**Survey Sample Questions**

To the readers, this survey is purely on voluntary basis for willing participants. Information of this survey will be stored safely in a college storage and personal details will not be stored unless one expresses that they would like their details obtained and kept. This is designed for study purposes only, should at any stage this become a commercial project all participants will be informed, their responses will only be used as a part of this with their consent. The reason for this survey is stated below read it carefully and kindly respond to the best of your knowledge, interest and ability thank you in advance for your participation. Questions will be either a YES or No, Scale of 1 to 5 or pick the answer that best describes or suit you. If there was to be an App for Utilities that possibly does the following:

1. **Electronic top up.**
2. **Automatically credit users’ account.**
3. **Save top up in an electronic wallet for later usage.**
4. **Self-service meter input**
5. **Realtime use display**

Q1. What is your age?

18 - 30

31 - 40

41 - 50

51 - 59

60+

Q2. What is your current status?

Student

Unemployed

Jobseeker

Employed

Retired

Q3. Are you the bill payer in your house hold?

Yes

No

Q4. Who is your current service provider for your Electricity and Gas?

Electric Ireland

PrePay Power.ie

Energia

SSE Airtricity

Bord Gás

Gas Network Ireland

Ervia

Calor Gas Ireland

FloGas

Calor Gas

Panda Power

BEenergy

PINERGY

Just Energy

Other (Please state)

Q5. How likely are you to use a mobile App to pay for your utilities?

5. Very likely

4. Likely

3. Not using PAYG

2. Less likely

1. Not likely

Q6. Would you or the household billpayer use such an App?

5. Strongly Agree

4. Agree

3. Not Sure

2. Disagree

1. Strongly Disagree

Q7. Are there any skilled internet or App users is your household?

5. All of us

4. Most of us

3. Some of us

2. Very few of us

1. None of us

Q8. Is your household currently on pay as you go system PAYG for any of your utilities?

Yes

NoQ9. Considering the reason for the survey if you answered No on previous question would you consider using PAYG if there was such an App in the market?

5. Strongly Agree

4. Agree

3. Not Sure

2. Disagree

1. Strongly Disagree

Q10. How do you currently pay for your utilities?

Monthly bill paid direct debit

Monthly bill paid in cash

Pay as you go App

PayZone shops

Q11. Do you find it convenient to use PayZone or other available ways to pay for your utilities for those who use that as a payment method?

5. Strongly Agree

4. Agree

3. Not Sure

2. Disagree

1. Strongly Disagree

Q12.

For those that already use pay as you go utilities how often have you lost your receipt before crediting your account?

5. Very likely

4. Likely

3. Not using PAYG

2. Less likely

1. Not likely

Q13. Is there internet use in your household should you consider using this app as internet connection is needed?

Yes

No

Q14. Are there any challenges you face using the current top-up system and if so how often?

5. Very often

4. Often

3. Moderate

2. Less often

1. Never

Q15. Do you have any elderly loved ones that you would find this application useful on their behalf?

5. Very likely

4. Likely

3. Not sure

2. Less likely

1. Not likely

Q16. How likely are you to recommend this app to a friend should it be developed?

5. Very likely

4. Likely

3. Not sure

2. Less likely

1. Not likely

Q17. For those already on PAYG how often do you need to top-up?

5. Very often

4. Often

3. Moderate

2. Less often

1. Never

Q18. What else would you suggest the app provides that would suit your needs better?

Answer:

|  |
| --- |
|  |

Q19. What is the monthly cost of your Gas or Electricity please specify your expense on each.

|  |
| --- |
|  |

**Interview Questions Sample**

***Survey questions and interview questions must be included in the Ethics form as an appendix at the end of the form. Consent form to be given to the participants must also be included in the appendix section.***

**The Committee recommends you to address the comments and resubmit the form online on Moodle. New submission deadlines are defined for each month and are available on the Project Moodle page.**

**Please note that if your ethics proposal is not approved, you cannot receive credit for any piece of work that involves human subjects as this has not received ethical approval. If you have any questions, please contact your supervisor.**

Your interview questions for the Project Sponsor - MABS executive, (could include):

"Tell me why you feel that there is a need for the App?

Can you describe your requirements for the App in priority and can you break them down into the following classifications:

Business Requirements

Functional Requirements

Your Interview questions for the App developer (could include):

"Can you tell me about your experience of developing Apps similar to"  (name of your App) - this should include standards etc

Please describe in detail your technical requirements for the App

Your interview questions from a typical potential user

"Tell me about the difficulties you experience with managing your weekly utility bills and methods of payment"

"What features would you like the App to have"

If the interviewee is having difficulty responding - examples of features and their response will be noted.