

WHAT INFLUENCE TRUST IN ELECTION TECHNOLOGIES

INTERVIEW GUIDE

INTRODUCTION

Introduction of the Interviewer

Good day. My name is _____, a _____ at IT University Copenhagen. Thank you for participating in this interview. The interview will last approximately 30 to 45 minutes.

Demographic Information

1. How old are you?

☐ 18 – 30

☐ 31- 40

☐ 41 - 50

☐ 51 – 60

☐ 61 – 70

☐ Above 70

2. What gender do you identify with?

3. Which citizenship do you have? _____

4. What is your current highest education?

5. What is your current employment status?

6. What is the level of your computer skills?

Context Establishment

Objective: Understanding perceptions of citizens regarding online services in general, as a way of context establishment.

- Tell me about your experience with online services such as eboks.dk, borger.dk, skat.dk, online banking.
 - Which of these services have you used before?
 - How often do you use these services?
 - Which service do you use most often?

Objective: Understanding the level of trust in these services

- Can you tell me how confident you feel when using these services?
 - How confident are you in navigating through the services?
 - Do you find it easy in using these services or do you find it difficult?
- Do you think these services are reliable? Why or why not?
 - Do these services provide the information you need?
 - Do these services function properly at most times?
- Can you tell me about any concerns (Security, Risk, Vulnerabilities) you have about using these services?
 - Do you think they keep your data secure? Why do you think so?
- Do you trust these services? And why?
 - What makes you trust or not trust these services?

Perceptions towards current paper-based elections

Objective: Understanding citizens' perceptions towards the current paper-based elections.

- What type of elections have you participated in (Folketing, municipal/regional elections, European Parliament)?
- How often do you participate in the election?
- When was the last time you voted in the election? How was your experience? Can you describe it?
- What do you like about the current paper-based voting system? Why?
- Do you think paper-based voting ensures that votes are cast as intended, votes that are cast are accurately counted, and votes cast are not manipulated? Why do you think so?
 - (Optional) What motivates you to use paper-based voting technology to cast your vote?
- What makes you trust/believe or not to trust/not to believe in the current paper-based voting system?
- **(Optional)** What can be done to improve the current paper-based voting system?

Perceptions towards Election Technology

Objective: Understanding citizens' perceptions towards election technologies.

- Do you know about the election technologies such as electronic voting systems, electronic tallying systems, electronic verification systems, etc.?
- Can you tell me how you think such technologies can be used in the election process?
- How can election technologies bring trust in the election process (i.e., bring, anonymity, transparency, integrity, confidence, accuracy, convenience, etc. in the election process)?
- What will make you trust/believe or not trust/not believe in election technologies?

Perceptions towards Internet Voting

Objective: Understanding citizens' attitude towards Internet Voting.

- Do you know about internet voting?
 - *If NO, then explain internet voting to the participant*
 - If YES, what do you think about the use of Internet voting in an election process?
- Have you ever used internet voting in any election?
 - If YES, what did you like about this voting process?
 - **(If Yes)** Will you prefer to use Internet voting or a paper-based voting system in an election? And why?

Imagine that you are going to use internet voting in the next election, in such case:

- Would you feel confident in the election results, if the ballots are cast over the internet? Why or why not?
- **(Optional if the above response is negative)** What can be done to increase your confidence?
- Can you tell me how comfortable you be in using the internet voting system to cast your vote?
 - Will it be easy for you to use the system, or you will need help?
- How reliable and secure is an internet voting system to be used in an election process?
- Do you think internet voting systems have enough safeguards to make you feel safe in using them to cast your vote? And why?
 - **(Optional)** If NO, do have any thoughts on what can be done to improve the security and safeguards?
 - **(Optional)** What will motivate you to use internet voting technology to cast your vote?
- What will make you trust or not trust in Internet voting system?
- What challenges do you foresee with using this Internet voting system?

Trust in the election authorities

Objective: Understanding the trust in the authorities responsible for implementing elections

- Can you tell me in your opinion if the election authorities always work according to the electoral laws in Denmark?
- Do you trust them in doing the right things? Why?
 - **(Optional)** What makes you **trust** or **not trust** the election authorities?
- Can you trust election authorities to implement election technologies (electronic verification, electronic voting, electronic tallying) in the upcoming election? And why?
- What will make you trust or not trust the outcomes of elections conducted using election technology?