you I had to really think? Think through 'cause I hadn't really thought about apps having that effect on my values until doing this. I just see apps is being something that I used. It was only when I really started to think about it. For example, self respect, it's important to have self worth and not compromise yourself in any way. Hey yeah I hadn't really thought too clearly about how that was impacting on my values, by doing the apps, but when I start to think about it. I thought no, you know I should have self respect, particularly using things like Facebook app. You know, it's very easy to be dragged into things on Facebook conversations and things and and to start to get a little bit cross and things like that and start to put in comments and then think I wish I hadn't put that now. To the point where I actually now I deleted a lot of people that I was following on Facebook because I found myself getting cross and being dragged into conversations and things too easily.

Interviewer: OK, so as we move down this as we move down this list without any difficulties in response. So in a did you have any difficulties responding to any of the values listed? So, there's wealth accomplishment. Self respect. Security. Broad mindedness helpfulness. Creativity. Honesty. Knowledge, responsibility. Competence social order. Freedom, equality, hedonism and sustainability.

**Respondent8:** Most things when you will think about about them can be brought into. How I was using the apps. But I never really thought about them that deeply before. I hadn’t.

Interviewer: OK, so. I'll keep moving down the questions so when so if if I can you can you read these questions on your screen?

**Respondent8:** Yeah. Do you want me to read it out loud?

Interviewer: no. I was just making sure you... if I, if I, if I, continue, kind of if you can, if you could just check over the question. And if you're happy just tell me to move the page up right.

**Respondent8:** Right Right. Yeah, I'm fine with those. I found these that'll be easy to answer in some ways. I don't know whether it's 'cause of the way it was set out. Or, because it was the questioning that I found a little bit easier to do.

Interviewer: OK. That's the end of that sentence,

**Respondent8:** right, right?

Interviewer: So, were there any problems there.

**Respondent8:** No, I think I found that section that little bit easier to do. Now this section, obviously 'cause I don't do the NHS COVID-19 app. So, I found this section a little bit more difficult because I don't. I haven't used it. As I say, I've used the Zoe app instead.

Interviewer: So, if we if I could just kind of. It's a similar kind of process, I just want to kind of nip through the questions and see if there are any issues answering them. So, if if you want to describe any of the problems you had that would be great. Very useful, so question 17. So was that easy enough to answer.

**Respondent8:** Yeah, that was straightforward.

Interviewer: Yeah. And then this. Question here.

**Respondent8:** I found this a little bit more difficult, as I say because I was trying to link it back to... well I couldn't link it to the NHS COVID-19 app. I'm and. Having not seen the COVID-19 app, I don't know how it relates to the Zoe one that I used so I couldn't even use that as a as a way of working through it.

Interviewer: OK, so it's a bit tricky to answer these then as a result.

**Respondent8:** Yeah I found it tricky to answer those.

Interviewer: How about this one?

**Respondent8:** Let's have a look, Social influences. Well, 19 was straightforward. As I say I haven't downloaded the app so social influence Graham my husband he has the NHS covid app. But he's him doing that has not made me want to do it. So, word of mouth and family, word, mouth and friends reviews on social media.have had no impact on me and my actually thinking to use the NHS COVID-19 app.

Interviewer: OK, so was he positive about using that app but you but couldn't convince you of it?

**Respondent8:** And well, yeah, he seems quite positive on using it because I'd already signed up for the Zoe app which was very straightforward, where you just literally just tick box each day to say that you're well, or if you've had a covid test. I just thought there was no point in doing the the NHS app as well. He carried on with that I carried on with Zoe app

Interviewer: OK. So. Did you write anything on question 20?

**Respondent8:** I don't think I did. No, no, I didn't. No. Compatibility. A huge issue with my phone. My mobile phone because it is constantly running out of memory. So, I have deleted everything that I possibly can off my mobile phone. I hate apps that they put on your phone cos you can’t get rid of them 'cause they take up so much memory it like drives me to distraction 'cause my operating system on my phone is rubbish. Which is one of the reasons I don't use many apps at all.

Interviewer: Can I ask how old is your phone?

**Respondent8:** It is about four years old.

Interviewer: OK.

**Respondent8:** And recently I have had to reboot it right back to Factory State twice.

Interviewer: Oh dear

**Respondent8:** So, it will hold my memory so that I say that's one of the reasons I don't tend to use any apps on my phone.

Interviewer: OK. So how useful the next one was how useful are the functions and features of the NHS COVID-19 app in helping you avoid the risk of infection. Can you remember how you approached that question?

**Respondent8:** I put on there that I I didn't know, because as I say I don't use the COVID-19 app, had it said using a covid app so I could have included the one that I have Zoe app. I would have put slightly useful. I would. from the experience of using that app.

Interviewer: And the next one in terms of importance of the security implications. Was that something that was in your mind?

**Respondent8:** Yeah, I think it's extremely important. Whatever app you using, I would always say data security, personal identity, security. Location tracking I don't have my location tracking on on the phone or my tablet ever. I never had the honor to like to be tracked. But I would say whatever app you're using, data security, personal identity, security and location tracking are majorly important in my eye.

Interviewer: OK. So, we know you didn't download the app.

**Respondent8:** Yeah,

Interviewer: have you considered downloading it since?

**Respondent8:** No I’ve not considered downloading it since?

Interviewer: OK, these are obviously easy enough to answer the next ones. I will stop sharing that screen and see. See if the video is good enough to come come back and actually see you. Right, there we go, so. The next set of kind of questions are just going going beyond the what what I was doing there was testing how you found the survey. You know validating the survey to help us make it better. Now this is more about kind of questions, but that broaden it out slightly. and. So, the first one is what kinds of factors in your own personal situation helped to shape your decision as to whether or not to download the app.

**Respondent8:** Are we talking about the NHS app here again?

Interviewer: well. Why don't we talk about the NHS briefly and then we can talk about the other app?

**Respondent8:** Lost you a bet.

Interviewer: And I'm gonna turn my camera off again. So why don't we talk about first about the NHS app and then we'll talk about the other app that you mentioned. OK,

**Respondent8:** OK. Can you repeat the question please?

Interviewer: Of course yeah. What kinds of factors in your own personal situation helped to shape your decision as to whether or not to download the NHS COVID-19 app?

**Respondent8:** OK, I suppose if my own position, personal position, if I think probably my age would have had an impact on whether to download the app or not, 'cause I'm nearly 60 and I I've read quite a bit on women of my age can be at risk from covid because menopause and things so I can see the importance of the app for tracing where it where covid is, you know if it's it's high in the area that I live in or whatever. I can't think of anything else.

Interviewer: Were there any functions and features of the NHS Cover 19 app that convince you not to use it?

**Respondent8:** I can't say because I've never I've never seen it. As I've I've never you, I've never actually, I've never actually looked at it, which I suppose I should have done in some ways because I could have compared it to the app. The Covid app that I was using, 'cause I'm, it may even have been that it was easier to use and I suppose really in some ways I should have researched it a bit more. I just knew that the app that I was using, the Zoe app. I get regular feedback by email from all the information that's been put in so they they give reports probably every other week or so. There are different reports coming out. Showing different symptoms there recognizing and how it's affecting different people and things. I found that very, very useful, so I spoke to that because it was giving me the information I wanted.

Interviewer: OK, So what made you take the decision to download that app?

**Respondent8:** I saw it. I must have seen it on Facebook. That's all, that's the only place I can think that I saw it and when I saw it I thought maybe maybe I should be doing this. You know, maybe if we all did that we could have got would have got controlled the covid spread a little bit better and I felt it was sort of. Not my duty to do it, but I wanted to help in any way that I could. By logging my symptoms and everything and then then they could use all that data.

Interviewer: And so, sorry go on

**Respondent8:** just so they could use the data basically and hopefully support other people and myself.

Interviewer: So why did this? Why this app and not the the NHS COVID-19 app is the question that's kind of bubbling, yeah, and why stick, stick with that app when the NHS COVID-19 app came out?

**Respondent8:** To tell you the truth. Covid... the Zoe app I was using came out right at the beginning so it came out last year around this time. And at the time that was the only app that I had heard about... the NHS app. I don't think came out. Until quite a bit later. Or at least. It well, my husband didn't download it till quite a bit later, so I haven't really. I thought the NHS were a bit slow off the mark, but I could be wrong, it may just be that. They didn't promote it the same, so I didn't, you know? So we have got it on Facebook, which is what I use as my main app. And the NHS didn't. And still hasn't, as far as I know. I still haven't seen adverts for that on Facebook.

Interviewer: OK,

**Respondent8:** so then I suppose I just have to say I've started with that one I thought I'll stick with it. You know, it seems to be doing the job.

Interviewer: OK, so as I go forward you can answer this to whichever app.

**Respondent8:** Okay

Interviewer: do you have any suggestions as to how the app you can say which one it is you thinking about might be improved to align more with your values.

**Respondent8:** Well, the app that I use is just a straightforward question each day, have you? How to covid test? Are you feeling well? And that was basically it that I was answering each day. So, there wasn't a lot, there wasn't a lot of place to take values into consideration, but then I suppose if I think about it, as I said before, I was doing the app, not just for myself, but to help others, so that was one of your questions on your questionnaire was about helping others. Wasn't it? It came in a couple of times.

Interviewer: Yeah, that's right.

**Respondent8:** So I suppose that's the main reason that I was using the app. I can't see that wealth fitted in very well with it and can't remember the other ones that. Could almost do to have the other ones written down, which I had when I did the questionnaire. At first I did have them all written down all the values written down so I could keep referring back to them. Until I figured out that I could actually do one question at a time and that made it easier,

Interviewer: OK?

**Respondent8:** But that's not, that's where my brain works. I have to. Have everything there so I can keep referring back to it. I'm not very good on screens and rolling screen up and down that doesn't work for me. My brain doesn't work that way.

Interviewer: Fair enough. And so if you have to convince someone else. To use an whichever app, what would you say to them?

**Respondent8:** I did I convince my friend I convinced my best friend to use a Zoe app, an I just said to her, you know, it's very easy to to do you get the input back, which is what I liked that you actually get as I say, these reports and there are video clips that you can go to from scientists. And so, you didn't feel like you were putting in the information and then it wasn't being used. And so, and I said I well to me I said I think it's our duty as many of us as possible that we need to do this and so she did. She joined the Zoe app as well and has done it ever since. And her husband joined then he does it. Although I I could do it for me and for my husband on the same app. I could fill out for him and for myself. I don't know about the NHS app, whether it's just for individual people, whether he just fills out for himself.

Interviewer: OK, so. Um well with the NHS COVID-19 app. All you actually do is put, is turn your Bluetooth on on the on the app and it just keep and it just tracks you in the background.

**Respondent8:** Right,

Interviewer: so it's aware of your location and when you've been close to someone else.

**Respondent8:** Yeah yeah

Interviewer: and then it just collects the data and notifies you if you've been if you spent some time with someone who has then tested positive for covid

**Respondent8:** Right.So the biggest difference there is the Zoe app doesn't do that. The Zoe app doesn't trace you. You just fill in each day, from your own address and which they have access to your post code. So, any information that you send them is just related to your post code. It's not too where you've been or anything.

Interviewer: OK, so it's tracking your symptoms rather than tracking your movements.

**Respondent8:** Yeah

Interviewer: against others, that's it,

**Respondent8:** yeah. That's the biggest difference then

Interviewer: Yeah, OK. OK, well are there any questions that you want to ask me or anything else you want to say having thought about these issues in our conversation and whilst taking the survey?

**Respondent8:** I I don't think of any questions.

Interviewer: No

**Respondent8:** as I say. The survey positive found difficult, not difficult parts of it. I had to really, really think quite carefully and I wasn't sure I was always on the right lines. When I look back at it but yeah, I think I think the hard is probably the hardest thing about survey was that it was all linked to the NHS app, which I understand you 'cause you use that app as you know the main example, but because I didn't do the NHS app I found that difficult. If it said do you use a covid app? I could have probably answered some of the questions a bit better from the respect of the fact that I do use a code app, but it's Zoe App that I use.

Interviewer: Fair enough, well, thank you for all your time and I'll turn the recording off. Now we will complete one second stop recording.

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