



Investigation on the management of legal procedures through online platforms

The following research aims to investigate some aspects related to the perception and expectations about the possibility of dealing with small claim procedures through an online platform that allows the consumers to submit their complaints, i.e. to fill out the required forms and attach the necessary documents.

The questionnaire, totally anonymous, is open **until July 28, 2023**.

Average time for completion: **10 minutes**.

Thank you for your valuable cooperation!

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not@fbk.eu [Switch account](#)



Not shared

* Indicates required question

Demographic information

The following questions aim to gather some general demographic information.

Indicate your age group: *

- ☐ 18-25
- ☐ 26-35
- ☐ 36-55
- ☐ 56-65
- ☐ > 65

Indicate your gender: *

- ☐ Male
- ☐ Female
- ☐ I prefer not to answer

What is your higher educational qualification? *

- ☐ Primary school certificate
- ☐ Secondary school certificate
- ☐ High school diploma
- ☐ University degree
- ☐ Master's degree
- ☐ Doctorate

Which of the following categories do you belong to? *

- ☐ Consumer
- ☐ Entrepreneur
- ☐ Expert in consumer support
- ☐ Legal professional (e.g. lawyer, bailiff, justice of the peace...)
- ☐ Other: _____

Relationship with technology

The following questions aim to investigate your relationship and experience with technology.

How often do you use for personal needs or purposes online applications for dealing with paperwork remotely rather than in person (e.g. banking transactions, applying for reimbursement of medical expenses, filling out online forms for tax returns)? *

- | | | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------|
| | 1 | 2 | 3 | 4 | 5 | |
| Less than once a month | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Daily |

How often do you use technology (e.g. digital devices such as computer, laptop, tablet pc, smartphone, or software, applications, online portal, etc.) during your work or daily activities? *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Regularly

How do you rate the level of your digital skills (i.e. ability to easily use technologies for work, leisure and communication)? *

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

How do you rate your level of familiarity with technology (i.e. experience of technology usage)? *

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

In general, what is the level of your interest in technology and innovation? *

	1	2	3	4	5	
Not at all interested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very interested

Opinion about dealing with online procedures

The following section of questions aims to investigate your opinion about the possibility of submitting a complaint through online portals and digital forms.

The following section of questions aims to investigate the knowledge (direct or indirect) of the procedures for handling transnational small claims. Please answer the questions by using a score from 1 to 5, where 1 = nothing and 5 = very much. (If you are not at all familiar with this kind of claim or you don't have direct experience, please score 1).

1 2 3 4 5

Nothing ○ ○ ○ ○ ○ Very much

1 2 3 4 5

Nothing ☐ ☐ ☐ ☐ ☐ Very much

1 2 3 4 5

Nothing ○ ○ ○ ○ ○ Very much

The following section aims to investigate your personal opinion about possible aspects or features of possible digital platforms (similar to [ELSTER](#)) for managing online procedures.

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the presence, during the compilation phase, of an automatic system to detect incomplete sections or fields in the digital form?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

How would you rate the presence of an automatic system for detecting the lack of mandatory documents?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

How would you rate the automatic filling of some sections by the system, based on information already entered in previous sections?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

How would you rate the possibility of filling cross-border online procedures in your mother tongue instead of English?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

How would you rate the presentation of information or instructions through simplified texts using less technical jargon?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

How would you rate the presence of a glossary, i.e. a collection of key terms and concepts useful for the procedure itself, accompanied by an explanation?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the visualisation of synonyms, to clarify some unknown technical terms present in the textual description?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the possibility of using additional, clarifying or in-depth documentation, provided through PDF files?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the possibility of using additional, clarifying or in-depth documentation provided through external links?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the presence of graphical elements which could signal the progress of the completion of the forms?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the presence of a notification system to inform about the state of progress of the whole procedure?

1 2 3 4 5

Not very helpful ○ ○ ○ ○ ○ Very helpful

How would you rate the possibility of using online procedures that can be used by mobile platforms (e.g. smartphone, tablet)?

	1	2	3	4	5	
Not very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very helpful

According to your direct experience or only your personal opinion, please express ^{*} your level of agreement with the following statements (scale from 1 to 5, where 1 = Strongly disagree, 5 = Strongly agree)

	1	2	3	4	5
The need to own a technological device in order to be able to use online platforms is a brake on their use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Being able to start and deal with a legal procedure (e.g. for claims or complaints) anywhere, simply by connecting to a digital platform, is a great advantage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Dealing with online procedures also from a smartphone is extremely convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Given current computer control and security systems, it is nowadays safe to enter personal data into web applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Online platforms simplify the management of legal procedures (e.g. for claims or complaints).

☐☐☐☐☐

Online platforms make it possible to speed up the management of legal procedures.

☐☐☐☐☐

Through the online portal it is easier to access all relevant documents, useful to better understand what information the form requires.

☐☐☐☐☐

By using a digital application to fill out the forms instead of manually filling out the paper forms, you have more guarantee of correctness of compilation.

☐☐☐☐☐

A digital application allows the compilation of the due claim forms in total autonomy, without the need to consult lawyers or experts in the procedure.

☐☐☐☐☐

In a fully digitalised management system, forms and documentation could be lost.

☐☐☐☐☐

An automatic translation of the case from your own language to the target language of the case (e.g. from German to Italian in case of claims with Italian companies) would be of great help.

☐☐☐☐☐

A short video tutorial step by step guiding the consumer in filling in the forms would be very helpful.

☐☐☐☐☐

The support of an operator, expert of the ESCP, becomes superfluous in case of digitalised compilation.

☐☐☐☐☐

A procedure dossier managed entirely online through a digital application still requires a final check by a human expert.

☐☐☐☐☐

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