INTERLINK Co-Producers' Perceptions Questionnaire

We aim to measure Co-Producer's perceptions on User-based Quality, Value-based Quality, Trust and Acceptance. This questionnaire is thought to be answered by those who take part in the co-production of a public service or reuse artefacts (public services & INTERLINKERs) made available through INTERLINK co-production tools (Collaborative Environment and Catalogue).

* Required	
Tell us about yourself	We kindly request you to answer the questions below in order to improve the quality of the test
1. In what role do yo	ou use INTERLINK co-production tools? *
Mark only one ova	ıl.
Citizen S	kip to question 13
Public servar	nt Skip to question 23
Non-profit or	ganization Skip to question 23
For-profit org	ganization Skip to question 23
Check all that apply Co-design: eng Co-design: des Co-delivery: im	agement phase (e.g. involving stakeholders, shared problem definition) ign phase (e.g. shared solution definition, service specification) plementation phase (e.g. service execution) stainability phase (e.g. maintenance, co-evaluation)
3. How often do yo	u use Internet on your computer in your daily life? *
Mark only one ova	ıl.
I never use it	
I rarely use it	(1-2 days a week)
Occasional	y use it (3-4 days a week)
I frequently u	se it (5-6 days a week)
Daily use it (7	7 days a week)

4.	How often do you use apps on your smartphone in your daily life? *
	Mark only one oval.
	I never use them
	I rarely use them (1-2 days a week)
	I occasionally use them (3-4 days a week)
	I frequently use them (5-6 days a week)
	Daily use them (7 days a week)
5.	Which of the following administrative e-services do you manage to work with? *
	Check all that apply.
	Public service app
	Online form
	Other:
	Citier.
6.	What is your Age? *
	Mark only one oval.
	under 18
	18-35
	35-50
	50-65
	65-75
	over 75
7.	What is your Gender? *
	Mark only one oval.
	Male
	Female
	Other:
8.	Do you have a migrant background (as in born elsewhere)? *
	Mark only one oval.
	Yes
	No

9.	Do you have any of the following disabilities, which may affect your participation in co-production process? *
	Check all that apply.
	None
	Visual impairment
	Audio impairment
	Physical disability
	Other:
10.	What is your level of education? *
	Mark only one oval.
	Secondary school
	High school diploma
	VocationI training
	Undergraduate (Bachelor) degree
	Master's degree
	PhD
	Other:
11.	What is your professional field? *
	Mark only one oval.
	Architecture, Planning & Environmental Design
	Arts & Entertainment
	Business
	Communications
	Education
	Engineering & Computer Science
	Environment
	Government
	Health & Medicine
	Law & Public Policy
	Sciences - Biological & Physical
	Social Impact
	Other:

12.	What is y	our current	t worki	ing stat	tus?				
	Mark only	one oval.							
	Une	mployed							
	Self	-employed							
	Emp	oloyed (priva	te sect	or)					
	Emp	oloyed (publi	c secto	r)					
	Reti	red							
	Oth	er:							
Qu	er- sed ality :izens)	production. Co-producti together to	ion refer reach a	s to a wa	y of worl	king whe	ere servio	n constructs regarding co- ce providers and users, work is value-driven and built on the best placed to help design it.	
Effec	ctiveness .	[/] Customei	r Satis	faction	1				
13.		K collabora on process		ools inc	rease 1	the sat	isfacti	on of engaging in a co-	
	Mark only	one oval.							
					_		_		
			1	2	3	4	5		
	Complete	ly disagree						Completely agree	
14.							lp citiz	ens to complete their	
	objective	s in a co-p	roduct	ion pro	ocess *				
	Mark only	one oval.							
			1	2	2	4	5		
			1		3	4			
	Complete	ly disagree						Completely agree	
Effici	iency								
15.		of INTERLIN in co-produ						o perform the steps way. *	
	Mark only	one oval.							
			1	2	3	4	5		
	Complete	lv disagree						Completely agree	

	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
	ulness (added value)						
	uilless (added value,	,					
	The use of INTERLIN					/s me t	to better engage in the
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree					()	Completely agree
	producing public se			ve too	s redu	ces the	Completely agree e (general) difficulty in c
	The use of INTERLIN			ve tool	ls redu	ces the	
	The use of INTERLIN producing public se	rvices	*				e (general) difficulty in c
	The use of INTERLIN producing public se	rvices	*				
•	The use of INTERLIN producing public se Mark only one oval. Completely disagree of use (comfort/plead)	1 asure/	2 usabili	3 	4	5	e (general) difficulty in c
	The use of INTERLIN producing public se Mark only one oval. Completely disagree of use (comfort/plead of the completely disagree) I think that most perquickly *	1 asure/	2 usabili	3 	4	5	e (general) difficulty in c
	The use of INTERLIN producing public se Mark only one oval. Completely disagree of use (comfort/plead)	1 asure/	2 usabili	3 	4	5	e (general) difficulty in c
•	The use of INTERLIN producing public se Mark only one oval. Completely disagree of use (comfort/plead of the completely disagree) I think that most perquickly *	1 asure/	2 usabili	3 	4	5	e (general) difficulty in c

21.					•		o realize the design (service of a public service? *
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
22.		ırs), a c	certair	place	(e.g. p	ossible	peing bound to a certain to use it from home), a
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
(pu noi org pro org	er-based Quality ublic servants, n-profit ganizations, for- ofit- ganizations) ctiveness / Custome	regar Co-pi users value servi	rding co- roductions, work to- e-drivence are b	production refers cogether and built est place	on. to a way to reach	of worki a collect rinciple t	owing evaluation constructs ng where service providers and ive outcome. The approach is that those who are affected by a it.
23.	INTERLINK collabora in a co-production p			ontribut	te to m	eeting	(everyday work) objectives
		1	2	3	4	5	
	Completely disagree						Completely agree
24.	I believe that INTERI their objectives in a Mark only one oval.					lp pub	lic employees to complete
		1	2	3	4	5	
	Completely disagree						Completely agree

25.	The use of INTERLIN						to perform the steps way. *
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
5.	The use of INTERLIN				-		vest fewer monetary and/or s. *
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
sef	Completely disagree)					
	fulness (added value	NK colla				/s me t	to better engage in the
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	fulness (added value The use of INTERLIN process of co-prod	NK colla				vs me t	to better engage in the
	fulness (added value The use of INTERLIN process of co-prod	NK colla lucing p	oublic s	service	s. *		to better engage in the Completely agree
	fulness (added value The use of INTERLIN process of co-prod Mark only one oval.	NK colla lucing p	oublic s	service	s. *		
7.	The use of INTERLIN process of co-production Mark only one oval. Completely disagree	NK colla	2 aborati	3	4	5	
7.	The use of INTERLIN process of co-production Mark only one oval. Completely disagree	NK colla	2 aborati	3	4	5	Completely agree
sef 7.	The use of INTERLIN process of co-producing public se	NK colla	2 aborati	3	4	5	Completely agree

Ease of use (comfort/pleasure/usability)

29.	I think th quickly *	-	ople w	ould le	arn to	use IN ⁻	TERLIN	K collaborative too	ols very
	Mark only	one oval.							
			1	2	3	4	5		
	Complete	ely disagree						Completely agree	
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	Mark only	one oval.							
			1	2	3	4	5		
	Complete	ely disagree						Completely agree	
exib	oility/Acc	ess							
•						-		to design (service public service? *	
	Mark only	one oval.							
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	Complete	ely disagree						Completely agree	
2.	INTERLIN	JK collabor:	ative to	ools ca					
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	time (e.g certain to	ı. office hou echnical pr	urs), a	certain	place	(e.g. p	ossible	-	
	time (e.g certain to Mark only	ı. office hou echnical pr	urs), a e erequi	certain site (e.	place g. a cei	(e.g. po rtain ap	ossible op) *	-	
	time (e.g certain to Mark only	p. office how echnical pr one oval.	urs), a e erequi	certain site (e.	place g. a cei	(e.g. po rtain ap	ossible op) *	to use it from hon	
	time (e.g certain to Mark only Complete to question	p. office how echnical prome one oval. ely disagree	urs), a derequi	certain site (e.	place g. a cel	(e.g. portain ap	ossible op) * 5	to use it from hon	ne), a

33.	Check the options with which you agree regarding the following statement. The co-production process is sensitive to *
	Check all that apply.
	Digital literacy
	People with disabilities (e.g. visual impairment)
	People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production) Other:
34.	The INTERLINK collaborative tools need to be improved with regard to *
	Check all that apply.
	Digital literacy
	People with disabilities (e.g. visual impairment)
	People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production)
	Other:
Secu	urity/Privacy
35.	To what extent do you agree with the following statement. During the coproduction process, there was transparency about *
	Check all that apply.
	(Personal) data usage
	Data storage
	Opt out options (right to be removed)
	Other:
36.	INTERLINK collaborative tools ensure that only necessary data is collected
	allowing for a high level of privacy *
	Mark only one oval.
	1 2 2 4 5
	1 2 3 4 5
	Completely disagreee Completely agree

Democratic values

3 4 5 u agree with the following statement. There is transparency plaint/suggestion and how it is processed. * 1 2 3 4 5 Completely agree c administration u agree with the following statement. The INTERLINK re based on transparent rules and regulations. * 1 2 3 4 5 Completely agree u agree with the following statement. The INTERLINK										
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Delaint/suggestion and how it is processed. * 1										
Delaint/suggestion and how it is processed. * 1										
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c administration u agree with the following statement. The INTERLINK re based on transparent rules and regulations. * 1 2 3 4 5 Completely agree				mpiain	t/sugg	estion	ana nov	w it is p	processed. *	
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1 2 3 4 5 Completely agree			-	_				-		
Completely agree				are Da	iseu oi	ı u ansp	Jai en i	uies ai	ia regulations.	
Completely agree		Mark only or	ne oval.							
				1	2	3	4	5		
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u agree with the following statement. The INTERLINK		Completely	disagree		2	3	4	5	Completely agree	
a agree with the following statement. The hyrekelist		Completely	disagree		2	3	4	5	Completely agree	
rovide an equal treatment of all people collaborating										
o the co-production process? *		To what ex	tent do y	you ag	ree wit	th the f	followin	g state	ement. The INTERLINK	
		To what ex	tent do y	you ag	ree wit	th the f	iollowin eatmen	g state	ement. The INTERLINK	
		To what ex collaborati within/con	tent do y ve tools tributing	you ag	ree wit	th the f	iollowin eatmen	g state	ement. The INTERLINK	
	-	To what ex	tent do y ve tools tributing	you ag	ree wit	th the f	iollowin eatmen	g state	ement. The INTERLINK	
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		To what ex	tent do y	you ag	ree wit	th the f	iollowin eatmen	g state	ement. The INTERLINK	
		To what ex collaborati within/con	tent do y ve tools tributing	you ag	ree wit	th the f	iollowin eatmen	g state	ement. The INTERLINK	
		To what ex collaborati within/con	tent do y ve tools tributing	you ag provic to the	rree wit de an ee e co-pr	th the fi	followin eatmen on proc	g state t of all cess? *	ement. The INTERLINK	
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1 2 3 4 5		To what ex collaborati within/con	tent do y ve tools tributing ne oval.	you ag provic to the	rree wit de an ee	th the fi	followin eatmen on proc	g state t of all cess? *	ement. The INTERLINK people collaborating	
1 2 3 4 5	кiр	To what ex collaborati within/constant only or Completely	ve tools tributing ne oval.	you ag provice to the	gree with de an each co-pro	th the finduction	Followin eatmen on proof	g state t of all ess? *	ement. The INTERLINK people collaborating Completely agree	
1 2 3 4 5 Completely agree	κip /al	To what ex collaborati within/confine Mark only or Completely to question 4 ue-based G	tent do y ve tools tributing ne oval. disagree	you ag provice to the	gree with de an each co-pro	th the finduction of the state	Followin eatmen on proc	g state t of all ess? *	ement. The INTERLINK people collaborating Completely agree	
1 2 3 4 5 Completely agree This dimension encompasses the following evaluation constructs	kip /al pu	To what ex collaborati within/constant only or Completely to question 4 ue-based Gablic servant	tent do y ve tools tributing ne oval. disagree	you ag provice to the	gree with de an each co-production of the co-produc	th the finduction of the state	Followin eatmen on process of the second sec	g state t of all ess? *	ement. The INTERLINK people collaborating Completely agree	
1 2 3 4 5 Completely agree This dimension encompasses the following evaluation constructs regarding co-production. Co-production refers to a way of working where service providers and users, work together to reach a collective outcome. The approach is	<i>kip</i> √al ′pu nor	To what ex collaborati within/confidence of the completely to question 4 ue-based Gablic servantar-profit	ve tools tributing ne oval. disagree	you ag provice to the	is dimensional disproductions, work	th the fiqual trepoduction as sion encoopproduction on refers together	collowin eatmen on process to a way to reach	g state t of all ess? * 5 of worki a collect	ement. The INTERLINK people collaborating Completely agree owing evaluation constructs ing where service providers and live outcome. The approach is	
1 2 3 4 5 Completely agree This dimension encompasses the following evaluation constructs regarding co-production. Co-production refers to a way of working where service providers and	Val (pu nor org	To what ex collaborati within/constant only or Completely to question 4 ue-based Gablic servant	ve tools tributing ne oval. disagree	you ag provice to the	iree with de an experience comprehensial dimensial dimen	th the fiqual trepoduction as sion encoopproduction on refersion together and builties.	iollowin eatmen on process tion.	g state t of all eess? * 5 of worki a collectorinciple	ement. The INTERLINK people collaborating Completely agree Description constructs and where service providers and the cive outcome. The approach is that those who are affected by a	

37. To what extent did the co-production process allow for active citizen

41.	Check the options with which you agree regarding the following statement. The co-production process is adapted for *
	Check all that apply.
	Digital literacy
	People with disabilities (e.g. visual impairment)
	People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production) Other:
42.	The INTERLINK collaborative tools need to be improved with regard to *
	Check all that apply.
	_
	Digital literacy People with disabilities (e.g. visual impairment)
	People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production)
	Other:
Secu	urity/Privacy
43.	To what extent do you agree with the following statement. During the co-
10.	production process, there was transparency about *
	Check all that apply.
	(Personal) data usage
	Data storage Opt out options (right to be removed)
	Other:
44.	INTERLINK collaborative tools ensure that only necessary data is collected
	allowing for a high level of privacy *
	Mark only one oval.
	Mark only one oval.
	1 2 3 4 5
	Completely disagreee Completely agree
	, , , , , , , , , , , , , , , , , , ,

Democratic values

∕lark only o	ne oval								
iviaik Offiy (nie Ovai.								
	1	2	3	4	5				
Very little						Very	much	_ 1	
To what e	xtent do	you aç	gree w	ith the	e follov	ving s	state	ment. There is t	trans
on how to	file a co	mplair	nt/sugg	gestio	n and I	now i	it is p	rocessed. *	
Mark only	one oval.								
		1	2	3	4		5		
Complete	y disagre	e						Completely agre	e
Го what e	xtent do	you aç	gree w	ith the	e follov	_		ment. The INTE	
To what e collabora	xtent do	you aç	gree w	ith the	e follov	_			
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To what e collabora Complete To what e collabora	xtent do tive tool one oval. y disagre xtent do tive tool ontributin	you aç s are ba	gree w gree w de an e	ith the	e follov e follov treatm	ving s	5 state	cment. The INTE	ee ERLIN
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		4		0	4	-		7	^	0	10	
		1	2	3	4	5	6	7	8	9	10	
You can't be	too careful											Most people can be tru
Please indications.	0 means y											
Check all that	apply.											
	0	1	2		3	4	5		6	7	8	
Local public authorities				[]				
Regional public authorities				[]				
National public authorities				[]				
European public authorities				[]				
4)	
to question 53												
		6 :1				C'1	•_		`			
ıst (public ser	vants, nor	і-ргопі	. organi	zation	s, ior-	pront-	organiz	ations	·)			
Generally sp can't be too						ople ca	n be tr	usted,	or that	: you		
Mark only one	oval.											
		1	2	3	4	5	6	7	8	9	10	

49. Generally speaking, would you say that most people can be trusted, or that you

	Check all that	apply.								
		0	1	2	3	4	5	6	7	8
	Local public authorities									
	Regional public authorities									
	National public authorities									
	European public authorities									
	4									•
01:	4)
	◆ to question 55									•
	o to question 55									•
		tizens)	NK collabo	orative to	ols will be	used fre	quently b	y citizens	S*	•
Ac	ceptance (ci	tizens) NTERLIN	NK collabo	orative to	ols will be	used fre	quently b	y citizens	S*	•
Ac	ceptance (ci	tizens) NTERLIN					quently b	y citizens	S *	•
Ac	I think that	tizens) NTERLIN		prative to	ols will be	5			S*	•
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Ac. 53.	I think that I	NTERLIN e oval. disagree	1	2 3	4	5 Cor			S*	
Ac. 53.	I think that I Mark only one Completely of	NTERLIN e oval. disagree	1 collabora	2 3	4	5 Cor			S*	

Acceptance (public servants, non-profit organizations, for-profit-organizations)

55.	I think that INTERLINK collaborative tools will be used frequently by organizations *								
	Mark only on	ne oval.							
			1	2	3	4	5		
	Completely	disagree						Completely agree	
56.	I will use IN		collabo	orative	tools t	freque	ntly in	my work *	
			1	2	3	4	5		
	Completely	disagree						Completely agree	
abo pro	lection out co- duction cess	together principle it. Co-produthat the otheir own for exam INTERLIN	to reach that those ection is a organisate internal ple) for i	a agreed se who a there sin tion, in o knowled nnovatio ly corres	d outcom are affect ace it is li ur case t dge, sour on (of pro	nked to (he Publices and ducts, so a innover	pproach service a Open Inn c Admin resource ervices, ation pro	rvice providers and use is value-driven and buter best placed to help tovation strategies. This istration, does not just es (such as their own subusiness models, procopect, not only from a pundel standpoint.	ilt on the designing is means rely on staff or R&D resses etc.).
Expe	rience in co	-produc	tion						
57.	In which co				ction ac	ctivities	s have	you taken part in	, before
Check all that apply.									
		igement pl	nase ac	tivities	(e.g. inv	olving s	stakeho	olders, shared proble	em
	definition) Co-design phase activities (e.g. shared solution definition, service specification) Co-implementation phase activities (e.g. service implementation, service executio Co-sustainability phase activities (e.g. maintenance, co-evaluation) Never before in any co-production activity Other:							•	

Participation in co-production

58.	In which way have you contributed towards a new or an improved public or private (co-produced) service? *
	Check all that apply.
	I have collaborated with an idea for a solution/answer. I have collaborated with a conceptual design for the solution/answer.
	I have collaborated in the development of a solution/answer that is reliable enough so that it can be used.
	Others are developing solution/answer based on my ideas or design
	I have supported a collaborative decision process
	I have only participated as an observer (passively) in co-production process Other:
Moti	vation
59.	Internal motivation for your participation in co-producing a service *
	Check all that apply.
	The initial solution of the problem was not acceptable for the society (low user experience not ICT solution, not updated, etc.)
	I have been working in similar solutions/problems that could serve as an example. (For other public administrations, for other services, for other firms, etc.)
	I used the initial solution of the problem once and found several problems. I am part of teams that have been previously working in this procedure/problem and I have similar ideas to improve the solution/address this problem
	Other:
Initia	ative
60.	Initiative for your contribution to co-producing a service: *
	Check all that apply.
	Because of my personal experiences (professional background)
	Because of conversation with other stakeholders
	Because of social media/Internet opinions from users from diverse backgrounds Because of my personal interests
	Other:

Inspiration

01.	inspiration. Where does your contribution for the final proposal come from:
	Check all that apply.
	The solution is adapted from another public administration service
	The solution is adapted from the private sector
	The solution is brand new
	Other:
Tha	ank you for your time!

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