

# Use of Digital Services

This survey was created by two HTW students for a challenge organized by citylab Berlin. It aims to ask participants about the use of digital services and their experience with them.

The aim is to obtain a comprehensive result that will help the city of Berlin to improve its digital services.

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## About your personal data

1. We do not collect any personal data. \*  
Any personal data such as email addresses are not stored or used.  
We only use the answers you enter for analysis.  
To access the survey, please answer the question below with "I understand".

☐ I understand

☐ quit

## Digital Services

2. How often do you use the digital services of the Berlin administration (e.g., online appointments, registrations)? \*

☐ Very frequently – I do everything online that I can do online.

☐ Occasionally – I only use it for certain things.

☐ Rarely – I prefer visiting the citizen's office in person.

☐ Never – I didn't know there are so many digital services available.

3. What prevents you from using the online services more frequently? (Multiple selections possible)

\*

	Yes	No
I find the websites difficult to understand..	<input type="radio"/>	<input type="radio"/>
The navigation is confusing..	<input type="radio"/>	<input type="radio"/>
There are no language options that work for me..	<input type="radio"/>	<input type="radio"/>
I don't trust the online services..	<input type="radio"/>	<input type="radio"/>

### Language Barriers and Translation Tools

4. Do you use tools like Google Translate to translate the websites into your language?

\*

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No, I speak enough German
- ☐ No, because I don't trust these tools

5. How well do you think the browser translator works on the websites of the Berlin administration? \*

- ☐ Perfect, I understand everything.
- ☐ It's okay, but some things are hard to understand.
- ☐ It's often inaccurate and makes it difficult to understand the information correctly.
- ☐ I have never used translation tools.

6. Would you have concerns about booking important appointments or filling out forms (e.g., appointments at the citizen's office) on a translated website? \*

- ☐ Yes, I'm afraid something might be mistranslated.
- ☐ Only sometimes, when it comes to particularly important things.
- ☐ No, I trust the translation.

Suggestions for Improvement

7. What would make it easier for you to use digital citizen services? (Multiple choices possible) \*

	Very likely	Maybe	Not so important
Supportt iin diifferentt llanguages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Siimplerr websiitte sttructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Morre iinformattiion aboutt avaiillable diigiittall serviices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chattbotttto help wiitth naviigattiion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Open Question

8. What would be the biggest incentive for you to use the digital services of the Berlin administration instead of going to the citizen's office in person?

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